

FACULTY OF ENGINEERING

BE II-Semester (CBCS)(Backlog) Examination, November 2020

Subject : Business Communication and Presentation Skills

Time: 2 Hours

Max marks: 70

Note: Answer any five questions from Part-A & any Four questions from Part-B

Part - A (5x2=10 Marks)

1. Which the right option for the sentences given below.
 1. Which of the following communication deals with the examples of conveying routine information, new policies or procedures, seeking clarification, asking for analysis, etc.
 - a) Diagonal communication
 - b) Upward communication
 - c) Horizontal communication
 - d) Download communication
 2. -----Communication is meant for large audiences and requires a medium to transmit information.
 - a) Mass communication
 - b) Face to face communication
 - c) Telephonic communication
 - d) Horizontal communication
2. Choose the right option for the sentences given below
 1.
 - a) Send attachment sensibly
 - b) Violate the rules of grammar
 - c) Write subject clearly
 - d) Proof read carefully
 2. Undiscovered talent is an example of which quadrant of Johari window.
 - a) Open area
 - b) Blind area
 - c) Unknown area
 - d) Hidden area
3. Choose the right option for the sentences given below
 1. In which of the styles of communication do you express your ideas clearly and ask for what you want without demanding?
 - a) Assertive communication
 - b) Passive communication
 - c) Aggressive communication
 - d) Intrapersonal communication
 2. Story boarding and lotus blossom are the types of
 - a) Brain storming technique
 - b) Delphi technique
 - c) Nominal group technique
 - d) Persuasive technique
4. State whether the following statements are true or false.
 1. Sales letters are meant for converting readers into potential customers. ()
 2. Enclosure is an optional part in letter writing. ()

5. State whether the following statements are true or false
1. Technical writing can also be subjective. ()
 2. Physical presence of the group members is required in Nominal technique ()

6. Match the following

A	B
1. Johari window	a. Flows in all direction
2. Diagonal communication	b. Can be subjective and formal
3. Brain storming	c. Lotus blossom
4. General communication	d. Blind area
	e. Flows in upward direction
	f. Coming apart

7. Mention the features of a good GD.
8. What is an agenda?
9. What do you mean by ABC of technical communication?
10. Write about minutes of the meeting.

Part-B (4x15=60 Marks)

11. What are the channel of communication?
12. What is interpersonal communication? Explain Johari window.
13. Explain the elements of a formal report.
14. Write SOP to the University of Illinois at Chicago to get admission to do MS in science.
15. Write about the planning and preparation of interview. Give any two questions of interview and answer them.
16. As the Purchase officer of the company, write a complaint letter to Uniflex Ltd, New Delhi, pointing out the damage which was discovered after checking the consignment containing Compact Discs sent to you by the supplier. Invent the necessary details.
17. Draft a report to the Principal of the college, as an In-charge of the class on taking the students of BE first year to a picnic.
