



III Semester B.B.A. Examination, November/December 2017  
(CBCS) (F+R)

(2015 – 16 & Onwards)

Business Administration

3.2 : SOFT SKILLS FOR BUSINESS

Time : 3 Hours

Max. Marks : 70

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

SECTION – A

1. Answer **any 5** sub questions. **Each** question carries **2** marks. **(5×2=10)**
- State any two objectives of Communication.
  - Define listening skills.
  - What is an exit interview ?
  - State the importance of public speaking.
  - What do you mean by e-meeting ?
  - What are collection letters ?

SECTION – B

Answer **any 3** questions. **Each** question carries **6** marks. **(3×6=18)**

- Briefly explain the communication process.
- Discuss the various stages involved in effective presentation.
- Briefly explain the steps involved in brainstorming.
- What is an agenda and how is it prepared ?
- What are the merits and demerits of written communication ?

P.T.O.



## SECTION - C

Answer any 3 questions. Each question carries 14 marks :

(3×14=42)

7. Explain the various types of interviews.
8. What is a sales letter ? What points are to be considered to write an appealing sales letter ?
9. What are verbal and nonverbal communications ? Explain the measures to be taken to overcome communication barriers.
10. Draft a resume for the post of Assistant Marketing Manager at Must See India, # 1/1, Miller Arcade 1<sup>st</sup> Floor, Miller Road, Vasanth Nagar, Bangalore - 560 052.
11. You are a Jam manufacturer. You buy your entire requirement of bottles from Bottles and containers Pvt. Ltd. You have received a consignment of 1000 bottles in the month of October 2017, of which nearly 900 bottles were found to be defective. Write a letter of complaint.