

S. X. B. A.

MAY-19

Business Communication

JV-7419

(3 Hours)

[Total Marks : 100]

- N.B. : (1) All questions are compulsory.
(2) Figures to the right indicate full marks.

1. (a) Fill in the blanks :— 6
 - (i) A person who decodes a message is called _____ (Sender, Receiver).
 - (ii) Sender generally receives _____ in Communication. (feedback, medium)
 - (iii) _____ in communication is known as response. (feedback, medium).
- (b) Correct the following sentence :— 6
 - (i) He is read the novel for pleasure.
 - (ii) She were brought here by her aunt.
 - (iii) The Cart was driven by the horses.
2. Write short notes on any four of the following :— 20
 - (a) Decoding (b) Receiver (c) Agenda
 - (d) Conference (e) Interview (f) Listening.
3. Discuss in detail psychological barriers to communication. 10
OR
Discuss in detail any two types of interviews.
4. Write a letter of application in response to the following advertisement :— 10
"Wanted Sales Executive" Candidate should be a graduate, smart and result oriented. The candidate having knowledge of computer will be preferred. Write to Box No. 402, c/o Times of India, S. V. Road, Kalina, Mumbai - 400 098. (Give your biodata)
5. Draft any four letters of the following :— 24
 - (a) Draft a sales letter for newly launched ABC Mobile Phone.
 - (b) Your office wants to purchase stationery required for regular work. Write a letter of inquiry asking for some items with pricelist.
 - (c) You had purchased a refrigerator from XYZ Electronics, Mumbai. But it is not working properly. Draft a complaint letter.

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