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(Printed Pages 3)

Roll No. _____

SFA-4126

D.I.A.T. & C.R.S. Examination, 2015
Business Communication & Travel Business
Etiquettes
(DIAT-04)

Time Allowed : Three Hours] [Maximum Marks : 70

Note : Answer five questions in all. Question No.1
is compulsory. Attempt one question
from each unit.

1. Attempt any five questions: $5 \times 6 = 30$
- (i) Communication Process
 - (ii) Grapevine
 - (iii) Lateral Communication
 - (iv) Types of Non-Verbal Communication
 - (v) Objective of Communications
 - (vi) Significance of Communication

P.T.O.

(2)

Unit - I

2. Give the details of different types of Communication channels? 10
3. What do you understand by Communication? Write down the five types of communication and explain its. 10

Unit - II

4. What are the essentials of effective communication? 10
5. Explain the different type of communication barriers. 10

Unit - III

6. What is Business Presentation? How you make your presentation more effective? 10×1
7. What is the Telephone Handling? Explain its. 10

(3)

Unit-IV

8. Write short notes on any two of the following: 5+5
 - (a) Circulars
 - (b) Memos
 - (c) Office Notes
9. Write down a Email to your customer and provide them an information regarding domestic holiday packages. 10