

CS 01

Roll No.:

Total No. of Printed Pages: 1

Total No. of Questions: 6

Maximum Marks: 60

Duration (Hrs.): 3

- Note:** 1) All questions are compulsory.
2) Figures to the right indicate full marks.

- Q.1 Explain the following concepts (**Any two**): (5)
- 'You Attitude' in Business Letters
 - Downward Communication
 - Four C's of Communication
- Q.2 Analyse the following case:- (10)

In the Madhur Co. at Chennai the 1500 workers took a decision to 'gherao' the Chairman of the Board of Directors at the Head Office on the following Friday. The worker's grapevine carried the message quickly to every corner of the factory. Every section head received several applications for casual leave and sick leave for Friday. Some of them unthinkingly sanctioned the leave to the workers. Some of them sensed trouble and kept the applications pending.

It was only on Wednesday that the grapevine of the executives brought the message to the Chairman. He quickly ordered the Personnel Manager not to allow any leave on that day. The Personnel Manager called the Union Leaders and informed them that no leave would be allowed for Friday. Since the Section Heads had already sanctioned leave in many cases it could not be cancelled now.

Today is Thursday. In what manner should the matter be handled by the management?

- Q.3 Write short notes on any **three** of the following:- (15)
- Communication Cycle
 - Physical Barriers to Communication
 - Characteristics of Communication
 - Verbal Communication
 - Listening
- Q.4 a) Draft the notice, with agenda of a meeting held in the premises of the company in which the problem of wages were discussed. (6)
- b) Draft a carefully worded resolution for the appointment of bankers to a Private Limited Company. (4)
- Q.5 The plastic factory of which you are the manager has been damaged by fire. Draft a report to your Directors, informing them of the accident and your preliminary findings. (10)
- Q.6 Write a tactful letter of rejection to a candidate who had applied for the post of a Manager in your company and who has not been selected at the interview. (10)