

Dr. Babasaheb Ambedkar Open University
Term End Examination February – 2026

Course	: BBAR/DBAR	Date	: 27-Feb-2026
Subject Code	: BBAR-103/DBAR-103	Time	: 11:30am to 01.45pm
Subject Name	: Business Communication Skills	Duration	: 02.15 Hours
		Max. Marks	: 70

Section A

Answer the following (Attempt any three) (30)

1. Explain any ten objectives of communication.
2. Explain various types of nonverbal communication.
3. Write a detailed note on paragraph writing.
4. Write an enquiry letter for electrical goods and reply to enquiry letter for the same.
5. Write a detailed note on report writing.

Section B

Answer the following (Attempt any four) (20)

1. Explain process of communication.
2. **Read the Passage and answer the questions mentioned bellow.**

An adequate supply of Fresh water: water containing a minimum of dissolved minerals is essential to life. Without water, both plants and animals perish. We know that natural water supplies on land depend ultimately upon nature's own purification system, namely the evaporation of surface water and its subsequent precipitation as rain, sleet and snow

In many parts of the world, dams and wells have shown how the problem of water can be solved by conserving it. There are, however, some areas with a serious shortage of water. The problem is particularly acute on the comparatively small, densely populated islands such as Hong Kong, the Bahamas and even the Channel Islands. Although rainfall on these islands is moderate, there is not enough to meet the enormous demand for fresh water. An increase in the demand for water shows how this shortage becomes a curse. There is a continuing need to produce more to satisfy the appetite of the world's ever-growing populations and this can only be achieved by irrigating and cultivating semi-desert regions where the natural rainfall is slight. A high consumption of water and of fuel per head indicates that the standard of living of a community is high. As living standards are rising in many parts of the world, so too is the demand for water.

Some years ago, it became clear that the demand for fresh water would eventually outstrip natural supplies. This warned the engineers that while the search for the few remaining sites for reservoirs and boreholes could continue, scientists must investigate possible methods of producing fresh water from the greatest natural reservoir, these a.

The first experiments imitated the natural method of desalting seawater, namely, to evaporate the water. The dissolved salts remain and only the water evaporates when sea water is heated. When salt water is cooled down to temperatures slightly below 0°C, only the water freezes to form ice. The dissolved salts remain in solution. Therefore, if the ice can be separated from the unfrozen brine, fresh water can be produced by melting the ice.

Questions:

1. What do we understand by fresh water?
2. Why is it necessary to irrigate and cultivate the semi-desert regions of the world?
3. What is it that indicates a high standard of living of a community?
4. What prompted the scientists to investigate possible methods of producing fresh water from these?
5. What happens when salt water is cooled to temperatures below 0°C?
3. Explain any five principles of effective letter writing.
4. Write an order letter for consumer durables for your shop.
5. Write a dialogue between a doctor and patient.
6. Write a letter to bank regarding wrongful dishonor of cheque.

Section C

Part – A (Multiple Choice Questions)

(10)

- 1 _____ indicate relationships with regard to place and use location related terms such as around, at and between.
A Preposition of place
C Preposition of time
B Preposition of direction
D All of these
- 2 _____ answer the question how.
A Adverb of manner
C Adverb of time
B Adverb of degree
D Adverb of place
- 3 _____ comes after the verb 'to be'.
A Adverb of frequency
C Adverb of place
B Adverb of manner
D Adverb of degree
- 4 A regular verb ends with the suffix _____.
A er
C ed
B ent
D ough
- 5 The wood has intricate carvings. Intricate is a _____,
A Verb
C Preposition
B Pronoun
D Adjective
- 6 Saturday is the last day of the week. The word last is a _____.
A Intensive pronoun
C Numeral adjective
B Interrogative
D Verb
- 7 Interrogative and Intensive are types of _____.
A Adjective
C Adverb
B Verb
D Pronoun
- 8 _____ is a form of Abstract noun.
A Book
C Happiness
B Cup
D Phone
- 9 A/an is _____.
A Definite article
C Indefinite article
B Noun
D Transitive verb
- 10 The first stage of writing is _____.
A Talking
C Pre drafting
B Post drafting
D Writing

Part – B (Do as Directed)

(10)

State whether the statement is true or false.

- 1 The inside address is the address of the sender.
- 2 The letterhead should not be overloaded with details.
- 3 The subject is a compulsory part of the letter.
- 4 Preparing notes is not a difficult and time consuming process that requires great concentration.
- 5 Try to keep your business message as bulky and long.
- 6 At the time of writing, negative words should be totally eliminated from the text.
- 7 Use commas after introductory words, phrases or clauses that come before the main clause.
- 8 Use of dash to join two or more words serving as a single adjective before a noun.
- 9 The use of redundant phrases in your writing is a habit worth breaking.
- 10 A letter to the bank is not valid evidence.
