
UTTARAKHAND OPEN UNIVERSITY, HALDWANI (NAINITAL)
उत्तराखंड मुक्त विश्वविद्यालय, हल्द्वानी (नैनीताल)

BTS Third Semester Assignment

Programme Code: BTS 12

Session: 2016-17

Last Date of Submission: 15 Dec. 2016

Course Title: Business Communication

Course Code: BTS-304

Year: 2016-17

Maximum Marks: 20

Section 'A' contains 08 short answer type questions of 2.5 marks each. Learners are required to answer 4 questions only. Answers of short answer-type questions must be restricted to 250 words approximately.

Briefly discuss the following:

1. Circulars
2. Agenda
3. Minutes
4. Qualities of a good speaker
5. Differentiate between listening & learning.
6. Barriers of verbal communication
7. Non-verbal communication
8. E-Mail communication

Section 'B' contains 4 long answer-type questions of 5 marks each. Learners are required to answer any 2 questions only.

1. Define communication. Also discuss its various barriers.
2. Process of communication in Tourism Industry. Discuss in detail about the important types of communication.
3. Differentiate between oral & written communication
4. Explain the meaning of listening. Discuss the keys to effective listening.