

# INDIRA UNIVERSITY, PUNE

SET-2

SCHOOL OF COMMERCE AND ECONOMICS-BSC (ECO)

Term End Examination (2025 Pattern) December – 2025 - Semester – I

Subject Name: English Communication Skills  
Subject Code: 25ECOM113T

Max. Marks: 25  
Time: 1:30 Hrs.

## Instructions

- All questions are compulsory
- Draw neat diagrams wherever applicable

CO #	Cognitive Ability	Course Outcome
CO1	Remember	The definitions, key concepts, and characteristics of professional communication, including business letters and soft skills.
CO 2	Understand	The principles, process, and importance of communication, as well as identify barriers and suggest remedies. They will also demonstrate an understanding of the essentials and layout of business letters.
CO4	Analyse	Analyze communication problems and challenges, identifying barriers and suggesting practical remedies. They will also evaluate the effectiveness of business letters and soft skills in a professional context.
CO5	Evaluate	Assess the quality of business communication in real-world examples, evaluating the effectiveness of communication methods, business letter formats, and soft skills in professional environments.

Q1.	<b>Attempt all the questions. (5 marks)</b> 1. Both encoding and decoding of message are influenced by emotions 1. TRUE 2. FALSE 2. Banks in financial intermediaries where the _____ of the public are _____ and lent to various sectors of the economy 1. basics, activated 2. Assets , organized 3. resources, mobilized 4. funds, mustered 3. When is the Communication process complete? 1. When the sender transmits the message 2. When the message enters the channel	CO 1 & CO 2
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	<p>3. When the message leaves the channel</p> <p>4. When the receiver understands the message and send the feed back</p> <p>4. ....is considered as a barrier to effective communication</p> <ol style="list-style-type: none"> <li>1. Noise</li> <li>2. Clarity</li> <li>3. Politeness</li> <li>4. Completeness</li> </ol> <p>5. "Communication is a sum of all the things one person does when he wants to create understanding in the minds of another. It is a bridge of meaning. It involves a systematic and continuous process of telling, listening and understanding." by .....</p> <ol style="list-style-type: none"> <li>1. Koontz</li> <li>2. Louis A Allen</li> <li>3 George R Terry</li> <li>4 Peter Little</li> </ol>	
<b>Q2.</b>	<p><b>Attempt any 1 out of 2 (10 Marks)</b></p> <p>a. Describe the different methods of communication and analyze their effectiveness in various professional contexts.</p> <p style="text-align: center;"><b>OR</b></p> <p>b. Explain the standard structure or layout of a business letter and analyze how each component for its importance (Draw the layout and label it properly)</p>	<b>CO 4</b>
<b>Q3</b>	<p><b>Attempt any 1 out of 2 (10 Marks)</b></p> <p>a. Define manners and etiquettes and explain their importance in personal and professional life. Evaluate how practicing good manners and etiquettes can influence workplace harmony and career success</p> <p style="text-align: center;"><b>OR</b></p> <p>b. Describe the key steps involved in making arrangements for conducting an interview. Evaluate how proper planning and organization impact the effectiveness of the interview process.</p>	<b>CO 5</b>

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