

BACHELOR'S DEGREE (C.B.C.S) EXAMINATION, MARCH 2025
2018, 2019, 2020, 2021, 2022 ADMISSIONS SUPPLEMENTARY
B.VOC FPT SEMESTER II - GENERAL
VFPT2G04B18 - Business Communication

Time : 3 Hours

Maximum Marks : 80

Part A

I. Answer any Ten questions. Each question carries 2 marks

(10x2=20)

1. State the meaning of communication gap.
2. Explain different types of noise that occur during communication.
3. What is verbal communication?
4. State the meaning of the term rumours.
5. Explain the role of surroundings in communication.
6. Explain chronemics.
7. How rapid thoughts become a barrier to listening?
8. What is meant by active listening?
9. Explain the status hierarchy.
10. What is meant by group roles?
11. What are the limitations of brainstorming?
12. What is meant by humanware?

Part B

II. Answer any Six questions. Each question carries 5 marks

(6x5=30)

13. List down and explain the advantages and disadvantages of informal communication.
14. How haptics can be used effectively to better our communication?
15. Explain in detail videoconferencing.
16. How can we make use of grapevine effectively?
17. Explain the different forms of oral communication.
18. Explain the different types of oral presentations?
19. Explain the importance of listening in the communication process.
20. List down and explain the disadvantages of a group.
21. What is facsimile (FAX)? Explain its features?

Part C

III. Answer any Two questions. Each question carries 15 marks

(2x15=30)

22. What are the objectives of business communication?
23. Explain in detail the different channels or directions of communication.
24. Evaluate the role of audio visuals in oral presentation.
25. Critically evaluate the different methods/techniques of group decision making.