



SECTION - C

NS - 492

III Semester B.B.A. Degree Examination, Nov./Dec. 2016
(CBCS) (F+R)
(2015-16 and Onwards)
BUSINESS ADMINISTRATION
3.2 : Soft Skills for Business

Time : 3 Hours

Max. Marks : 70

Instruction : Answer should be written in **English** only.

SECTION - A

Answer **any 5** sub questions. **Each** question carries **2** marks : **(5×2=10)**

1. a) What is a notice ?
- b) What is audio-visual communication ?
- c) Define listening.
- d) What is speech ?
- e) What is exit interview ?
- f) What is circular ?

SECTION - B

Answer **any 3** questions. **Each** question carries **6** marks : **(3×6=18)**

2. Explain various methods of presentation.
3. Discuss the grievance interview.
4. Explain the brain storming process.
5. What are the advantages of written communication ?
6. Explain the different types of speech.

P.T.O.

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SECTION – C



Answer **any 3** questions. **Each** question carries **14** marks : (3×14=42)

7. What is an order letter and mention the guidelines for writing an order letter ?
8. State the merits and demerits of non-verbal communication.
9. Explain important types of listening.
10. Draft a resume for the post of Accounts Executive at Infosys, Kuvempu Nagar, Mysore.
11. Write a suitable reply to a complaint received by you from Fresh Coal Oil Agency, Mahesh Road, R. K. Palya, Kolar, regarding the receipt of damaged goods received by them.

SECTION – A

SECTION – B

(3×8=18)

P.T.O.



UN – 420

III Semester B.B.A. Examination, Nov./Dec. 2015

(Fresh) (CBCS) (2015 – 16 & Onwards)

BUSINESS ADMINISTRATION

3.2 : Soft Skills for Business

Time : 3 Hours

Max. Marks : 70

Instruction : Answer should be written completely in **English**.

SECTION – A

Answer **any 5** sub questions. **Each** question carries **2** marks. **(5×2 = 10)**

1. a) What is meant by Memo ?
- b) Give the meaning of postures.
- c) What is meant by enquiry ?
- d) Give the meaning of exit interview.
- e) Define communication.
- f) What is public speaking ?
- g) What is Biodata ?

SECTION – B

Answer **any 3** questions. **Each** question carries **6** marks. **(3×6 = 18)**

2. Draw a layout of model business letter.
3. Explain the 7 c's of business communication.
4. Explain the principles of effective listening.
5. What is meeting ? Write the objectives of meeting.
6. Discuss the process of career planning.

P.T.O.



SECTION – C

Answer any 3 questions. Each question carries 14 marks. (3×14=42)

7. What is an Interview ? Explain the different types of Interview.
8. Explain the different types of communication.
9. What is Brain storming ? Explain the different types, merits and demerits of Brain storming.
10. M/s Rajkumar and Bros, Mandya have not paid a balance of Rs. 90,000/- despite your repeated reminders. Write a letter appealing to their credit reputation and urging them to clear off the dues within 14 days.
11. Draft a Resume for the post of Business Development Executive at Devadas Company, Davanagere.