



Institute of Management
JK LakshmiPat University
Jaipur

END TERM EXAMINATION 2016



BBA (FT) Sem-II / B.Com -II Sem
MM: 50 Marks

Course: BBA & B Com

Time: 3 Hours

Subject code: BBA 202 / BCh204

Instructions: Attempt any three questions from Section A. Section B is compulsory.

Section A

- Q1. Describe the various steps to be taken for a successful job interview. (10 marks).
- Q2. "A GD is a methodology used by an organization to judge whether the candidate has certain personality traits and/or skills that it desires in its members." Discuss. (10 marks).
- Q3. What do you understand by a Business Report? What are its objectives? List out the various components of a Business Report. (10 marks).
- Q4. Identify effective techniques for coping with anxiety during delivery. (10 marks).
- Q5. State whether the following statements are **True or False**. (10 marks)
- (i) The appropriate distance for casual friends and acquaintances to interact is 4 feet to 12 feet.
 - (ii) Communication is the exchange of information between a sender and a receiver.
 - (iii) Feedback is the receiver's response to the sender's message.
 - (iv) Encoding is the process of converting a message into symbols that people will understand.
 - (v) Downward Communication follows from workers to executives.
 - (vi) A supervisor coaching or training an employee on how to complete a task is an example of downward vertical communication.
 - (vii) Communication professionals view listening as an unimportant skill for success in almost any activity.
 - (viii) Although email is less formal than other kinds of business communication, accurate punctuation is still required.
 - (ix) People are "born" good writers or speakers; these skills cannot be learned.
 - (x) The "grapevine" in an organization is primarily about personal matters.

Section B

- Q6. (A) You are Ajay. Write to a friend to tell them that you haven't got something they want from you. Prepare the situation using the questions below.
- Who is your friend? Call him "X".
 - What item do they want from you? Ideas: they want to borrow a book that you have; they want you to make a copy of a CD that you have.
 - Why are you not able to give them this item at the moment? Ideas: you have lent the book to someone else; your computer isn't working to copy the CD.
 - When can you give them the item?

- Are you going to promise any action, give additional information, offer help, or simply say that you will tell them when you can give them the item?

Now write the email in an informal style. (10 marks)

(B) Rewrite the following passage after correcting the errors. (10 marks)

1) Years ago! Kelin was my student. I taught Western Civilization to her during her freshman year. Since I was an 2) internacional teaching 3) assistant I was aware that I spoke with an accent. I was also aware that my students might have ideas that were very different from mine. Kelin often snickered when I said something she 4) didnt understand. She often asked questions that put me on the spot. 5) All though I was sometimes hurt by her comments, I was always polite to Kelin. Several days ago, I saw Kelin downtown. She approached me and 6) said I learned so much in your class. You were my favorite teacher at the 7) university" I was 8) touch and amaze.