VCD --- FYBFMG SEM II BUSINESS COMMUNICATION 2½ HRS 75 MARKS N.B. (1) All Questions are compulsory.

Q.1 A.	Fill in the blanks with suitable options: (Any Eight)	(08)
1	. A interview is also known as Job interview.	
2.	(Selection / Exit / Grievance / Appraisal)is a list of items to be deliberated upon in a meeting.	
3.	(Agenda / Notice / Resolution / Minutes)	
	(Quorum / Notice / Agenda / Resolution)	
4.	is an ongoing activity.	
5.	(Public Relations / Meetings / Group Discussions / Conference) A/An provides a personal touch which promotes goodwill.	
6.	(Open House / Press Conference / Exhibition / journal)	
7.	(Leaflets / Reports / Memos / Letters) A / An Provides written intimation about the date, time amd venue of a business meeting.	
8.	(Notice / Resolution / Agenda / Minutes of meeting) Recommendations are based on the findings of a Business	·(0)
9.	(Report / Letters / Summary / Memos) are an example of Upward communication.	
10.	(Suggestion Schemes / Order / Instructions / Information) Catalogues, Price – list and Product Literature are sent by a seller in response to a letter of	
	(Order / Complaint / Claims / Inquiry)	

	1.	Column A Vote of Thanks		Column B	(0
	2.	Review of Performance	A	Enables selection of right c	andida
	3.	Video Chat	В	Last item in the agenda	arreire (
	4.		C	Enables self-assessment	
	5.	Role Analysis Bulletins	D	Appraisal Interview	
	6.		E	Written intimation about a r	neating
	0.	SWOT Analysis	F	Additional Value of a Produ	ict or
	7.	Notice		Service	ict of
	8.		G	Skype	
	9.	External PR	Н	Give Latest Developments	
	10.	Exit Interview	I	For an outgoing employee	
	10.	Good will	J	Open House	
Q. 2 (A)	What	is on Internity of			
(B)	Why	is an Interview? Enumerate	the types of in	terviews.	(0.0)
(13)	willy	meetings are considered imp	portant by busin	ness organizations?	(08)
(0)			()1)		(07)
1(1)	Datin	C			
(C) (D)	Defin	e meeting. Explain the vario	ille types of	etings.	(0.0)
(C) (D)	Defin Defin	e meeting. Explain the vario	ille types of	etings.	(08)
a 5	Defin Defini interv	e meeting. Explain the varion the varion in the varion in the varion is made and it is made and	ille types of	etings. repare to conduct a Selection	(08) (07)
(D)	interv	iew?	ous types of mee	repare to conduct a Selection	(08) (07)
	interv	iew?	ous types of mee	repare to conduct a Selection	
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(D)	intervi	e Public Relations. List and earl Public Relations of an order	explain any five	repare to conduct a Selection	(08)
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(D) Q. 3 (A) (B)	Define Extern List an	e Public Relations. List and eal Public Relations of an orgal explain the factors that muence.	explain any five ganization.	e measures to promote the	(08) (07)
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for 2,000 bed sheets and 4,000 pillow covers. Use the Complete Block Layout

OR

- (C) A Committee has been appointed to investigate the possibility of starting a (08) Photocopy cum Stationary Shop in your College premises. Draft a Feasibility Report with suitable recommendations.
- (D) Draft a letter from Akshara Saris, Dadar to Swaraj Saris, Bangalore (07) complaining about a delay in the delivery of goods ordered by them. Use the Modified Block Layout.

Q. 5 A Write Short Notes: (Any Three)

(15)

- 1. Advantages of Meetings
- 2. Crisis Management
- 3. Appraisal Interview
- 4. Advantages of Conferences
- 5. The Interviewee's Preparation for Job Interview

OR

- B. Roles of Convener, Chairperson and Participants in a meeting. (08)
- C. Draft a Notice and Agenda for the Annual General Meeting of Jindal Steel Co. (07)
 Ltd.

