

**B.Com. Semester - 4 (CBCS) Examination**  
**March/April-2026 [NEW COURSE]**  
**Business Communication - 2(Core)**

**Time: 2:30 Hours****Marks: 70****Instructions:**

1. All questions are compulsory.
2. Figures to the right indicate marks.

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- Que.1 Write an answer of the following question. (Any One) (15)
- (1) What is listening skill? Explain the difference between the intensive and extensive listening in detail.
  - (2) Define Public Speaking? Discuss the appropriate methods for delivering speeches.
- Que.2 Write short notes on the following subjects. (Any two) (20)
- (1) Advantages of Email
  - (2) Disadvantages of Cellphone
  - (3) Blog writing
  - (4) Video-Conferencing
- Que.3 Answer the following questions in detail. (Any One) (15)
- (1) Define the Job Interview? Explain the three types of interviews.
  - (2) What is Group Discussion? Discuss the starting and ending the Group Discussion.
- Que.4(A) Draft a letter of Complaint regarding the damaged goods sent by the seller. (10)
- OR
- Draft a letter of adjustment regarding the inferior quality of goods sent by the company.
- Que.4(B) Write a letter of reminder to your regular customer reminding him of unpaid debt despite one reminder you had already written. (10)
- OR
- Draft a letter of last reminder to a Debtor to settle the unpaid account.

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