



**NBS-010-002205**

Seat No. \_\_\_\_\_

**P. G. D. H. M. (Sem. II) (CBCS) Examination**

**April / May – 2017**

**English**

*(Technical Communication) (New Course)*

**Faculty Code : 010**

**Subject Code : 002205**

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

[Total Marks : 70

**Instruction** : Figures to the **right** indicate maximum marks.

1 Define communication and discuss its process. 14

**OR**

1 What is written communication ? 14

2 Explain non-verbal communication in detail. 14

**OR**

2 What is oral communication ? 14

3 Write any **one** of the following : 14

(1) An application for the post of an officer of hospital management.

(2) An application for the post of a director in a hospital.

4 Write any **one** of the following : 14

(1) Write a report to the managing Director of your hospital regarding the functioning of the employee's canteen. Note your findings and suggest recommendations.

(2) Write a business letter to the Manager of SBI conveying your acceptance of the terms and conditions of the housing loan of 20 lakhs.

**5** Write any **one** of the following : **14**

- (1) Write your resume with educational qualifications, experience, training and references.
  - (2) Write an interoffice memorandum to the public relation officer of your hospital regarding staff welfare fund.
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