

**Exam.Code:1302**  
**Sub. Code: 9843**

**1058**

**B. Voc. (Retail Management)**  
**Second Semester**

**RSC-203: Organizational Communication in Retail**

Time allowed: 3 Hours

Max. Marks: 80

**NOTE:** Attempt five questions in all, including Question No. I which is compulsory and selecting one question from each Unit.

x-x-x

I. Answer any four of the following:-

- a) What are the different reports/documents that are required to keep in the organization?
- b) What to do if there are problems in using communication equipment?
- c) What are the different factors that are likely to hinder in joint working?
- d) How to make sure the information you have is correct and current?
- e) Which are the different terminologies used in communication medium?
- f) What are the benefits of joint working between different stakeholders? (4x4)

**UNIT – I**

- II. What are the procedures & policies for preparing & passing on written information? (16)
- III. What to do if there are problems in using communication equipments? (16)

**UNIT – II**

- IV. What are the limits of your authority & responsibilities for passing the information? (16)
- V. What are the policies that you should follow for using communication systems? (16)

**UNIT – III**

- VI. How to talk and work with others to work efficiently, without adversely affecting your own work. (16)
- VII. How to check that you are understanding what your customers are trying to say. (16)

**UNIT – IV**

- VIII. What are the different legislations, org. policies & procedure that apply to joint working? (16)
- IX. What are the roles & functions of your stake holders and their board structure in decision making of the organisation? (16)

x-x-x