

Seat	
No.	



Total No of Pages: 3

**Kamala College, Kolhapur**

**(Autonomous)**

**B.C.A. (Part-I)(Semester-I)(CBCS)Examination Oct.,2022**

**AEC : Business Communication**

**Subject Code: 304**

**Day and Date: Friday,06/01/2023**

**Total Marks: 80**

**Time: 8.00 a.m. to 11.00 a.m.**

**Instructions:**

1. **Que. 1 and Que. 8 are compulsory**
2. **Attempt any three questions from Que. No. 2 to Que. No.7**
3. **Figures to the right indicate total marks.**

Q. 1 Multiple choice questions. [12]

1. Which of these is not a step in the listening process?

A. Misinterpreting    B. To stop talking    C. Receiving    D. Responding

2. Which of these must be avoided in business letter?

A. Polite words    B. Formal words    C. Abbreviations    D. Clear details

3. This is mainly a communication barrier on the receiver's end .....

A. Emotions    B. Appearance    C. Poor listening skills    D. Use of space

4. Communication is always a ..... Way process.

A. Two    B. One    C. Three    D. Four

5. Communication is a part of ..... skills.

A. Soft    B. Hard    C. Rough    D. Short

6. Which of these is based on effective listening?

A. Note writing    B. Letter writing    C. Note taking    D. Predicting

7. Which are the ways for improving communication?



- A. Clarification of idea    B. Consultation    C. Open mind    D. All of the above

8. What is the information endorsed on the envelop?

- A. Name    B. Address    C. Name and address    D. Name and date

9. .... aims at making people work together for the common good of the organization.

- A. Conversation    B. Combination    C. Communication    D. Connection

10. Reading out a presentation is .....

- A. Not allowed    B. Allowed    C. Helpful    D. Dull

11. It is important to read the email completely before responding.

- A. Always  
B. Only if it is from seniors  
C. Only if you have time  
D. Not important at all

12. Which of these should be avoided while note taking?

- A. Concentration    B. Evaluation    C. Listening    D. Using phrases

Q. 2 What are the barriers to effective communication? How to overcome the barriers to effective communication? [16]

Q. 3 Write a note on the importance of listening skills in business communication and the types of listening. [16]

Q. 4 Draft a notice, agenda and minutes of the Meeting of the Managing Committee of Kirloskar Company Ltd., Kolhapur held at Shahu Smarak Bhavan, Kolhapur on 29<sup>th</sup> December, 2022 at 4:00 pm. Imagine the business to be done. [16]

Q. 5 Write a report to the Manager about the damage done by the earthquake to manufacturing plant, and shifting automation machineries to the new place. [16]



Q. 6 You are living in a village along a national highway. The state roadways bus does not stop near your village. Write a letter, requesting a bus stop for your village. [16]

Q. 7 Write a note on the process of communication. [16]

Q. 8 Write notes. (Any four out of Six) [20]

1. The concept of listening process
2. Write an email to your friend requesting him to join you for one day picnic.
3. Write a note on Do's and Don'ts while doing a presentation.
4. Written and Visual Communication
5. Active Listening
6. Formal Communication