

**MASTER OF BUSINESS ADMINISTRATION
(TEXTILE MANAGEMENT)
(MBATEXM)**

**Term-End Examination
December, 2012**

MCT-041 : BUSINESS SKILLS - I

Time : 3 hours

Maximum Marks : 100

Note : Attempt any five questions. All questions carry equal marks.

1. What are the various barriers in effective listening ? How can they be overcome ? 20
2. (a) Explain the factors that affect presentation. 10
(b) Discuss various types of communication. 10
3. The famous footwear center having their main sales depot at their factory in Hosur Road Bangalore, decided to shift their office to commercial street Shivajinagar, Bangalore; Draft a circular announcing the change. 20
4. Distinguish between the following : 10x2=20
(a) Committee and conference
(b) Presentation and speech

5. (a) What is a circular ? Explain the need for it. 10
(b) Write a letter of refusal of order to XYZ Co. 10
Ltd, a manufacturer and exporter of
woollen textile, situated at Kolkata.
6. Write short notes on the following : 5x4=20
(a) Email
(b) Oral report
(c) Audio visual media of communication
(d) Agenda
7. What is teleconferencing ? State the advantages
and limitations of teleconferencing. 8+12
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