

Seat	
No.	

Total No of Pages: 2

Kamala College, Kolhapur

(Autonomous)

B.C.A. (Part-I) (Semester-I)

Examination November, 2023.

NEP - 2020 Level – 5.0

Business Communication - I

Subject Code: AEC 104



Day and Date: Saturday, 04/11/2023

Total Marks: 40

Time: 8.00 a.m. to 10.00 a.m.

Instructions:

1. Question 1 is compulsory.
2. Attempt any four questions from Que. No. 2 to Que. No. 7
3. Figures to the right indicate total marks.

Q. 1. Multiple Choice Questions.

[8]

1. Communication is a part of ----- skills.

- a. soft c. hard
b. rough d. short

2. Which of these points need not be mentioned in a notice?

- a. Name c. Address of company
b. Age d. Date

3. In letter writing format, a title, "Dear Mr. Malhotra" is the best example of -----.

- a. introduction c. salutation
b. body d. signed name

4. ----- is the person who notices and decodes and attaches some meaning to a message.

- a. Receiver c. Driver
d. Sender d. No one

5. 'With love' is used in which part of an informal letter?
a. Heading c. Opening
b. Closing d. Body
6. ----- refers to the factors that disrupt the communication.
a. Nonsense c. Noise
b. Nowhere d. Nobody
7. Which of the following is not a feature of a notice?
a. Minutes c. Signature by authority
b. Time, date and place d. Agenda
8. ----- context refers to the relationship between the sender and the receiver.
a. Physical c. Cultural
b. Chronological d. Social



Q. 2. What is a communication? Describe the process of communication. [8]

Q. 3. Write a note on the characteristics of communication and its importance. [8]

Q. 4. What are the barriers to effective communication? [8]

Q. 5. Draft a notice, agenda and minutes of the 5th Annual Meeting of Sharada Cooperative Bank Ltd., Pune to be held at the Bank's Assembly Hall on 4th November, 2023 at 3:00 pm. imagine the business to be done. [8]

Q. 6. Write a letter of complaint to the suppliers of scientific equipments stating that equipments supplied are defective. Ask for a replacement as early as possible or refund of payment within 3 days. [8]

Q. 7. Write short notes. (Any two out of three) [8]

1. Write an email to the university office requesting to send you the prospectus of Vocational Courses offered by it.
2. Write a report to the Chairman about the damage done by fire explosion And the means of carrying on business during rebuilding.
3. Written communication
