



### **Part B**

Answer any *eight* questions. Each question carries 2 marks.

11. What do you mean by Bcc in an e-mail?
12. Define report.
13. What are the different types of insurance?
14. What is CV?
15. What do you mean by Ethics in communication?
16. List out the five principles of a business report.
17. What do you mean by feedback?
18. List out the elements of communication process.
19. Which are the components of a Notice?
20. What are different types of business reports?

**( 8 x 2 = 16 Marks)**

### **Part C**

Answer any *six* questions. Each question carries 4 marks.

21. Explain the advantages of e-mail.
22. Comment on the features of SMS.
23. Elaborate on the functions of business correspondence.
24. Elaborate on the barriers to communication.
25. Give a brief account on: Superscript of a business letter.
26. Discuss the ethical issues of communication.
27. Briefly explain: the kinds of business letters.
28. What is body language? Explain how body language affects a presentation.

**(6 x 4 = 24 Marks)**

### **Part D**

Answer any *two* questions. Each question carries 15 marks.

29. Explain the structure of a job application letter.
30. Elaborate on 'The tips for effective presentation'.
31. Discuss various modern means of communication.

**(2 x 15 = 30 Marks)**

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