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Total Number of Pages: 02

**B.Tech**  
**HM3102**

**2<sup>nd</sup> Semester Back Examination 2016-17**  
**BUSINESS COMMUNICATION IN ENGLISH**

**BRANCH: ALL**

**Time: 3 Hours**

**Max Marks: 70**

**Q.CODE: Z591**

**Answer Question No.1 which is compulsory and any five from the rest.**  
**The figures in the right hand margin indicate marks.**

- Q1 Answer the following questions: (2 x 10)**
- a) Give an example of a stress interview.
  - b) Always help the blind. Make it bias-free.
  - c) The communication that takes place between peers in an organization is known as \_\_\_\_\_.
  - d) Who is a laissez-faire leader? Explain.
  - e) What is the meaning of cross-cultural communication?
  - f) Join two sentences using the word 'nevertheless'.
  - g) Use the following words in sentences of your own: Commitment, Stylish.
  - h) Good morning Sir! You're looking very smart today. Specify the type of communication. Formal/informal. Explain why?
  - i) Please burn this file. Specify the type of communication considering the element of Business communication in the sentence.
  - j) Identify the problems associated in the following conversation.  
Rave: Good morning Stephen. This is a nice piece of drawing.  
Stephen: I am a good at drawing. I would like to visit your home today.  
Rave: I am going to the mall for some shopping.  
Stephen: Can you lend me your bike today evening.
- Q2 Write a business letter to the CEO of your organization regarding the need of investing more funds in the ongoing project work in Bhubaneswar. (2+8)**
- Q3 a) What is xenophobia? How can xenophobia be a barrier in one's career? (5)**
- b) Explain the nature of Business communication. Explain. (5)**
- Q4 a) Write a group discussion for 8 candidates on the topic "Corruption is the biggest crusader of development in India." (5)**
- b) Write an official e-mail to your boss asking for leave from office. (5)**

- Q5 a)** Who in view is a good leader? Explain with examples. **(5)**  
**b)** Proper team building and coordination is the key to success in an organization. Elucidate. **(5)**
- Q6** Explain the channels of communication along with examples. **(7+3)**
- Q7** What are the different stages of team formation? Explain with examples **(10)**
- Q8 a)** Informal communication in a formal setup is the key to grapevine communication. Discuss. **(5)**  
**b)** Explain the salient features of soft skills. What is the role of Soft Skills in building the career of a professional? **(5)**