

TRIBHUVAN UNIVERSITY
FACULTY OF MANAGEMENT

Office of the Dean

Sept. - Oct. 2018

Full Marks: 60

Pass Marks: 30

Time: 3 hrs.

BIM / Second Semester / MGT 204: Business Communication

Candidates are required to answer the questions in their own words as far as practicable.

Group "A"

1. Brief Answer Questions:

[10 × 1 = 10]

- a. What is business communication?
- b. Correct the Faulty Idiom in the following:
"Culturally we are superior than other nations."
- c. What is malfunction of communication?
- d. Write briefly, how meaning is in the mind.
- e. What are Rubber Stamp expressions?
- f. Eliminate the surplus words in the following:
He ordered desks that are of the executive type.
- g. What is time lag?
- h. What is a grapevine? Give examples.
- i. What do you write on the Title page of a Report?
- j. What is proxemics?

Group "B"

Attempt any FIVE Questions:

[5 × 10 = 50]

2. What is language abstraction process? Give examples and illustrate with diagram.
3. Describe Failure to discriminate as a malfunction of communication and give the solutions as well.
4. Describe how viewpoints are formed. Write in detail with examples.
5. Write a Job Application letter for the post of an IT Technician to Mr. Manoj Bahadur Shrestha, Managing Director of Himalayan Bank Ltd., First Floor, Sanchaya Kosh Building, Thamel, Kathmandu. Construct a resume to submit along with the application.
6. You are the class representative in your class. Write a MEMO to the administrator of your college offering some solutions on how to improve the facility at the college cafeteria.
7. Enumerate the rules for business letter writing, and also give suitable examples for them.
8. What is non-verbal communication? Explain each of them in detail.
9. Write short notes on (any two):
 - a. Physical Context
 - b. Conducting and participating in a meeting
 - c. Interpreting Information in Report writing.

