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III Semester B.B.M. Examination, November/December 2014
(Semester Scheme) (F + R) (2013-14 and Onwards)
(New Syllabus)

BUSINESS MANAGEMENT
Paper – 3.2 : Soft Skills for Business

Time : 3 Hours

Max. Marks : 100

Instruction: Answers should be written in **English** only.

SECTION – A

I. 1) Answer **any eight** sub-questions. **Each** sub-question carries **two** marks :
(8×2=16)

- a) What is meant by Haptics ?
- b) What is career planning ?
- c) Give 4 examples of ordinary courtesy titles.
- d) Define meeting.
- e) What is an interview ?
- f) What is public speaking ?
- g) What is oral communication ?
- h) What is Memo ?
- i) What do you mean by group discussion ?
- j) What is body language ?



SECTION – B

II. Answer **any three** questions. **Each** question carries **eight** marks : (3×8=24)

- 2) Explain the importance of communication.
- 3) Write a note on "The Golden Rules of Meetings".
- 4) Draft a letter to Home Store Depot Bangalore asking for information about their new office furniture. Give detailed specification of your office requirements.
- 5) Explain 7 C's of communication.



SECTION – C

III. Answer question number **10** and **any three** of the remaining questions. **Each** question carries **15** marks : **(4×15=60)**

- 6) Samrudhi Developers Bangalore, have given their advertisement in 'The Times of India' to apply for the post of corporate officer.
 - Draft an application letter and
 - Resume.
 - 7) What is Brainstorming ? Explain different types, advantages and disadvantages of Brainstorming.
 - 8) Explain various barriers of effective communication.
 - 9) Discuss the elements of communication process with a diagram.
 - 10) Explain different types of communication.
 - a) On the basis of organizational structure.
 - b) On the basis of direction of communication.
 - c) On the basis of way of expression.
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