

**Q.P. Code : 14321**

**Third Semester B.B.A. Degree Examination,  
November/December 2019**

*(CBCS – Semester Scheme – Freshers & Repeaters – 2018-19 onwards)*

**Business Administration**

**Paper 3.2 – SOFT SKILLS FOR BUSINESS**

Time : 3 Hours]

[Max. Marks : 70

Instructions to Candidates : Answers should be written in English only.

**SECTION – A**

Answer any **FIVE** sub-questions. Each sub-question carries **2** marks :  
**(5 × 2 = 10)**

1. (a) What is an Exit Interview?
- (b) Give the meaning of presentations.
- (c) What is audio-visual communications?
- (d) What is Group discussion?
- (e) What do you mean by Biodata?
- (f) What is circular?
- (g) Define meeting.

**SECTION – B**

Answer any **THREE** questions. Each question carries **6** marks : **(3 × 6 = 18)**

2. Explain the importance of observation.
3. Write a note on “The Golden Rules of Meetings”.
4. What are the merits and demerits of Written Communication?
5. Explain the different types of Speech.
6. Draw a layout of model Business letter.

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**SECTION - C**

Answer any **THREE** questions. Each question carries **14** marks : **(3 × 14 = 42)**

7. Explain various Barriers of Effective Communication.
8. Draft a resume for the post of Accounts Executive at Wipro, Manyatha Tech. Park, Bangalore.
9. Explain the principles of Effective Speech and Presentation.
10. Explain the different types of communication.
11. Draft a letter to Home Store Depot Bangalore asking for information about their new office furniture. Give detailed specification of your office requirements.