

FYIT/TCS/12

19/3/24 ATUR

DURATION: - 2½ hrs

715041223

MARKS:- 75

Note: - (1) All questions are compulsory.

(2) All questions carry equal marks.

(3) Figures to the right indicates full marks

- Q.1) Write short notes on ( Any 4)** 20M
- 1) Explain the process of communication. CO1,2-U/R
  - 2) Elaborate the characteristics of language. CO1,2-U/R
  - 3) Write in detail about the importance of technical communication. CO1&2-U/R
  - 4) Explain in detail the objectives of interview. CO1,2,3-U/R/AP
  - 5) What are the 7Cs of effective communication? CO1&2-U/R/AP
  - 6) What is group discussion? Elaborate its objectives. CO1&2,3,4-U/R/AP
- Q2) Write short notes on (Any 4)** 20M
- 1) What are the steps involved in organizing a business conference? CO1,2,3,4-U/R-A-P
  - 2) What are the techniques of drafting an effective e-mail? CO1,2,3-U/AN
  - 3) What are the modes or methods of presentation? CO1,2,3,4-U/R-A/P
  - 4) Which are the ethical dilemmas facing a manger? CO1,2,3,4-U/R
  - 5) Explain any 4 types of meeting. CO1,2,3,4-U/R-A/N
  - 6) Enumerate the etiquettes one must follow while drafting and sending e-mails. CO1,2,3,4-U/R-A/P
- Q3) Write short notes on (Attempt Any 4)** 20M
- 1) Write in detail about video conferencing. CO1&2-U/AP
  - 2) What are the implications of active listening? CO1,2,3,4 U/AP
  - 3) Define business letter. Explain the important parts of a business letter. CO1,2,3,4-U/R
  - 4) Which are the strategies of writing the body of a business letter? CO1,2,3,4-U/AN
  - 5) What are video-resumes? CO1,2,3-U/AP
  - 6) Elaborate the types of business letter used today. CO1,2,3,4-U/AP
- Q4) Write short Notes on (Attempt any 5)** 15M
- 1) Elaborate the objective of MIS. CO1,2,3-U/R
  - 2) Explain the importance of effective financial communication. CO1,2,3-U/R
  - 3) What are the essentials of business writing? CO1,2,3,4-U/AN
  - 4) Define resume and explain its types. CO1,2,3,4-U/AP
  - 5) Enumerate the levels of communication. CO1,2-R/U
  - 6) Explain the types of non-verbal communication. CO1-U

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