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**Roll No. \_\_\_\_\_\_\_\_\_\_\_\_**

**BCA-1216**

**BCA (I Semester) Examination, Dec. 2018**

**COMPUTER APPLICATION (BACK PAPER)**

**Professional Communication Skills**

*Time Allowed: Three Hours] [Maximum Marks: 70*

**Note:** Answer **all** questions.

**Q. 1.** Attempt any **six** of the following. **5\*6=30**

1. What is General communication?
2. Discuss about the tools of communication.
3. Write some tips for writing a report.
4. What are the essentials of a good business letter?
5. Discuss Modern forms of communication.
6. Why do we have to define purpose before giving presentation?
7. What are the tips for improving listening skills?
8. Briefly explain about Group Discussion.

**Q. 2.** What are the tips for effective communication? **10**

**OR**

Explain different systems of communications with example

**Q. 3.** What do you mean by Business letters? Explain layout of Business Letters. **10**

**OR**

Draft letter announcing the establishment of new branch of IOB Finance Ltd Lucknow.

**Q. 4.** Write a short note on any four of the following: **10**

(a) Telegram (b)E-mil (c) Telex

(d) Fax (e)Type-cluster (f)Congruency

**OR**

Discuses teleconferencing, briefly explain your answer with the help of an example.

**Q. 5.** What are the different types of listening? Provide example of each type. **10**

**OR**

Discuses types of report and briefly explain salient features of a Report.