



UTTARAKHAND OPEN UNIVERSITY, HALDWANI (NAINITAL)

उत्तराखण्ड मुक्त विश्वविद्यालय, हल्द्वानी (नैनीताल)

BTS THIRD SEMESTER ASSIGNMENT

Programme Code: BTS12

Last Date of Submission: 15 JANUARY 2015

(जमा करने की अन्तिम तिथि: 15 जनवरी 2015)

Course Title: BUSINESS COMMUNICATION

Code: BTS 304

Year: 2014-15 (Summer)

Maximum Marks: 20

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

Briefly discuss the following:

1. Explain the Characteristics of Communication.
2. Define Bussiness Communication.
3. What is Email?
4. What are the various barriers of communication?
5. What are the essential qualities required by a good speaker?
6. What are the various types of listening?
7. What is kinesics?
8. Define Body Language.

Section 'B' contains 04 long answer-type questions of 05 marks each. Learners are required to answers 02 questions only.

1. Define Communication. Also write a detailed note on the various types of Communication.
2. Write a note on the importance of information technology and communications in the travel industry.
3. What are the various types of listening? Explain in detail with relative examples.
4. What is nonverbal communication? What are the different types of nonverbal communication?