

Name:	
Enrolment No:	

UNIVERSITY OF PETROLEUM AND ENERGY STUDIES
End Semester Examination, December 2019

Course: Executive and Business Communication

Semester: I

Program: M.A - Energy Economics

Time: 03 Hours

Course code: HRES 7006

Max. Marks: 100

Instructions: Section 'A' is for 20 marks. In section 'A', attempt all statements in question 1 as instructed, each statement carries 2 mark. Section 'B' is for 20 marks. In section 'B', attempt all (four) questions each question carries 5 marks. Section 'C' is for 30 marks. In section 'C', attempt all (three) questions each question carries 10 marks. Section 'D' is for 30 marks. In section 'D', attempt all questions each question carries 15 marks.

SECTION A

(20 Marks)

Q1	<p>Are the following states True (T) or False (F):</p> <ol style="list-style-type: none"> 1. In a GD there has to be a chairperson 2. While making a presentation you must use PPTs 3. In a GD you must be the first to start speaking 4. While making a presentation you should always start with a joke. 5. Structured interview is always better than the unstructured interview. 6. One of the major advantages of interviews is that you can peep into the personal life of the candidate. 7. GDs are always conducted in first person 8. During the presentation, you must have a prolonged eye contact with every participant. 9. Selection is the process to gauge a candidate's personality traits and/or skills 10. In a GD as a Participant, you must always summarize. 	<p>CO1 20</p>
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SECTION B

(20 Marks)

Q2	Listening is a mental process.	<p>CO2 5</p>
Q3	Enlist steps in the Report writing Process.	<p>CO2 5</p>
Q4	Enlist Communication gateways.	<p>CO2 5</p>
Q5	Communication is a two-way process. Comment.	<p>CO2 5</p>

SECTION-C

(30 Marks)

Q6	<p>During your on-campus placement interview the H.R representatives Mr. Uday and Ms. Swati of ABC company asked you the following questions -</p> <ol style="list-style-type: none"> 1. Tell us something which is not given in your CV. (5 marks) 2. Tell us some joke or a humorous incident from your life. (5 marks) 	<p>CO3 10</p>
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	Write your reply to the above questions on your answer script.	
Q7	<p>Let us assume that Mrs. Mrinalini Roy staying in Kandoli hostel, have AIRTEL network connection. To her dismay she found that there is no connectivity of Airtel with her friends and family members. In light of the foregoing, she wrote her problems, recommendation (s), request (s) to the Commercial Director Airtel, on his office address as mentioned under:</p> <p style="padding-left: 40px;">21- 22 Rajpur Road Dehradun - 248007</p> <p>Please write the reply letter as you are Mohan Das, the Commercial Director- Airtel Dehradun, Uttrakhand.</p>	CO3 10
Q8	<p>Complete the discussion write full discussion on your answer script <i>[Discussion statement (s) limit for each blank: max. 4 lines]</i></p> <p>Director H.R (Rajesh Sharma): Gayatri (Head HR-Recruitments) I want to hold the meeting with the heads of all the department regarding staff requirements .What do you think? Gayatri Singh :</p> <hr/> <p>(2.5 marks) Gayatri: What timing shall we ask them to come?</p> <p>Rajesh:</p> <hr/> <p>(2.5 marks) Gayatri: Mr. Kulkarni V.P –Production conveyed in AGM of expansion; are we planning new unit at Orissa?</p> <p>Rajesh:</p> <hr/> <p>(2.5 marks) Gayatri:</p> <hr/> <p>(2.5 marks)</p>	CO4 10
SECTION-D (30 Marks)		
Q9	<p>In center Harbor, Maine, local legend recalls the day when Walter Cronkite steered his boat into port. The avid sailor was amused to see in the distance a small crowd on shore waving their arms to greet him. He could barely make out their excited shouts of "Hello Walter. Hello Walter". As his boat sailed closer, the crowd grew larger, still yelling. "Hello Walter, Hello Walter." Pleased at the reception, Cronkite tipped his white captain's hat, waved back, even took a bow. But before reaching dockside,</p>	CO4 15

	<p>Cronkite's boat abruptly jammed a ground. The crowd stood silent. The veteran news anchor suddenly realized what they'd been shouting: " ".</p> <ul style="list-style-type: none"> • Sender, Idea, Message, Channel, Noise, Receiver, Feedback ... what as per you the communication process and where the communication breakdown took place. • Jot down your observations _____ _____ _____ 	
<p>Q10</p>	<p>Mr. Rakesh Gurung, M.D-Elite Enterprises told Mr. Harish Naik to call a meeting. Mr. Naik , secretary to meeting on discussion advised his P.S , Ms. Stella Gonzalves to post notification for the meeting to all the participants along with the agenda. Assuming that you are Ms. Stella write agenda for the meeting. Few details to be incorporated are as follows:</p> <ul style="list-style-type: none"> i) <i>Address of Elite Enterprises: Elite House ; 2,Star Road; Chandigarh.</i> ii) <i>Telephone Number of Elite Enterprises:01822223334,08122223335</i> iii) <i>Email id of Elite Enterprises: elite555@hotmail.com</i> iv) <i>Date: 6-7 December,2015 (two days)</i> v) <i>Time : 9:30 am to 4:30 pm (Day 1);9:30 am to 3:30 pm (Day 2)</i> vi) <i>Venue: Board room, Elite House.</i> vii) <i>Participant(s): 10 (most of them are from outside and spouse can be accompanied)</i> viii) <i>Arrangements: board, lodging ,transport (special preferences can be requested through email on acceptance of invitation for food)</i> ix) <i>Special Invitee: Mr. Alex Pinto .</i> x) <i>Socio-official event: Day 1: Dinner at 8:00 pm (separate invitation from Mr. Rakesh Gurung, MD Elite Enterprises); Day 2: Dinner at 8:00 pm (separate invitation from Mr. Prakash Thapa, president Elite Enterprises).</i> 	<p style="text-align: center;">CO4 15</p>

