

**MASTER OF BUSINESS ADMINISTRATION  
(NETWORK INFRASTRUCTURE  
MANAGEMENT)  
(MBANIM)**

**Term-End Examination**

**June, 2011**

**MCR-006 : BUSINESS SKILLS - 1**

*Time : 3 hours*

*Maximum Marks : 100*

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

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1. Enumerate the barriers to communication. How would you overcome the communication barriers ? 20
  
  2. Distinguish between the following : 10x2=20
    - (a) Minutes and Reports
    - (b) Notification and Proclamation
  
  3. Discuss various types of presentations. What factors affect the presentation ? Explain in detail. 20
  
  4. What is the utility of SWOT analysis ? What can be the possible weaknesses of an individual or organisation in communication ? 20

5. Write short notes on the following : 5x4=20
- (a) Time management
  - (b) Listening skills
  - (c) Grooming
  - (d) Teleconferencing
6. (a) What are the essential features of a business letter ? 10
- (b) Draft a cancellation of Order Letter. 10
7. Comment upon the following :
- (a) Effective writing skills 10
  - (b) Reading Techniques 10
8. Discuss five modern means of communication. 20  
Explain their merits and demerits.
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