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Roll No.

Total Pages : 2

327101

December 2023

B.Sc. (VCMT) Ist Semester

Communication Skills (BSC-VCMT-101-23)

Time : 3 Hours]

[Max. Marks : 75

Instructions :

1. *It is compulsory to answer all the questions (1.5marks each) of PART-A in short.*
2. *Answer any four questions from PART-B in detail.*
3. *Different sub-parts of a question are to be attempted adjacent to each other.*

PART-A

1. (a) Define Communication. (1.5)
- (b) Define Oral Communication. (1.5)
- (c) Write the importance of Feedback in Communication process. (1.5)
- (d) Explain the importance of courtesy in Communication. (1.5)
- (e) Define Barriers. (1.5)
- (f) Define Interview. (1.5)
- (g) How Communication & Language is interrelated? (1.5)

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- (h) Define Resume. (1.5)
- (i) Body Language plays important role in public speaking. Explain. (1.5)
- (j) Write the components of Effective Communication. (1.5)

PART-B

- 2. (a) What do you understand by Communication? What is the process of Communication? (10)
- (b) Explain 7 C's of Communication. (5)
- 3. (a) Give the questions you would asked in the interview, which is conducted to select the Corporate Communication manager. Give at least ten questions. (5)
- (b) Reading is the corner stone of effective Communication. Elucidate with suitable examples. (10)
- 4. Explain the importance of Listening Skills. What are the listening barriers? How to overcome these barriers? (15)
- 5. (a) What is Verbal Communication? Explain your answer with examples. (5)
- (b) What do you understand by non-verbal communication? What role do facial expressions, gestures and pauses play in communication? (10)

- 6. (a) Discuss the strategies to develop fluencies in Oral Communication with special reference to debate & discussions. (10)
- (b) List down any five key principles of formal Letter writing. (5)
- 7. Draft a Resume along with the covering letter for the post of a management trainee in a reputed Multi-National Corporation (MNC). (15)