

Program: F.Y.B.Com. Semester: II Program Code: UGCOM01
 Course: Professional Communication Skills Course Code: NUBC201
 Duration: 1 Hour Examination Pattern: NEP-Autonomous- External Max. Marks: 30

Instructions:

1. All questions are compulsory.
2. Figures to the right indicate full marks.
3. Draw neat diagrams wherever necessary.

Examination:
REGULAR

Q. 1	Explain the following concepts (any FOUR).	[10]	Course Outcome	Knowledge Level
	(a) Exit Interview		CO2	L2
	(b) Public Relations		CO1	
	(c) Mobile Etiquette		CO1	
	(d) Employment Interview		CO2	
	(e) RTI		CO3	
	(f) Feasibility Report		CO3	
Q. 2	Attempt any ONE of the following.	[10]	Course Outcome	Knowledge Level
	(a) Demonstrate the qualities that a candidate participating in a Group Discussion should possess.		CO2	L3
	OR			
	(b) List the tips and measures to improve listening skills.		CO1	L1
Q. 3	Attempt any ONE of the following.	[10]	Course Outcome	Knowledge Level
	(a) Sarang Fabricators had placed an order with Unique Stationery Stores for 400 diaries. However, only 250 diaries have been sent to Sarang Fabricators. Write a letter of complaint for the same.		CO3	L6
	OR			
	(b) Draft a Sales Letter to promote the sale of a gel pen.		CO3	L6

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