

Program: F.Y.B.Com (A&F) Semester: II Program Code: UGAF03  
 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) Public Relations		CO1,CO2,CO3	L2
	(b) WASP Interview technique			
	(c) Business Etiquette			
	(d) Grievance Interview			
	(e) Letter of Inquiry			
	(f) Listening			
<b>Q. 2</b>	<b>Attempt any ONE of the following.</b>	<b>[10]</b>	<b>Course Outcome</b>	<b>Knowledge Level</b>
	(a) Explain the scope and importance of Public relations with the help of an example.		CO1	L2
	(b) Describe briefly the tips to improve listening skills.		CO1	L2
<b>Q. 3</b>	<b>Attempt any ONE of the following.</b>	<b>[10]</b>	<b>Course Outcome</b>	<b>Knowledge Level</b>
	(a) Draft an RTI Letter seeking information about your Passport application that has not been processed in spite of having submitted the required documents three months ago.		CO3	L6
	(b) Soar High training institute requires eight laptops and two printers for its centers. Draft a Letter of Inquiry to Galaxy Electronics asking for a price list, catalogue, and terms and conditions of sale.		CO3	L6

-- X -- X --