



**PAJ-010-1022005**

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

**P. G. Diploma in Hospital Management  
(Sem. II) (CBCS) Examination**

**August - 2020**

**Technical Communication**

**Faculty Code : 010**

**Subject Code : 1022005**

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

[Total Marks : 70

**1** Answer the following questions : (Any Seven) **14**

- (1) How is communication a two way process?
- (2) Define Sign language.
- (3) Define verbal communication.
- (4) How is Noise a barrier in communication?
- (5) What is Intimate zone in communication?
- (6) How is a Long chain of command in organization a barrier in communication?
- (7) What is Web Writing?
- (8) What is a channel in communication process?
- (9) What is Interpersonal Communication?
- (10) What is Brainstorming?

**2** Answer the following : **14**

- (a) Discuss the Communication Process in detail.
- (b) What are the disadvantages of oral Communication?

**OR**

- (a) Explain horizontal and diagonal communication.
- (b) Discuss the advantages of written Communication.

**3** Answer the following : **14**

- (a) What is paralanguage.
- (b) Explain body language.

**OR**

- (a) Prepare a report on the staff punctuality and attendance and give your recommendations to improve the same.
- (b) Prepare a report on declining sales of mobile phones of the company.

**4** Answer the following : **14**

- (a) Write an order of furniture to King furniture.
- (b) Draft a letter of enquiry for books on medical science.

**OR**

- (a) Write a notice for the annual general meeting of the Board of Directors with agenda.
- (b) Prepare a minutes for the above meeting.

**5** Answer the following : **14**

- (a) What are the characteristics of interpersonal communication?
- (b) Write in detail about the objectives of Meeting.

**OR**

- (a) What are the advantages of video conferencing?
- (b) What is email? Discuss the advantages of email.

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