



MAJ-003-039501

Seat No. _____

**B. Voc. (Applied Computer Technology)
(Sem. V) Examination**

October / November – 2016

**B.Voc. - ACTECH : 5.1 - Business Etiquettes &
Interview Techniques**

Faculty Code : 003

Subject Code : 039501

Time : $2\frac{1}{2}$ Hours]

[Total Marks : 70

1 Attempt the following : 20

- (1) What is communication according to Peter Little?
- (2) Name the elements of process of communication.
- (3) Which are the four delivery modes of presentation?
- (4) Define Group Discussion.
- (5) State three ways in which receiver can receive a message.
- (6) The process of putting ideas or facts into words, symbols, gestures so that the other person can understand them is called _____.
- (7) The person or the group to whom the message is directed is called _____.
- (8) Information overload is _____ barrier to communication.
- (9) Using all _____ letters in an email is equivalent to shouting at someone.
- (10) The full form of CV is _____.

State True or False :

- (11) Knowing the audience is an important part of planning a presentation.
- (12) Using a short story is a good way of initiating a Group Discussion.

- (13) People like loud ringtones at work.
- (14) Sender represents the destination of a message.
- (15) Suggesting how a company can run better is one of the basic interview mistakes.
- (16) Match the following :
 - (a) Heart of communication
 - (b) Poor listening
 - (c) Political Speech
 - (d) Respecting elders
 - (e) Open door policy
 - (i) Manuscript
 - (ii) Social etiquette
 - (iii) Message
 - (iv) Upward communication
 - (v) Personal barrier

2 (a) Attempt the following : (any **three**) **6**

- (1) Give any two definitions of communication.
- (2) List out all the objectives of communication.
- (3) List out various linguistic and semantic barriers.
- (4) Explain various purposes of presentation.
- (5) Explain extemporaneous mode of delivery.
- (6) Which points should be kept in mind while summarizing a Group Discussion ?

(b) Attempt the following : (any **three**) **9**

- (1) Explain encoding and decoding in detail.
- (2) Explain advantages of downward communication.
- (3) Explain any three physical barriers to communication.
- (4) How to plan a presentation?
- (5) Explain different techniques to initiate a Group Discussion.
- (6) State any six telephone etiquettes.

(c) Attempt the following : (any **two**) **10**

- (1) Explain the process of communication with diagram.
- (2) Write a note on horizontal communication.
- (3) Write an inquiry letter for computer related goods for your college computer lab.
- (4) Write a letter to the municipal commissioner, Rajkot about the garbage mismanagement in the city.
- (5) Prepare a report of a secretary regarding downfall in the sales.

3 (a) Attempt the following : (any **three**) **6**

- (1) What is the difference between reading and viewing?
- (2) Define Business Etiquettes.
- (3) What are table manners ?
- (4) State any two basic interview mistakes.
- (5) Which points should be kept in mind while analyzing the audience?
- (6) State any two disadvantages of downward communication.

(b) Attempt the following : (any **three**) **9**

- (1) Write a short note on e-mail etiquettes.
- (2) Explain how communication can be used for raising morale.
- (3) Write a short note on upward communication.
- (4) Which points must be kept in mind before the interview?
- (5) Write a short note on table manners.
- (6) Explain types of interviews.

(c) Attempt the following : (any **two**) **10**

- (1) Write a note on: appearing for the interview.
 - (2) Explain organizational barriers.
 - (3) Draft a complaint letter to the principal regarding the lack of Wi-Fi facility in college.
 - (4) Write an application letter for the post of a manager.
 - (5) Write a report of a chairman regarding competition in business.
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