



**B. P. COLLEGE OF BUSINESS ADMINISTRATION**  
**(A Constituent college of Kadi Sarva Vishwavidyalaya)**  
**MID SEM Examination- February-2013**

**Date: 16/02/13**

**BBA SEM -II**

**Total marks: 40**

**Roll No..... SUB: Professional Communication in Practice-II (BBA 12)**

**Duration: 1 ½ hrs**

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Q.1 (a) Draw the process of Listening (4)

Q.1 (b) Draw the process of Reading. (4)

Q.2 (a) Compulsory:

1. Eye contact defines true persona

A. True B. False

2. Space proximity of USA

A. 5 ft. B. 10 ft.

3. USA checks confidence by

A. Powerful eye contact B. prolonged eye contact

4. Gestures must be poised

A. true B. False

Q.2 (b) Explain Psychological barrier in detail. (4)

**OR**

Q.2 (b) Explain Physical barrier in detail. (4)

Q.3 Explain types of listening in detail. (8)

**OR**

Q.3 Mention Conversation technique in detail. (8)

Q.4 Explain process of Speaking in detail. (8)

**OR**

Q.4 Explain the importance of facial expressions in business. (8)

Q.5 Draw the continuum of the world and explain interpersonal communication. (8)

**OR**

Q.5 Explain telephonic etiquettes in detail. (8)

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