

**UDHNA CITIZEN COMMERCE COLLEGE &
SPB COLLEGE OF BUSINESS ADMINISTRATION &
SMT. DIWALIBEN HARIJBHAI GONDALIYA COLLEGE OF BCA & IT**

CLASS: S.Y.B.Sc. IT (Semester – 3)

SUBJECT: IT Business Communication(301)

Academic Year: 2026-27

HOME ASSIGNMENT

Assignment : 1

Q-1 What is a Group Discussion? Write any two rules for effective participation.

Q-2 Discuss Agenda and Minutes? Mention one purpose of each in a meeting.

Q-3 What is empathetic customer communication? Write any two suitable expressions for handling a customer's problem.

Notes:

- Assignment must be self-handwritten with blue ink ball point pen only.
- Student must upload assignment using Udhna College Application.
- Assignment submission date will be declared later.

17/8/2026 *A.H. Chauhan*
17/8/2026