

**DKM COLLEGE FOR WOMEN (AUTONOMOUS),VELLORE-1.**

**DEPARTMENT OF MANAGEMENT STUDIES**

**QUESTION BANK - EVEN SEMESTER 2018**

**SKILL BASED: BUSINESS COMMUNICATION**

**SUB CODE: 15SIS4A**

**II ISM**

**SECTION- A            2 Marks**

1. Define communication
2. What is business communication?
3. What is brain drain in communication?
4. What is feedback?
5. What are the objectives communications?
6. What are the barriers to communications?
7. What are the types of communication?
8. What is grapevine communication?
9. What is mean by downward communication?
- 10.What is business letter?
- 11.Write different functions of a business letter
- 12.What is quotation?
- 13.What is minute
- 14.What are the responsibilities of company secretary?
- 15.What is meant by annual report?
- 16.What is press report?
- 17.What is a project report?
- 18.What is video conferencing?
- 19.What is internet
- 20.What is a minute?
- 21.Define the term offer
- 22.Define reports
- 23.What are the characteristics of good reports
- 24.What is voice mail?
- 25.What is agenda?
- 26.What is bank correspondence?

27. What does technology mean to business?
28. Explain PABX
29. Explain about Dictaphone
30. Define teleprinters
31. What is STD?
32. What is pagers?
33. What is intercom?
34. What are merits and demerits of e-mail?
35. Write any four salutations
36. What is an overdraft?
37. Define offer
38. Define quotation
39. Define collection letter
40. What are the guidelines for writing a complaint?
41. What is tender?
42. What is the difference between offer and quotation?
43. Define enclosures
44. Define import
45. Define letter of credit
46. Define bill of exchange
47. Define bill of lading
48. Define bill of entry
49. Define invoice
50. What is consular invoice?
51. Write note on FAS, FOB, CIF.
52. What is indent house?

#### **SECTION- B    10 Marks**

1. Explain the role communication in business.
2. Explain the methods of communication
3. Discuss the barriers of communication
4. Explain the layout of a letter
5. One of the 12 cases that you have received from supplies contains that you did not order. Draft a complaint about asking for it quick replacement
6. Explain about bank correspondence
7. List out the terms used in import and export business

8. What is teleprinter? Explain its features.
9. What are the advantages and disadvantages of cell phones?
10. Explain role technology in communication
11. Explain the kinds of reports
12. Explain long report
13. What are the various types of report?
14. What are the functions of press report?
15. What are the different forms of press report?
16. Write a report on the financial position of your firm
17. Discuss the forms of market report.