Program:	**F.Y.B.COM (MS)**	**Semester:**	**I**	**Program Code:**	**UGMS02**
Course:	**Business Communication Skills**			**Course Code:**	**NUBC101**

Duration: 1 Hour **Examination Pattern:** NEP-Autonomous - External **Max. Marks:** 30

Instructions:

1. All questions are compulsory.
2. Figures to the right indicate full marks.
3. Draw neat diagrams wherever necessary.
4. CO (Course Outcome), KL (Knowledge Level).

Examination:

REGULAR

Q. 1		**Explain the following concepts. (Any FOUR)**	[10]	CO's	KL's
	(a)	Interview Follow-up letter		CO1, CO2, CO3	L2
	(b)	Proxemics			
	(c)	Downward Channel of Communication			
	(d)	Circular			
	(e)	Public Speaking			
	(f)	Written Communication			
Q. 2		**Attempt any ONE of the following.**	[10]	CO's	KL's
	(a)	You are unable to attend an important client meeting due to illness. Compose an e-mail to your Manager explaining the situation and proposing an alternative arrangement.		CO3	L6
		OR			
	(b)	Samarth Patil has decided to resign from his position as an Executive with Star Group to seek a better position in an MNC. Draft a Letter of Resignation on his behalf.		CO3	L6
Q. 3		**Attempt any ONE of the following.**	[10]	CO's	KL's
	(a)	Define the term Feedback and list down the various types of Feedback.		CO1	L1
		OR			
	(b)	Define the term Communication and list the components of the Communication Process with the help of a suitable diagram.		CO1	L1

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