

**2024/FYUG/ODD/SEM/
ENGSEC-201T/267**

FYUG Odd Semester Exam., 2024

**ENGLISH
(3rd Semester)**

Course No. : ENGSEC-201T

(Business English)

Full Marks : 50

Pass Marks : 20

Time : 2 hours

*The figures in the margin indicate full marks
for the questions*

UNIT—I

1. Answer any *three* from the following : 1×3=3

(a) Mention one of the functions of
communication in a workplace.

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(Turn Over)

(2)

- (b) What is the importance of feedback in communication?
- (c) Give one reason for the popularity of oral communication.
- (d) What is body language?
2. Answer any *one* from the following : 2
- (a) What are channels of communication?
- (b) What are the main directions of communication in an organization?
3. Answer any *one* from the following : 5
- (a) What is business communication? Discuss.
- (b) Discuss the different types of media of communication.

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(Continued)

(3)

UNIT—II

4. Answer any *three* from the following : 1×3=3
- (a) What is external business correspondence?
- (b) What are office orders?
- (c) What does 'corporate culture' mean?
- (d) Mention some skills of successful communication.
5. Answer any *one* from the following : 2
- (a) What is internal business correspondence? Give example.
- (b) What are the two ways of writing letters?
6. Answer any *one* from the following : 5
- (a) Discuss interactive and non-interactive correspondence with examples.
- (b) What are memos? Why and how are memos written?

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(4)

UNIT—III

7. Answer any *three* from the following : 1×3=3

- (a) What does interpretation mean?
- (b) Mention one chief aim of writing.
- (c) What is the Internet?
- (d) How is e-commerce different from e-business?

8. Answer any *one* from the following : 2

- (a) State two chief features of business correspondence.
- (b) What constitutes a good e-mail?

9. Answer any *one* from the following : 5

- (a) Briefly discuss the 7Cs of communication.
- (b) What is e-commerce? Briefly, point out the advantages of e-commerce.

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(5)

UNIT—IV

10. Answer any *three* from the following : 1×3=3

- (a) State one requirement to conduct a meeting.
- (b) Why is a decision made in a group said to be better than an individual decision?

(c) State one role of the group leader in a group discussion.

(d) Give an example of a formal meeting held by an organization.

11. Answer any *one* from the following : 2

- (a) What are meetings? Give examples.
- (b) What are the 3Ps which constitute the ingredients of any discussion?

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(6)

12. Answer any *one* from the following : 5

- (a) What is an interview? What are the different kinds of interviews one has to face in an organization?
- (b) Give a brief description of oral presentation and its types.

UNIT—V

13. Answer any *three* from the following : 1×3=3

- (a) What is a proposal?
- (b) Define documenting.
- (c) What is the importance of making notes?
- (d) What is a CV?

14. Answer any *one* from the following : 2

- (a) What are the different parts of a proposal?
- (b) What are the two broad types of reports?

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(7)

15. Answer any *one* from the following : 5

- (a) What is a resume or bio-data? What are the components of a basic resume for job application?
- (b) What is a business report? What are the important parts of a business report?

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