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MASTER OF HOSPITAL ADMINISTRATION (CBCS-2018 COURSE)

M.H.A.Sem - I : WINTER- 2022

SUBJECT : BUSINESS COMMUNICATION

Day : Thursday

Time : 10:00 AM-12:00 PM

Date : 15-12-2022

W-19558-2022

Max. Marks : 40

N.B.:

- 1) All questions are **COMPULSORY**.
 - 2) Figures to the right indicate **FULL** marks.
 - 3) Draw neat labelled diagrams **WHEREVER** necessary.
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Q.1 Write Long Answers:

a) Explain barriers of communication with suitable examples. **(10)**

b) Essentials of Oral Communication. **(10)**

Q.2 Write short notes on **ANY FOUR:** **(20)**

a) Principles of good listening

b) Staff- Relatives communication

c) Meetings

d) Need of Business letters

e) Grapevine

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