



BIJU PATNAIK INSTITUTE OF IT & MANAGEMENT STUDIES

1ST SEMESTER MBA (BATCH 2019-21)

CLASS TEST - II

Business Communication (18 MBA 106)

Total Marks: 30

Time: 1½ Hours

Q.1. Briefly answer any **FIVE** of the following :

[2x5=10 marks]

- a) What do you mean by 'clear articulation' ?
- b) What are the differences between an efficient reader and an inefficient reader ?
- c) List four ways to overcome your anxiety while making an oral presentation.
- d) Why are presentation skills important for a business executive ?
- e) What is 'consensus' in a Group Discussion ?
- f) How is a Chronological Résumé different from a Functional Résumé ?
- g) How can one become the leader in a Group Discussion?

Q.2. Answer any **TWO** of the following questions.

[5x2=10 marks]

- a) Discuss some Do's and Don'ts of Group Discussion.
- b) Suppose that you are the Sales Manager of a pharmaceutical company. The demand for your product is declining due to competition from other companies. Prepare a report for the Managing Director of your company, explaining the reasons and possible ways to overcome the problem.
- c) Prepare a set of Power Point slides on "Cellphone Etiquette".
- d) Imagine that you bought an expensive cellphone with many advanced features from a dealer in Bhubaneswar. But after using it for a week, you found that its performance was poor. You brought this to the dealer's notice, but he ignored your complaint.

Write an **e-mail to the Regional Sales Manager** of the mobile company, making a complaint and asking for immediate action.

Q.3. Answer any **ONE**.

[10x1=10 marks]

- a) Why is listening important for managers? Briefly discuss the Barriers to listening and the strategies for improving the listening skill.
- b) Discuss the important aspects to be considered while planning for a business presentation.
- c) How important is the Resume in the whole recruitment process? What are the strategic points in the Resume that require the special attention of candidates?

-Best of Luck-



BIJU PATNAIK INSTITUTE OF IT & MANAGEMENT STUDIES

1ST SEMESTER (BATCH 2018-20)

CLASS TEST - II

Business Communication (18 MBA 106)

Total Marks: 30

Time: 1½ Hours

(Answer as per the instruction given in each question.)

Q.1. Briefly answer any **FOUR** of the following : [2x4=08 marks]

- a) What do you mean by 'clear articulation' ?
- b) Mention five important rules of 'Netiquette'.
- c) How can one achieve coherence in a piece of writing ?
- d) Why are presentation skills important for a business executive ?
- e) What is 'consensus' in a Group Discussion ?
- f) How is a Chronological Résumé different from a Functional Résumé ?
- g) Mention some non-functional behaviour patterns in GD.

Q.2. Answer any **THREE** of the following questions. [4x3=12 marks]

- a) How can you use body language for an effective presentation ?
- b) How important is the Résumé in the whole recruitment, process ? Explain the strategic points in a Résumé that require special attention of candidates.
- c) Suppose that you are the Sales Manager of a pharmaceutical company. The demand for your product is declining due to competition from other companies. Prepare a report for the Managing Director of your company, explaining the reasons and possible ways to overcome the problem.
- d) Write a note on 7 C's of effective communication.
- e) Imagine that you bought an expensive cellphone with many advanced features from a dealer in Bhubaneswar. But after using it for a week, you found that its performance was poor. You brought this to the dealer's notice, but he ignored your complaint.

Write an **e-mail to the Regional Sales Manager** of the mobile company, making a complaint and asking for immediate action.

Q.3. Answer any **ONE**. [10x1=10 marks]

- a) Why is listening important for managers? Briefly discuss the Barriers to listening and the strategies for improving the listening skill.
- b) Discuss the important aspects to be considered while planning for a business presentation.

-Best of Luck-



BIJU PATNAIK INSTITUTE OF IT & MANAGEMENT STUDIES
1ST SEMESTER (BATCH 2017-19)
CLASS TEST - II

English Communication Skills (MNG107)

Total Marks: 30

Time: 1½ Hours

Q1. Fill in the blanks with appropriate words. (1 × 4 = 4 marks)

- a) A _____ message is preferable when you want to present extensive and complete data.
- b) The communication between persons at different levels in a company, such as the Training Supervisor and the Marketing Manager is known as the _____ channel.
- c) Style - formal or informal – refers to a variety of language according to the _____.
- d) English used to reflect a _____ bias in many of its expressions such as ‘forefather’.

