

- 1) Attempt all the questions.
- 2) All questions carry equal marks.
- 3) Figures to the right indicate full marks.

Q.1 Show how interviews are a part of the two way communication process. **15**

OR

Q.1 How should interviewer prepare himself for an interview ? **15**

Q.2 When salesman Ashok Reported to his District that people were not buying their tea, as rural companies had begun to add aroma to theirs, the District Manager did not like the suggestions. he gave a Lecture to Ashok on his poor Salesmanship, Which ended with " Bad Carpenters should be not blame their tools." The D.M. failed to reports Ashok's suggestion for adding aroma as his district sales were down and he did not want to provoke the lead office people in Calcutta. When sales began to fall over the country, some consultants were called in and company decided to add aroma to their tea ! What could have been the solution to the problem and how do you thing it could have solved the problem at the very beginning itself ? **15**

OR

Q.2 Many companies in the U.S. have started reorganizing their offices keeping in mind the importance of space. It is usual to have a Central work table where workers or groups of workers can meet and when the need arises. Nearby desks also allow the workers to work in complete privacy. This arrangement makes for easy interaction and communication among workers and also allows peons to work in undisturbed seclusion.
What do you mean by space her ? and describe any one example business organization which functions with regard to the above case. **15**

Q.3 As more and more companies resort to electronic gadgets like computers, Email, Voice mail, closed circuit television, it is becoming easier for employers to spy on their employees. In an American company the tep boss was known to set every evening after office houses to check the printouts that were stacked on his table print outs what the employees had been e-mailing to each other. Two assistant managers were sacked, officially for showing poor returns, but in fact for email messages that contained criticism of the management. **15**

Comment on the behaviour of the boss ? Suggest action plan changing the styles of working ? State whenever the actions taken on the officials was was right or wrong ?

Q.3 General manager Rohit Gehani was puzzled by what was going on in the main office. This of his executives, Joseph and Murad had adjoining cabins, But while Murad's office was always full of office people and seemed hurried by his staff, Joseph had hardly anyone seeing him and seemed to be quite relaxed. Gehani stood at the end of the corridor one morning, out of sight of both executives and asked the office people what they had been to see Murad about, Some more questioning and Gehani was able to see the Situation clearly. Murad and instruction were always incomplete and often confused. Joseph's on the other hand, was very specific about his Murad and written order.

Comment and prepare a action plan for Murad and point out ways that Joseph would have applied to keep his work organized - Keeping in mind the functions of communication suggest your views on the above case study.

Q.4 Write short Note on (any 3)

- 1) Use of posters, sign and signals for communication.
 - 2) E- mail and Internet
 - 3) Chat and SMS
 - 4) Exit interviewer.
 - 5) Appraisal interviewer.
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