

Dr. Babasaheb Ambedkar Open University
Term End Examination July – 2021

Course	: BBAR/DBAR	Date	: 03-Aug-2021
Subject Code	: BBAR-103/DBAR-103	Time	: 01:00pm to 03:00pm
Subject Name	: Business Communication Skills	Duration	: 02 Hours
		Max. Marks	: 50

Section A

Answer the following (Attempt any two) **(20)**

1. Elaborate the advantages of Oral Communication
2. Draft a letter of gratitude to your friend's father who has helped you in establishing your business.
3. What is report Writing? Explain kinds of report writing in detail.
4. Which are the E-mail Mistakes one needs to avoid? Write a note

Section B

Answer the following (Attempt any three) **(15)**

1. Define Communication and its process in Detail.
2. Draft a business letter in Block format to place an order with Rajdhani Electronics for electronics goods like Fridge, TV, and Laptop.
3. Draft a report as the CEO of a five-star hotel agency to assess the viability of setting up a hotel in the City of Ahmedabad.
4. Draft a letter to stop the payment through a cheque.
5. **Answer the questions below after reading the passage.**

Since its birth in the middle of the 19th Century, the women's rights movement has spread all over the world. In many countries, women have fought for the right to vote, work and education to the limit of their capacities, apart from the right to own and dispose of property. They have also been pressed for equal rights within marriage. The cause has initiated world governments via the United Nations, which, in 1946, set up a commission to study the worldwide status of women and recommend that the Social and Economic Council improve it.

UNESCO too assists in the advancement of women by involving them in educational and cultural programmes.

In addition, a multitude of women's organizations exist in individual countries to further, at national and international levels, the eradication of remaining areas of discrimination. Through their affiliation with international feminist bodies, they are in touch with women's activities and achievements in all parts of the world.

However, with half the world's population still illiterate, there is great disparity in what has been and is still to be achieved. At one end of the scale, women's rights workers are still pressing for elementary education; at the other, for the removal of early protective legislation which is now felt to be discriminatory because it denied women certain freedoms, for example, the right to do work at night if they so choose. Nevertheless despite the fact that the women's movement has progressed unevenly and with varying success, women in general are emerging from chattel Dom and are beginning to take their place beside men as free and equal citizens.

Questions:

1. What is the aim of the women's rights movement?
2. How far has this movement succeeded in achieving its aim?
3. How is this movement being sustained?
4. Why are the women's rights workers pressing for removal of protective legislation?
5. Why is the progress of the feminist movement uneven and has affected its success?

Section C

Part – A (Multiple Choice Questions)

(10)

- 1 Letter is a kind of confirmation letter confirming the time of a meeting or appointment.
A Appointment Letter. B Personal Letter.
C Business Letter. D Informal Letter.
- 2 The wood has intricate carvings. Intricate is a _____
A Verb B Pronoun
C Preposition D Adjective
- 3 Conversation where a person is talking to himself is called a:
A Dialogue B Monologue
C Conversation D All of the above
- 4 A is an account of various steps, findings and conclusions put together in a logic order.
A Progress Reports. B Laboratory Reports.
C Inspection Reports. D Inventory Reports
- 5 _____ communication has a legal validity:
A Written B Oral
C No D None of the above
- 6 Reports are a form of _____ communication:
A Downward B Upward
C Horizontal D Grapevine
- 7 Body Language is an important type of _____
A Oral Communication B Written Communication
C Non-Verbal Communication D None of above
- 8 Andragogy is the other name for:
A Secondary Education B Government education
C Primary Education D Adult Education
- 9 Written Communication creates a _____ record:
A Temporary B Permanent
C Useless D None of above
- 10 A is that part of the sentence that expresses some sudden feeling or emotion.
A Interjection B Conjunction
C Preposition D Adverb

Part – B (Do as Directed)

(05)

State whether the following statements are true or false

- 1 Communication is the process of passing information and understanding from one person to another.
- 2 Gesture is movement of part of the body, especially a hand or the head, to express an idea or meaning.
- 3 Pitch is described as the property of sound that do not varies with variation in the frequency of vibration
- 4 Demonstrative: These pronouns function as noun equivalents within the structure of a sentence.
- 5 Parts of Speech shows traditional 8 types of grammar parts.
