

Seat  
No.

--	--	--	--	--	--



आभास - 085

108

**Corporate Communication Skills**  
**(4108)**

P. Pages : 2

Time : Three Hours

Max. Marks : 60

Instructions to Candidates :

1. Do not write anything on question paper except Seat No.
2. Answersheet should be written with blue ink only. Graph or diagram should be drawn with the same pen being used for writing paper or black HB pencil.
3. Students should note, no supplement will be provided.
4. Attempt **any three** que. from Section -I & **any two** que from Section II.
5. All questions carry equal marks.
6. Answers to the both sections should be written on same answerbook.

**SECTION - I**

1. "Communication is any behaviour that results in an exchange of meaning"  
Do you agree with this statement ? Justify your answer with examples. **12**
2. You have to hold a condolence meeting on the demise of one of your colleagues of the management committee of your club. Draft the resolution to be adopted at the meeting. **12**
3. Enlist different barriers to the communication. Also suggest suitable measures to overcome these barriers. **12**
4. Explain different types of interview. What things you Keel in mind for preparation of an Interview ? **12**
5. Write short notes on **any three**. **12**
  - a) Note taking.
  - b) Types of cases.
  - c) Circular.
  - d) Principles of effective communication.
  - e) Comprehension.

## SECTION - II

6. A letter asking for immediate payment has been sent by mistake to a customer who has already settled his account in full. Write to him apologizing for the mistake. 12
7. The Director of a institute has appointed a committee of two teachers and three students. To suggest new directions in which students co - curricular activities can be developed. Write the committee's report. 12
8. As a manager of a bank, write a sales letter to your customers to promote the credit cards introduced by your bank. 12

\*\*\*\*\*