



BCOLA-138: Business Communication

1. Define communication. What do you mean by barriers to communication? Describe various personal barriers.
2. What is oral communication? Explain the advantages and disadvantages of oral communication. How can oral communication skills be improved?
4. What do you mean by business communication? Explain different types of business communication with the help of appropriate illustrations. "The form and wordings of business correspondence determine its attraction value." Describe this statement.
5. Discuss various arrangements or parts of a letter.
7. What do you mean by Business Report? Explain their nature and importance. How do digital tools help in improving the knowledge of workers in communicating ideas? Explain any two tools in detail.
8. Discuss different types of visual aids commonly used for business presentation.
9. What is meant by 'Notice'? State the points which should be kept in mind before issuing notice of a meeting.
10. Write short notes on the following:
 1. Methods for satisfaction and retention of customers
 2. Selection of communication channel
 3. Minutes of a meeting
 4. Postal services
11. Write a letter to your bank requesting them to pay annual subscription of ₹2,000 to your club out of your current account.
12. Write a complaint from Raman to the Railway Authority, Hissar, that a railway parcel sent to his address has not reached.
13. Distinguish between the following:

1. Posture and gesture
2. Formal and informal channels of communication

14. Describe different steps in the process of communication.

15. Differentiate between verbal and non-verbal communications.