

B.Com. 3rd Semester (Honours) Examination, 2019-20

COMMERCE

Course ID : 31215

Course Code : BCOMH-305SEC-1

Course Title: Business Communication

Time: 2 Hours

Full Marks: 40

The figures in the margin indicate full marks.

*Candidates are required to give their answers in their own words
as far as practicable.*

(in English only)

- 1. Answer *any five* questions:** 2×5=10
- (a) What is Business Communication?
 - (b) What is Channel?
 - (c) What is Seminar?
 - (d) What is Listening?
 - (e) What is FAX?
 - (f) What is Motion?
 - (g) What is Interview?
 - (h) What is Communication Model?
- 2. Answer *any four* questions:** 5×4=20
- (a) 'Feedback is the essence of Communication'. — Discuss.
 - (b) Distinguish between formal and informal communication.
 - (c) Discuss the advantages and disadvantages of e-mail.
 - (d) What is Resolution? State the types of Resolution. 2+3=5
 - (e) State any four characteristics of mock interview.
 - (f) What are the internal barriers to communication?

3. Answer *any one* question:

10×1=10

- (a) What are the advantages and disadvantages of formal communication.
- (b) What are the important factors which are to be considered by you for writing a report?
