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D Y PATIL UNIVERSITY

End Term Examination (December 2018)

School: School of Management

Program: BBA-FS

Course: Communication for Professionals

Course Code: GEX161

Semester: III

Max Marks: 20

Duration (mins): 60

Note: Figures at the right indicate full marks.

Q 1.State whether the following statements are true or false: (5)

- i. In a communication cycle, listening is the skill that comes first.
- ii. June 16, 2018 – this is the correct pattern of writing date in a business letter.
- iii. When we scan through a text, we look for the gist.
- iv. While writing formal email, we cannot use “Dear” as salutation.
- v. Hearing is an active process.

Q 2. Answer the following questions. (Any three): (6)

- i. What is a resume? What is its main function?
- ii. Write two differences between a bio data and a resume.
- iii. What are the four steps of learning a new language?
- iv. Describe the two major types of communication. Give examples if needed.

Q 3. Write an email to your boss asking for one day leave. (5)

Or

Write an email to your colleague inviting him for an official dinner.

Q 4.What are the 7 types of communication barriers? (7)

Or

What are the 7Cs of effective communication?