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VI Semester B.C.A. Degree Examination, August/September - 2023

COMPUTER SCIENCE**Professional And Business Communication****(CBCS Scheme)****Time : 3 Hours****Maximum Marks :100****Instructions to Candidates:****Answer All Sections.****SECTION - A****Answer any TEN questions. Each question carries 2 marks.****(10×2=20)**

1. Define Body language as an important aspect of communication.
2. Give any two important qualities of a good leader.
3. What do you mean by work conflict?
4. What are Interview ethics?
5. Write a note on process of communication.
6. What is Resume writing?
7. Why is Feed back necessary in communication?
8. What are the elements of team work?
9. Mention any two barriers of listening.
10. State any four visual aids in a presentation.
11. What is meant by sales proposal?
12. What are the types of interview?

**SECTION - B****Answer any FIVE questions. Each question carries 5 marks.****(5×5=25)**

13. Mention the three categories of communication.
14. Write a short note on Preparing for the interview.
15. What are the essential requirements for a successful interview?

[P.T.O.]



16. What are the major qualities one should have to win in a group discussion?
17. What is the structure for Writing minutes of meeting?
18. What is culture difference in work culture?
19. List out the five pivotal active listening techniques.
20. Write a complaint letter to the BBMP officials regarding the Garbage problem in your locality.

SECTION - C

Answer any **THREE** of the following. Each question carries 15 marks. (3×15=45)

21. What is the significance of 7Cs of communication? Explain the role in making communication effective.
22. "Discussion is an exchange of knowledge; an argument is an exchange of ignorance." - Robert Powell. Validate this statement with reference to "Team dynamics".
23. "The most important thing in Communication is hearing what isn't said" - P.F. Drucker. Elaborate on this idea with an aspect of "non-verbal communication".
24. Explain in detail about circular and Memo.
25. Write the skills of Resume writing.

SECTION - D

Answer any **ONE** of the following. This question carries 10 marks. (1×10=10)

26. Write a letter of application to Levi's India Private Limited for the post of Technical supervisor. Attach your Resume.
 27. How to resolve conflicts in work place?
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