

Roll No.

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Total No. of Pages : 02

Total No. of Questions : 09

B.Voc. (THM) (Sem.-2)

BUSINESS COMMUNICATION - II

Subject Code : BVTHM-203-19

M.Code : 77497

Date of Examination : 08-07-22

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTIONS TO CANDIDATES :

1. **SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks each.**
2. **SECTION-B contains FIVE questions carrying FIVE marks each and students have to attempt any FOUR questions.**
3. **SECTION-C contains THREE questions carrying TEN marks each and students have to attempt any TWO questions.**

SECTION-A

1. **Write briefly :**
 - a. Body language
 - b. Listening
 - c. Travel etiquettes
 - d. Extempore
 - e. Small talk
 - f. Seminars
 - g. Team behaviour
 - h. Objectives of telephone conversation
 - i. Clarity of thought
 - j. Hotel credit

SECTION-B

2. Write a note on grooming.
3. Explain in detail, the art of good conversation.
4. Throw light on the presentation skills in terms of developmental strategies.
5. How should you conduct yourself effectively during group discussion?
6. Explain role-play in terms of building skills for presentation.

SECTION-C

7. Explain the various social etiquettes that must be followed while communication.
8. Write a detailed note on inter personal skills in business communication.
9. Discuss the various modes of electronic communication.

NOTE : Disclosure of Identity by writing Mobile No. or Making of passing request on any page of Answer Sheet will lead to UMC against the Student.