



**HCL-003-039501** Seat No. \_\_\_\_\_

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

**October - 2017**

**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 full form of CV is \_\_\_\_\_
- (7) Using all \_\_\_\_\_ letters in an email is equivalent to shouting at someone
- (8) Information overload is \_\_\_\_\_ barrier to communication
- (9) The person or the group to whom the message is directed is called \_\_\_\_\_
- (10) The process of putting ideas or facts into words, symbols, gestures so that the other person can understand them is called \_\_\_\_\_

**State True or False :**

- (11) People like loud ringtones at work
- (12) Sender represents the destination of a message
- (13) Knowing the audience is an important part of planning a presentation
- (14) Using a short story is a good way of initiating a Group Discussion
- (15) Suggesting how a company can run better is one of the basic interview mistakes
- (16) **Match the following :**
  - (a) Heart of communication (i) Manuscript
  - (b) Poor listening (ii) Social etiquette
  - (c) Political Speech (iii) Message
  - (d) Respecting elders (iv) Upward communication
  - (e) Open door policy (v) Personal barrier

**2** (A) Attempt the following : (Any **three**) **6**

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

(B) Attempt the following : (Any **three**) **9**

- (1) Explain any three physical barriers to communication.
- (2) Explain different techniques to initiate a Group Discussion.

- (3) Explain encoding and decoding in detail.
- (4) How to plan a presentation?
- (5) Explain advantages of downward communication.
- (6) State any six telephone etiquettes.

(C) Attempt the following : (Any **two**) **10**

- (1) Write a note on horizontal communication
- (2) Explain the process of communication with diagram
- (3) Write an inquiry letter for computer related goods for your college computer lab:
- (4) Write a letter to the Head of the department, asking for the leave for the occasion of your sister's wedding
- (5) Prepare a report of a secretary regarding downfall in the sales

**3** (A) Attempt the following : (Any **three**) **6**

- (1) State any two basic interview mistakes
- (2) Define Business Etiquettes
- (3) What are table manners?
- (4) What is the difference between reading and viewing?
- (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) Explain how communication can be used for raising morale
- (2) Write a short note on e-mail etiquettes

- (3) Write a short note on upward communication
- (4) Explain types of interviews
- (5) Write a short note on table manners
- (6) Which points must be kept in mind before the interview?

(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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