

M.B.A. I Semester Regular Examinations, January 2009
BUSINESS COMMUNICATION AND SOFT SKILLS

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Time: 3 hours

Max Marks: 30

Answer any FIVE Questions
All Questions carry equal marks

1. Fill up the blanks in the following sentences with the correct tense of the verbs given in brackets:
 - (a) The police arrested the man who _____ (try) to kidnap the boy.
 - (b) The saint _____ (be) in meditation for an hour now.
 - (c) He _____ (withdraw) his nomination for the post.
 - (d) Owing to careless handling, the paper _____ (tear).
 - (e) I never expected you _____ (sing) so well.
2. Provide measures to overcome barriers to communication.
3. What are the merits and demerits of silent reading and loud reading?
4. All meetings should be planned in order to be effective. What precautionary measures do you take before convening a meeting?
5.
 - (a) Interpersonal chemistry is very important in interviews. DO you agree with this statement? Elaborate.
 - (b) How should the candidate build and maintain a rapport throughout the interview?
6. Write short notes on the role of each in communication:
 - (a) Memo
 - (b) Telephone
 - (c) e-mail
7.
 - (a) Should e-mails replace the communication forms such as memos and letters? Explain your answer.
 - (b) Discuss the reasons for the e-mail's phenomenal growth.
8. (a) The GM of your company is anxious to note that most of the employees are coming late to office and as a result of which the work is suffering. He has asked you, the Personnel Manager to study the causes and suggest measures to check these late comings. Write a memo report highlighting this trend of coming late, the causes for this problem and measures to reduce the problem.

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- (b) "Irrelevant facts make a report confusing; exclusion of relevant facts renders it incomplete and is likely to mislead." Elucidate on this sentence.