

(i) Printed Pages : 2

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18/12

Roll No.

(ii) Questions : 2

Sub. Code :

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Exam. Code :

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Bachelor of Arts (FYUP) 1st Semester

(2124)

ENGLISH

Paper : Business Communication ENGSEC2

Time Allowed : Two Hours]

[Maximum Marks : 35

1. Attempt 3 short questions out of the 5 given :

- (i) Mention the barriers in business communication.
- (ii) Explain chronemics.
- (iii) "Soliciting suggestions from workers inculcates a sense of belonging". Elaborate giving appropriate illustration.
- (iv) What do you mean by minutes of the meeting ? How many types of minutes are there ?
- (v) Discuss the main stages of writing business messages.

3×5=15

2. Attempt 2 long questions out of the 3 given :

- (i) Write a report containing a comprehensive plan for setting up a computer center to train employees of Hindustan Transport Company Ltd. for day to day operations. The report with the proposed plan is to be submitted to the Vice President (Engineering).

- (ii) The head of your organisation is worried about the amount of time employees are spending during the 'tea break'. Draft a memo to be signed by him and circulated to all employees asking them to be at their desk during duty hours.
- (iii) Draft an agenda regarding fifth meeting of the Executive Committee members of Nirvana Club, New Delhi.

2×10=20