



38326

Reg. No.

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III Semester B.B.A. Degree Examination, March/April - 2021

AVIATION MANAGEMENT

Corporate Communication Skills

(CBCS Semester Scheme Freshers)

Time : 3 Hours

Maximum Marks : 70

Instructions to Candidates:

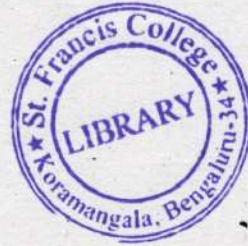
Answers to be written in english only.

SECTION - A

1. Answer any **Five** questions. Each question carries **Two** marks.

(5×2=10)

- What is non - verbal communication?
- What is vote of thanks speech?
- What is body language?
- What is Minutes of Meetings?
- What is circular?
- What is notice?
- What is meant by quotations?



SECTION - B

Answer any **Three** questions. Each question carries **Six** marks.

(3×6=18)

- Explain the elements of communication process.
- What is public speaking? Explain principles of effective speaking presentations?
- What is an Agenda? How it is prepared?
- Draw a layout of model business letter.

[P.T.O.]



(2)
SECTION - C

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Answer any **Three** questions. Each question carries **Fourteen** marks.

(3×14=42)

6. Write your resume for the post of Management Executive at Indigo Airlines, Bangalore.
7. What is an enquiry letter? Draft an enquiry letter to Pai Electronics, chickpet, Bangalore about the availability of 20 laptops of DELL brand and request a quotation for the same.
8. Explain the various barriers of effective communication.
9. What do you mean by Brain Storming? Explain types, advantages and disadvantages of Brain storming.

