

Q.1 What are various channels of communication? A Japanese bank has recently acquired the banking license in Pakistan. Describe the communication barriers that the banker is likely to experience.

Q.2 Give FIVE examples of body language that are observed/applied in a job interview.

Q.3 In some organizations, communication ethics is not a part of their formal strategic policy. Suggest some ways by which ethics may be communicated informally in these organizations.

Q.4 A) State the differences between listening and hearing?
B) What is meant by "active listening" and what is expected of a good listener?

Q.5 Mr. Ahmed has left a list of instructions for his personal Assistance. The PA has to rephrase the instructions into a style used in business correspondence. Assume you are the PA, write the accepted form for each instruction in the given space. Each sentence is started for your convenience.

- 'Tell Rasheed that the consignment must be delivered before the end of September.'
- 'Ask Salman to send us their catalogue and a price list.'
- 'We're going to give them a big order, so find out if they allow quantity discounts.'
- 'Say that we'd like Anwar to send someone here to give us an estimate.'
- 'Ask when he will let us have the cheque.'

Q.6 When is it required to make an oral presentation? Discuss the factors that must be considered while making an effective oral presentation.

Q.7 What are the reasons that cause the communication to break down in larger organizations?

Q.8 You have recently graduated from a college and started working, at ABC bank. As part of the bank's hiring process, you are required to submit your educational documents and certificates within 3 months of joining to the HR department. It has been two and a half months and you still haven't submitted all the required documents. You have asked your university to provide you with the transcripts of the degree and you have submitted the fee and have a receipt from the university and have followed-up with them as well but, it is still expected to take ten more days. You have received the following email from the HR department.

Dear Employee,

Please be informed that as the probation period of your employment draws to a close we are updating your records. It has come to our notice that the educational records section of your file is incomplete. Please provide us with a certified true copy of all your educational documents in the next three days so that we can complete this stage of your confirmation process.

Regards,
HR Officer

Question: Write an email responding to the HR department explaining your predicament.