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COER University

END SEMESTER EXAMINATION, EVEN SEM 2022-23 (BACK PAPER)

Time

: 3 hours

Program Name : Bachelor in Commerce (CFA)

Course Name : Communication Skills

Total Marks : 100

Semester : II

Course Code : HSS 901

Note: All questions are compulsory. No student is allowed to leave the examination hall before the completion of the time.

Q. No 1	Attempt Any Four Parts. Each Question Carries 5 Marks.	CO	BL
(a)	Describe the difference in between formal and informal communication.	CO 1	1
(b)	Which are the examples of informal communication?	CO 1	1
(c)	Compare active listening with passive listening.	CO 1	4
(d)	Define purposeful listening. Give examples.	CO 1	1
(e)	What are the main features of the announcement?	CO 1	1

Q. No 2	Attempt Any Four Parts. Each Question Carries 5 Marks.	CO	BL
(a)	Analyze the barriers of communication.	CO 2	4
(b)	Define nonverbal communication. Write its types.	CO 2	1
(c)	Can you point out the importance of Etiquette?	CO 2	1
(d)	What is technical communication?	CO 2	1
(e)	Justify societal manners and etiquettes of a conversation?	CO 2	5

Q. No 3	Attempt Any Four Parts. Each Question Carries 5 Marks.	CO	BL
(a)	Suggest some measures to speed up reading skills.	CO 3	2
(b)	Make the summary of your latest reading book.	CO 3	3
(c)	What are the features of good reading?	CO 3	1
(d)	Discuss the process of reading. Explain each stage in detail.	CO 3	2
(e)	Can you develop your reading skills? Examine it.	CO 3	4

Q. No 4	Attempt Any Two Parts. Each Question Carries 10 Marks.	CO	BL
(a)	Write a letter of adjustment to ABC Ltd against the complaint of defective speakers supplied by your company, XYZ Ltd. Ask the complainer to return the parcel in original packaging and furnish necessary details.	CO 4	6
(b)	What are the features of good writing?	CO 4	1
(c)	What is a technical report? List all the types of reports. Draw a neat and clean flow chart to substantiate	CO 4	1

Q. No 5	Attempt Any Two Parts. Each Question Carries 10 Marks.	CO	BL
(a)	Assess the domination of media in every sphere. What are its drawbacks?	CO 5	5
(b)	What are the digital ethical values?	CO 5	1
(c)	Compare and contrast the advantages and disadvantages of social media.	CO 5	4

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