

38426

Reg. No.

--	--	--	--	--	--	--	--

IV Semester B.B.A. Degree Examination, September/October - 2022

AVIATION MANAGEMENT

Corporate Communication Skills - II

(CBCS Scheme Freshers 2019-20)



Time : 3 Hours

Maximum Marks : 70

Instructions to Candidates:

Answer to be written completely in English.

SECTION - A

Answer any **Five** questions. Each question carries **Two** marks.

(5×2=10)

1. a) What is Effective Communication?
- b) What is considered as Non-verbal Communication?
- c) How is etiquette important in Business Communication?
- d) What is the role of grammar and vocabulary in written communication?
- e) Define group dynamics.
- f) What are the points to be considered while transferring an official phone call.
- g) Expand and define FAX.

SECTION - B

Answer any **3** questions. Each question carries **6** marks.

(3×6=18)

2. What are the requisites of a leave application and list the various reasons of leave application request.
3. Are Etiquettes and Manners same? Explain with suitable examples.
4. What practices can help in team building?
5. Discuss the merits and demerits of FAX communication.

[P.T.O



(2)

38426

SECTION - C

Answer any 3 questions. Each question carries 14 marks.

(3×14=42)

6. Explain the significance of Self Management.
 7. Discuss Time Management and its significance in detail.
 8. Discuss the challenges faced by managers in team building.
 9. Explain the value of dressing appropriately and the need to have a dress code at workplace.
-