Q 2. Briefly answer any THREE of the following questions: (2 × 3 = 6 marks)

- (a) Would you describe the style in the following example as formal or informal? What are your reasons?

Hi, fellows! I must say it's jolly decent of you guys to turn up at such short notice for my birthday bash. We've got plenty of grub and soft drinks and there's some real groovy music in case you're musically inclined. So enjoy yourselves!

- (b) Rewrite each of the following sentences to eliminate bias:
 - (i) *The teacher must take care of his students.*
 - (ii) *My mother is a housewife.*
- (c) Mention two ways in which non-verbal communication can help managers to interact with their subordinates effectively.
- (d) What is horizontal communication ? What are its merits ?
- (e) “*Conversation control does not mean that you can control someone's conversation*”. Explain.
- (f) What do you mean by the grapevine ? How is it useful in internal business communication ?

Q 3. Answer any ONE in about 300 words: (10 marks)

- (a) “Whether an organization is small or large, it is communication that binds it together.” Discuss the various channels of communication in an organization in the light of the above statement.
- (b) Define non-verbal communication. Briefly discuss the different forms of non-verbal communication with suitable examples.

Q 4. Answer any TWO of the following:

(5 × 2 = 10 marks)

(a) Mark stress and tone in the following sentences:

- (i) *How shall I go to the station?*
- (ii) *Look at the watch she is wearing!*
- (iii) *Could you help me in finishing the work?*
- (iv) *Your monthly report is causing me problems.*
- (v) *John gave the answer, and we were surprised to hear it.*

(b) Write a short note on the differences between formal English and Informal English.

(c) Edit the following sentences for parallel structure.

- (i) *Your new investment should perform well in these markets and a high dividend produced.*
- (ii) *Complete the inventory, calls should be made to distributors and the accounts tabulated.*
- (iii) *If you work on the new software and are finding it easy, you can have more projects.*
- (iv) *After completing the document, it should be filed with the officer by you or your staff.*
- (v) *Our client wishes to return the item and getting a full refund.*

(d) Correct the error of modifiers in the following sentences.

- (i) *A green truck was pulled into the lot with huge dents.*
- (ii) *The package arrived safely at the front desk filled with new application forms.*
- (iii) *Working right up to the deadline, Mamata's presentation was finally completed.*
- (iv) *Jacobsen's assistant finished the report two days early on the new marketing strategy.*
- (v) *The computer is on the other side of the room with the missing keyboard.*

Best of Luck!



BIJU PATNAIK INSTITUTE OF IT & MANAGEMENT STUDIES
1ST SEMESTER (BATCH 2016-18)
CLASS TEST - II

English Communication Skills (MNG107)

Total Marks: 30

Time: 1½ Hours

(Answer as per the instruction given in each question.)

Q1. Fill in the blanks with the right words.

[1 x 6 = 6]

- a) The rising or falling tone is marked on the _____ word in the utterance.
- b) The flow of information between persons at different levels in a company, such as the Training Supervisor and the Marketing manager is known as _____ communication.
- c) _____, one of the seven C's of communication, signifies the communication of the message with the fewest possible words.
- d) A group of related words which contains a subject and a predicate and forms a part of a sentence, is called a _____.
- e) The movement of stress from one syllable to another in related words is known as _____.
- f) _____, a subskill of Reading, involves searching the text for a specific piece of information.

Q2. Answer any TWO of the following, each within 60 words :

[2x2=4]

- a) What is horizontal communication ? Mention its advantages.
- b) How is 'skimming' different from 'scanning' ?
- c) What are the advantages of the grapevine in a business organization?

Q3. Answer any TWO from among (a), (b), and (c).

[5x2=10]

- a) Mark stress and tone in the following sentences:
 - 1. Is she the daughter of your friend ?
 - 2. What a pleasant surprise !
 - 3. The Sahara is the largest desert in the world.
 - 4. When the bus finally arrived, we found there were no seats.
- b) Edit the following sentences for better clarity : (Parallel structures / Modifiers)
 - 1. Employees are often unable to come to the office in time, living in outlying areas.
 - 2. We are happy to announce that the Co-operative Bank is starting its operations in Odisha very soon which has its head office in Nagpur.
 - 3. Their intention was to get good jobs and then deceiving customers.
 - 4. Your new dividend should perform well in these markets and a high dividend produced.
 - 5. The package arrived safely at the front desk filled with new application forms.

