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Reg. No.

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IV Semester B.B.A. Degree Examination, August/September-2023  
AVIATION MANAGEMENT  
Corporate Communication Skills - II  
(CBCS Scheme Repeaters 2019-20)

Time : 3 Hours

*Instructions to Candidates:*

Answers to be written in English only.

Maximum Marks : 70

**SECTION - A**Answer any **Five** questions. Each question carries **2** marks.**(5×2=10)**

1. a. What is effective communication?
- b. Mention any two types of Non - verbal communication.
- c. Define 'Team Building'.
- d. What is Etiquette?
- e. What is Body - Language?
- f. Mention any two Tele - Etiquettes.
- g. What is time - management?

**SECTION - B**Answer any **Three** questions. Each question carries **6** marks.**(3×6=18)**

2. Write a short note on the followig :
  - a. Facial expression.
  - b. Eye - contact.
  - c. Gestures.

[P.T.O.]





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3. Elaborate the concepts of group, group dynamics and team building.
4. Discuss the merits and de-merits of FAX communication.
5. Write an application to your manager requesting leave for Three day due to medical reasons.

**SECTION - C**

Answer any **Three** questions. Each question carries **14** marks.

(3×14=42)

6. Explain the components of effective communication.
7. Describe the importance of self - management.
8. Discuss the significance of planning and goal - setting.
9. Explain the working principle of Mini - Exchange, its features and facilities.

