Q.1 What are the eight ‘C’s essentials for the good business letter? Explain. (10)

Q.2. Define communication. Classify communication. What are the objectives of communication? (3+3+4=10)

Q.3. Answer the following questions:
   (a) Draw a flow-chart for the process of communication.
   (b) Give one example of Mechanical Barrier in communication.
   (c) STD is abbreviation for ___________.
   (d) Give one merit of written communication.
   (e) A General Manager issuing instructions to various departmental heads is an example of ___________. (5x1=5)

Q.4. Differentiate between Formal and Informal communication. OR

Explain body language. (5)

Q.5. Write an application to the HR Manager of a 5-star hotel for a job of steward, published in Times of India dated 15.01.14. OR

Explain Telephone etiquettes. (5)

Q.6. What are the merits and demerits of oral communication? OR

What are the merits and demerits of written communication? (5)
Q.7. Explain in short:
(a) Paralanguage
(b) Kinesics

OR

(a) Office Order
(b) Office Circular

(2 ½ + 2 ½ = 5)

Q.8. State True or False:
(a) Bio-data gives the details of an individual.
(b) Written communication does not have a legal validity.
(c) Memorandums are means of oral communication.
(d) Informal channel of communication is known as grapevine.
(e) Facial expression is a verbal communication.

(5x1 = 5)

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