



# AJEENKYA

## D Y PATIL UNIVERSITY

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### End Term Examination (December 2018)

School: School of Management

Program: B.Com Hons

Course: Communication for Professionals

Course Code: GEX161

Semester: III

Max Marks: 20

Duration (mins): 60

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**Note: Figures to the right indicate full marks.**

**Q 1.State whether the following statements are true or false: (10)**

- i. While writing formal email, we can use "Dear" as salutation.
- ii. When we skim through a text, we look for specific information.
- iii. Listening is an active process.
- iv. While learning a language, speaking comes first.
- v. January 21, 2018 - this is not the correct pattern of writing date in a business letter.
- vi. If we keep someone in CC, that means we want him/her to ignore the email.
- vii. The full form of BCC is Blank Carbon Copy.
- viii. While writing a business letter, the block formatting should be left hand justified.
- ix. Spacing is not required after changing a paragraph while writing an email.
- x. While putting our educational details on resume, we should start from the highest degree.

**Q 2. Answer the following questions in short. (Any one) (3)**

- i. Explain any three things to be considered while preparing for an interview.
- ii. Explain any three elements of business letter writing. Give examples if needed.

**Q 3. Answer the following. (Any one)**

- i. What are the five stages of active listening? Explain briefly. (7)
- ii. What are the 7 types of communication barriers?