

# HERAMB COACHING CLASSES

Yogeshwar Tower, Katemanivali, Kalyan (E)

F.Y.BCOM/ Business Communication

Marks: 30

Duration:1Hour

Date: 13/10/2018

**NOTE: Attempt Any 2 from Q.1 TO Q.4 and Q.5 is compulsory.**

**Q.1** What do you mean by Verbal Communication? Explain its features.

**Q.2** What do you mean by Oral Communication? Explain its importance.

**Q.3** What do you mean by Written Communication? Explain its features.

**Q.4** What do you mean by Non-verbal Communication? Explain its features.

**Q.5 Short notes: (Any 2)**

- 1) Body language
- 2) Dress and grooming
- 3) Silence
- 4) Business meal etiquette
- 5) Phone etiquette

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