


Course No:
Course Title: Business communication
Date: 20/05/2019
No. of Questions: 3
Time: 2 hours
Using Dictionary (No)


University of Palestine

Final Exam
2nd semester 2018/2019
Total Grade: 40%

Instructor Name: Abedelazez J. Safi
Student No.: _____
Student Name: _____
College Name: Faculty of Financial
Management and Business
Dep. / Specialist: _____

1st Question: Defined the Following Concepts (10 Points)

1. Business Communication:
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2. Facial expressions:
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3. Non-verbal Communication:
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4. Habitual Communication:
.....
5. Body Language:
.....
6. Posture Communication:
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7. Gestures Communication:
.....
8. Paragraph Language:
.....
9. Intranet Communication:
.....
10. SMS Communication:

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2nd Question: Answer the following (15 Points)

1. Mention and explain the advantages of oral communication?

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2. Every Communication style there is a limitation what are the oral communication style limitation?

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4. Mention the non-verbal aspect of written communication?

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End of Questions
Good Luck