



**DCA-010-1022005**

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

**Post Graduate Diploma in Hospital Management  
(Sem. II) (CBCS) Examination**

**July - 2022**

**Technical Communication**

**Faculty Code : 010**

**Subject Code : 1022005**

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

[Total Marks : 70

**1 Answer the following questions : 14**

- (1) What is a channel in communication process?
- (2) What is Interpersonal Communication?
- (3) What is the advantage of audio signal as a sign language in communication?
- (4) Define Verbal communication?
- (5) How is Noise a barrier in communication?
- (6) What is Intimate zone in communication?
- (7) What is Web Writing?
- (8) Define Sign language?
- (9) What is Brainstorming?
- (10) What is upward communication?

**2 Answer the following questions : 14**

- (1) Write a letter of order for furniture to Shubhash furniture.
- (2) Explain the Communication Process in detail.

**OR**

**2 Answer the following questions : 14**

- (1) Explain horizontal and diagonal communication.
- (2) What are the disadvantages of oral Communication?

- 3** Answer the following questions : **14**
- (1) Discuss the advantages of written Communication?
  - (2) Prepare a report on declining sales of mobile phones of the company.

**OR**

- 3** Answer the following questions : **14**
- (1) Explain body language in communication.
  - (2) Write a notice for the annual general meeting of the Board of Directors with agenda.

- 4** Answer the following questions : **14**
- (1) Write in detail about the objectives of Meeting
  - (2) Draft a letter of enquiry for the instruments in science lab.

**OR**

- 4** Answer the following questions ,: **14**
- (1) Prepare a minute for the above meeting.
  - (2) Prepare a report on the staff punctuality and attendance and give your recommendations to improve the same.

- 5** Answer the following questions : **14**
- (1) What are the characteristics of interpersonal communication?
  - (2) What is email? Discuss the advantages of email?

**OR**

- 5** Answer the following questions : **14**
- (1) What is paralanguage ?
  - (2) What are the advantages of video conferencing?

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