

Tuljaram Chaturchand College of Arts, Science & Commerce,

Baramati [Autonomous]

Department of BBA

Question Bank Business Communication Skills. [Code: BBA1102]

1. Fill in the blanks.[1 Mark Questions]

1. A communication is a continuous -----
2. Communication is a part of ----- Skills.
3. The ----- is a person who transmits the message in communication process.
4. ----- refers to all those factors that disrupt the communication process.
5. Dress code is s example of ----- Communication.
6. ----- Communication includes tone of voice, body language, facial expression etc.
7. Once a message is encoded in a desired format it is transfer through medium called as -----
8. In oral communication there is a possibility of immediate -----.
9. ----- is a dialog intended to resolve disputes.
10. Listening might be defined as the Art of ----- and understanding what someone is saying.

2. Short Answer Questions: [1/2 Mark Questions]

1. List any five objectives of communication.
2. State the principles of effective communication.
3. Discuss the types of Verbal Communication.
4. Explain Body Language in detail.
5. Explain the technique of effective presentation.
6. Explain Communication process.
7. Explain 7 Cs of Communication.
8. Explain semantic barriers. How these barriers can be removed?
9. Explain proximity or Space Language.
10. Explain technique of effective speech.

11. Explain the points to be considered while preparing for setting up a press conference.
12. Explain Do's and Don'ts of Group Discussion.
13. Explain types of Interviews.
14. Explain the process of negotiation.
15. Elaborate Grapevine Communication with its types.
16. Explain principles of good listening.
17. Explain any one layout of Business Letters.
18. Explain videoconferencing with its advantages and disadvantages.
19. Describe use of social media sites in communication.
20. Write a detailed note on Notice by Highlighting its drafting, advantages and disadvantages.

3. Write Short Notes On: (4 Mark Questions)

1. Touch Language.
2. Body Language.
3. Physical Appearance.
4. Negotiation.
5. Group Discussion.
6. Press Conference.
7. Process of listening.
8. Indented Form (Lay out.)
9. Full Block Form (Lay out)
10. Agenda.
11. E-mail Etiquettes.
12. Resume.
13. Telegram.
14. Fax.
15. Voice Mail.
16. Barriers to listening.
17. Psychological Barriers.
18. Social Media sites.
19. Interviews.
20. Telephone Etiquettes.

4. Long Answer questions [6 Marks]

1. “There can be various patterns of communication within organization”. Explain.
2. Define communication give its importance in Business.
3. What do you mean by communication barriers? Explain its types.
4. Discuss characteristics and types of written communication.
5. Discuss guideline for writing effective business letter.
6. Discuss the types of business letters.
7. Explain different layouts of business letters.
8. What is SMS and MMS.
9. Explain teleconferencing and videoconferencing.
10. Explain five important elements in communication process.
11. Explain in detail essential components of structure of formal report.
12. What is circular letter? Write a circular letter informing about seasonal sale of clothes. To potential customers.
13. State the types of interview and enumerate guidelines for an interview.
14. Explain negotiation process in detail.
15. What is group discussion? What are its objectives?