

Name:	
Enrolment No:	

UNIVERSITY OF PETROLEUM AND ENERGY STUDIES

End Semester Examination, Dec 2021

Program: B.Com

Semester: I

Subject/Course: Business Communication

Time: 3 Hours

Course Code: HUMN 1004

Max Marks: 100

SECTION A

(Attempt all questions)

S. No.		Marks	CO
Q 1	Answer the following questions:	20	
i	Construct sentences to convey the meaning of the following idiom: “Bounce back”	2	CO1
ii	Construct sentences to convey the meaning of the following idiom: “Got off the wrong foot”	2	CO1
iii	Construct sentences to convey the meaning of the following idiom: “Corporate ladder”	2	CO1
iv	Construct sentences to convey the meaning of the following idiom: “Fast track a project”	2	CO1
v	Fill in the blank with suitable verb: It (RAIN) the whole week and I can't even have a cup of tea in the morning to cheer myself up, because the milkman (NOT COME) this morning.	2	CO1
vi	Fill in the blank with suitable verb: Jessica, my cleaning lady, (LEAVE) a few days ago. I am glad. I (NOT TRUST) her since she broke all those plates and said it was the cat.	2	CO1
vii	Which of the following contributes the most in communication	2	CO1

	A. Words B. Body language C. Voice		
viii	Choose the option that represents the most logical order to create a coherent passage A. Their new publication on this subject is to lend a helping hand to the teachers. B. It unfolds in two sections: Climate change: how to make sense of it all C. And natural resources how to share and care D. Environment Education unit for Centre for Science and Environment has always been working towards providing easy to understand reading material. E. However, they introduced to students not as a paragraph to memorise but as an activity to do 1. DABCE 2. ABCDE 3. DBECA 4. BECAD	2	CO1
ix	Convert the following sentence from passive voice to active voice: (a) The tests were administered by the professors	2	CO1
x	Convert the following sentence from passive voice to active voice: (a) Grades of students will be sent to you by the school	2	CO1
SECTION B			
	(Attempt all question)	20	
Q2	How can you cope up with stage fright?	5	CO4
Q3	Discuss strategies for writing negative replies and bad news.	5	CO3
Q4	You are a new joiner in a company who has been assigned to take the minutes of the meeting for the meeting chaired by the HR Head. Please elicit the points you will include in that.	5	CO3
Q5	Interpret the body language in the picture and write a short narration	5	CO3



SECTION-C

(Attempt all questions)

30

Q7	<p>Imagine that you work for a news organization. Because of recent bomb threats to your building, facility management will implement new security procedures. In the past, employee would walk to the elevators freely, but starting two weeks from today, employees will have to swipe ID cards to get access to the elevators.</p> <p>Write an email to employees explaining the rationale for the new procedures, where to get an ID card, and how the process will work. Invent whatever details you believe employees will need in order to understand the change.</p>	10	CO3
Q8	<p>As a manager of company ABC, write a recognition note to one of your employee for his long stay of 10 years with your organization.</p>	10	CO3
Q9	<p>In an organization the General Manager of the Sales Department requests the General Manager of the Training team to provide him the detail of the training program which they need to pitch in various Colleges .</p> <p>The Training GM delegates this task to his Senior manager who directly send an e-mail to the General Manager Sales department .</p> <p>Elicit the various communication Flows that occurred with at least one advantages of each flow.</p>	10	CO2

SECTION-D

(Attempt any two questions)

30

Q10	<p>You are in charge of dealer relations for Nissar North America. At the end of the work day, you receive a call from an angry dealer in the Midwest, who yells about being repeatedly disconnected during calls to Nissan’s Tokyo headquarter. Over and</p>	15	CO2
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	<p>Over, this dealer screams about the rude treatment he says he has received when trying to talk with people in Nissan’s Japanese headquarters. You doubt any employee would be rude on purpose, yet it is your job to ensure smooth relations with dealers.</p> <p>QA. What verbal and nonverbal barriers to communication seems to be operating here? What options do you see for resolving this problem?</p>		
Q11	<p>Imagine you have to deliver a presentation in your class. You want to deliver an excellent presentation. Make a mind map for effective presentation skills.</p>	15	CO4