

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

Term-End Examination

June, 2012

MCT-041 : BUSINESS SKILLS - I

Time : 3 hours

Maximum Marks : 100

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

1. Why is communication important to a business organisation ? How does it relate the organisation to the outside world ? Also explain the features of business communication. 20

2. (a) Suppose you are the Chief Personnel Manager of M/s. Management India Ltd. Connaught place, New Delhi ; draft a letter calling a candidate for an interview in reply to his application for job as an Asst. Manager HR. 20
(b) What are the various types of interviews ? Explain.

3. Explain the meaning and nature of a report. Discuss various types of reports in detail. 20

4. Write short notes on the following : 5x4=20
- (a) Group discussions
 - (b) Resolution
 - (c) Barriers of communication
 - (d) Grapevine communication
5. (a) Draft an order subsequent to your telephonic conversation with a stationary items supplier for dispatch of particular kind of registers. 20
- (b) Enquiry letters are written to enquire into the terms and conditions for buying a product. Explain
6. Differentiate between the following : 2x10=20
- (a) Notification and Proclamation
 - (b) Minutes and Reports
7. Write an essay on Board meetings. 20
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