

Note : All the questions are compulsory

Figures to right indicate full Marks.

Q.1 Discuss in brief physical barriers. How can they be overcome? 15

OR

1. Explain the various types of listening. 08
2. What are the strategies of effective communication? 07

Q.2 Explain the term Interview? What are the types of Interviews 15

OR

1. Discuss grapevine as a informal form of communication. 08
2. What are the tips on effective listening? 07

Q.3 Explain the merits and demerits of written communication. 15

OR

1. What are the advantages of group communication? 08
2. What are the tips for an interviewee? 07

Q.4 a) Write a complaint letter as a student representative of FYFM on the substandard service given to you by ABC travels during your Industrial Visit. 08

OR

a) Explain the characteristics of good Report. 08

b) You are the Secretary of a Public Limited Company. Prepare a notice and agenda for Annual General Body Meeting of the company. 07

OR

b) Order a large quantity of sweets for your retail shop to provide for the Diwali rush. Ask for a special festive discount and specify packing and Mode of transport. 07

— d d d d —