P.T.O.

c) Do as directed.

1. Show syllable division and mark stress in the following words:
(i) Psychology (ii) Understand
2. Fill in the blanks with tag questions
(i) Shut the door, _____?
(ii) The girls liked him, _____?
3. Join the two sentences to make a complex sentence.
The boys have seen the man. The man had a gun in his hand.

Q4. Answer any ONE :**[10 Marks]**

- a) Why is effective communication vital in today's world ?
Briefly explain the seven C's of effective communication with appropriate examples.
- b) Answer both (i) and (ii).
(i) "Grapevine communication can be used for the management's benefit". elaborate.
(ii) For each of the communication situations given below, identify the direction / type of flow of communication. Choose the most appropriate form of communication for each situation and give reasons for your choice.
Situations:
 - (i) The President of Expert Engineering Corporation has just come back from her international tour and wishes to share some important information with everybody in the company.
 - (ii) You, as the vice chairman of an MNC, wish to find out certain details about the export policy of the central government from the vice president of another organization named Novel Software.
 - (iii) The supervisor of the production unit of a company needs some immediate clarifications from the Production Manager on a proposal he has to submit.
 - (iv) The Finance Manager of a Company seeks information from the Training Supervisor regarding the estimate for training programmes planned for the next month.
 - (v) As the marketing manager, you want to draw up plans for the marketing of a new product in collaboration with the sales manager of your company.

Best of Luck!

(Answer as per the instruction given in each question.)

Q 1. Briefly answer any FIVE of the following questions: (2 × 5 = 10 marks)

- (a) Would you describe the style in the following example as formal or informal? What are your reasons?
Hi, fellows! I must say it's jolly decent of you guys to turn up at such short notice for my birthday bash. We've got plenty of grub and soft drinks and there's some real groovy music in case you're musically inclined. So enjoy yourselves!
- (b) Rewrite each of the following sentences to eliminate bias:
 - (i) *The teacher must take care of his students.*
 - (ii) *My mother is a housewife.*
- (c) Correct the errors in the sentences below:
 - (i) *The news have upset him.*
 - (ii) *I am understanding what you mean to say.*
- (d) Mention two ways in which non-verbal communication can help managers interact with their subordinates effectively.
- (e) Show syllable division and mark primary stress in the following words:
 - (i) *psychology*
 - (ii) *presentation*
- (f) What do you mean by 'clues'? How do they help the listener in a conversation?
- (g) *"Conversation control does not mean that you can control someone's conversation".* Explain.

Q 2. Answer any ONE in about 200 words: (10 marks)

- (a) What is 'intonation'? Give an account of intonation patterns in English.
- (b) *"The use of language often reflects different kinds of bias existing in the minds of people, which are not acceptable in a modern society where most people have become aware of their rights".*
Substantiate this statement with appropriate examples.
- (c) Discuss the important features of an effective debate performance.

Q 3. Answer any TWO of the following: (5 × 2 = 10 marks)

- (a) **Correct the error of modifiers in the following sentences.**
 - (i) *A green truck was pulled into the lot with huge dents.*
 - (ii) *The package arrived safely at the front desk filled with new application forms.*
 - (iii) *Working right up to the deadline, Mamata's presentation was finally completed.*
 - (iv) *Jacobsen's assistant finished the report two days early on the new marketing strategy.*
 - (v) *The computer is on the other side of the room with the missing keyboard.*

(b) Edit the following sentences for parallel structure.

- (i) *Your new investment should perform well in these markets and a high dividend produced.*
- (ii) *Complete the inventory, calls should be made to distributors and the accounts tabulated.*
- (iii) *If you work on the new software and are finding it easy, you can have more projects.*
- (iv) *After completing the document, it should be filed with the officer by you or your staff.*
- (v) *Our client wishes to return the item and getting a full refund.*

(c) Mark stress and intonation in the following sentences:

- (i) *How shall I go to the station?*
- (ii) *Look at the watch she is wearing!*
- (iii) *Could you help me in finishing the work?*
- (iv) *Your monthly report is causing me problems.*
- (v) *John gave the answer, and we were surprised to hear it.*

(d) “Time and tense are not the same”. Discuss with appropriate examples.

Best of Luck!