

No. of Printed Pages : 03

Roll No.

AA355

M.B.A. EXAMINATION, May 2019

(First Semester)

(Old Scheme) (Re-appear)

MBA109

BUSINESS COMMUNICATION

Time : 3 Hours]

[Maximum Marks : 50

Before answering the question-paper candidates should ensure that they have been supplied to correct and complete question-paper. No complaint, in this regard, will be entertained after the examination.

Note : Attempt *Five* questions in all, selecting at least *one* question from each Unit. All questions carry equal marks.

(2-19/9) M-AA355

P.T.O.

Unit I

1. "Communication is the life blood of every organization." In the light of this statement describe the importance of communication in management. **10**
2. Describe the various socio-psychological barriers that hinder the communication process. Discuss the methods of overcoming the barriers to communication. **10**

Unit II

3. Elaborate the various stages of the listening process. What are the essentials of good listening ? **10**
4. "A style of walk is a reflection of the mental state of an individual." Elucidate. **10**

Unit III

5. List out the guidelines to be kept in mind while preparing for an interview. **10**

M-AA355

2

6. What dining etiquettes you should follow as a guest and as a host ? **10**

Unit IV

7. What information is included in the middle and the terminal section of a report ? Discuss. **10**
8. Write a notice, on behalf of Managing Director, for the notice board asking office staff to insert the data on which they would like to take their annual holidays. **10**

(2-19/10) M-AA355

3

270