

**M.H.A. Sem-I (CBCS-2018 COURSE) (Master of Hospital
Administration / P.G.D.D.M. Sem-I (CBCS-2018 COURSE) (Post
Graduate Diploma in Disaster Management) : WINTER - 2018**

SUBJECT: BUSINESS COMMUNICATION

Day : Wednesday
Date : 28/11/2018

W-2018-3748

Time : 10.00 A.M. To 12.00 NOON.
Max. Marks : 40

N.B.:

- 1) All questions are **COMPULSORY**.
 - 2) Figures to the right indicate **FULL** marks.
 - 3) Draw neat diagram **WHEREVER** necessary.
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Q.1 Answer the following questions: **[10 × 2 = 20]**

- a) 7C's of communication.
- b) How will you prepare yourself for oral presentation to the hospital management?

Q.2 Write short notes on **ANY FOUR** of the following: **[5 × 4 = 20]**

- a) Art of Listening
- b) Advantages and disadvantages of written communication
- c) Rumors
- d) Letter for resignation.
- e) Internal and External environment as a barrier for effective communication.

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