

Roll No.

Total Pages : 2

CMBS/D-19

13630

Business Communication

Paper - MBA - 105

Time allowed : 3 Hours

Maximum Marks : 70

Note: Attempt 6 questions in all. Question 1 (20 marks) is compulsory. Attempt 5 more questions from remaining 8 questions (10 Marks each).

1. Write notes on:
 - (i) Role of creativity in a JAM session
 - (ii) Ways to stay in control during presentation questioning.
 - (iii) Guidelines for summary writing
 - (iv) Is power-point counterproductive in effective presentation?
 - (v) Essentials of effective reading
2. Prepare a dummy resume for the post of Management Trainee advertised by a Telecom company.
3. Write an E-mail to your supplier showing your resentment for delay in fulfilling supply order.
4. Present the key points that you would cover in a sales report to be submitted to Zonal Sales Manager.

5. Submit a proposal to the Tourism Ministry concerning ways to attract foreign tourists for pilgrimage tourism in India.
6. Discuss the role of attentive listening in fostering learning, encouraging respect and facilitating conflict resolution.
7. "Overcoming stress may help overcoming glossophobia." Comment. What stressbusters may prove handy in this context?
8. How are smart phones impacting the art of reading? What can be the possible consequences of the same? What is in store in this regard?
9. What are the essentials of an effective presentation delivery? How can the presenter control extraneous variables?