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Your Roll No

6007

B.Com. (Hons.)/I **J**

Paper VII (a)—BUSINESS COMMUNICATION

(New Course Admission of 2004 and onwards)

Time · 2 Hours

Maximum Marks 50

(Write your Roll No on the top immediately on receipt of this question paper)

Note :— The maximum marks printed on the question paper are applicable for the candidates registered with the School of Open Learning for the B.A. (Hons.)/B.Com. (Hons) These marks will, however, be scaled down proportionately in respect of the students of regular colleges, at the time of posting of awards for compilation of result.

(Write your answer in English only)

All questions are compulsory

1. Write short notes of **50-60** words each on any *five* of the following 5×3
 - (i) Bibliography

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- (u) End notes
 - (ui) Sender and Receiver functions
 - (iv) Types of minutes
 - (v) Lateral communication
 - (vi) Clarity and brevity in communication
 - (vii) Organisational barriers in communication.
2. Answer the following in about 200 words each $2 \times 6 = 12$

(A) (i) What are the channels of communication in an organization ?

Or

(ii) Bring out the difference between minutes and reports.

(B) (i) Draft a circular for all the employees of your company explaining the need to wear safety gear like helmet, long boots etc.

Or

(ii) Draft a memo to the staff on how to conduct themselves while on duty and to adhere to lunch hours.

- 3 (A) (i) Describe the main contents of minutes of a meeting.

Or

- (ii) As manager of a company write a letter to your bank asking for current account statement
- (B) (i) On behalf of an applicant write a follow-up letter asking about the action taken in regard to his application.

Or

- (ii) Write an office order granting out of turn promotion to an employee in recognition of his exceptionally meritorious performance 2×6
4. Make a precis of the following in 100 words and suggest a suitable title 3+8

As if the Nano wasn't bad enough, Renault-Nissan has decided to collaborate with Bajaj to bring out another ultra-cheap small car Looking at the state of most Indian

P T O

cities today, one has to wonder how and where all these vehicles will be accommodated

Roads are running out of space at an alarming rate. Commuting time has gone up considerably over the last decade or so, and so have traffic jams, road rage and ever-worsening quality of air. Given all this, it's a terrible idea to make increasingly affordable cars.

It is indisputable that the mushrooming of cars since liberalisation has come with several downsides. The quality of life of the average city dweller has decreased over the years. Not only does one have to breathe in terribly toxic air but one has also to spend more time than ever before in navigating from anywhere to anywhere. With cheaper cars hitting the road, the situation is only going to get worse. The day is not far off when covering even a short distance will require budgeting of hours. The future looks gridlocked by the multiple cheap cars that will be available

Even improving infrastructure is not going to help matters. There are only so many roads a government can build, after all. Rapidly expanding city space is required not for only building roads for more than just roads, but for housing more and more people. If the number of cars continue to grow at this pace, the day will not be far when there will be hardly any space for public movement.