



SHRIMATI INDIRA GANDHI COLLEGE

(Affiliated to Bharathidasan University)
Nationally Accredited at 'A' Grade (4th Cycle) by NAAC | An ISO 9001 : 2015 Certified Institution
Tiruchirappalli - 620 002

Department of English

Question Bank

Semester: II

Sub Title: Professional English for Commerce and Management - I

Sub Code: 23PELCM1

Section - A

I. Fill in the blanks:

1. Communication is a two-way process involving the sender and the _____.
2. A well-written report must have a clear _____.
3. Listening attentively improves _____ in the workplace.
4. An email should always start with a proper _____.
5. The main purpose of a memo is to _____ information.
6. A _____ is used to summarize data using rows and columns.
7. "Sincerely" is an example of a formal email _____.
8. A business presentation must have a clear _____ and conclusion.
9. _____ listening helps in understanding the emotions behind words.
10. A _____ is a formal meeting record.
11. The word "entrepreneur" means _____.
12. Skimming is a _____ reading technique.
13. _____ vocabulary is used in specific professions.
14. Good speakers always maintain proper _____ contact.
15. While writing a report, data must be _____ and accurate.
16. The process of turning thoughts into words is called _____.
17. Graphs and _____ are tools for visual communication.

18. The opposite of formal communication is _____ communication.
19. _____ is the act of interpreting body language.
20. Communication is incomplete without _____.
21. A company letterhead must contain the firm's _____.
22. The purpose of a cover letter is to introduce the _____.
23. Loud, clear voice and confidence are key traits of a good _____.
24. An agenda is prepared _____ the meeting.
25. Grammar and punctuation ensure _____ in writing.

Section - B

Answer in 50 Words:

1. What is the importance of professional communication in business?
2. Define listening and explain its types.
3. What are the features of a good presentation?
4. Describe formal and informal communication with examples.
5. What are common barriers to effective communication?
6. How can one improve vocabulary for professional use?
7. What is the format of a formal email?
8. How does active listening benefit managers?
9. Write a short note on non-verbal communication.
10. Define the purpose of business reports.
11. What makes a conversation professional?
12. What is meant by summarizing?
13. What are visual aids?
14. Why is tone important in writing?
15. What is scanning in reading?
16. What is a cover letter?
17. Explain how technology aids communication.
18. Why is proofreading important in writing?

19. Define oral communication.
20. What is effective business writing?

Section - C

Answer in 250 Words:

1. Explain the communication cycle with a diagram.
2. Describe the listening process and its challenges.
3. How do you prepare for a professional presentation?
4. Discuss barriers to communication and ways to overcome them.
5. Compare verbal and non-verbal communication.
6. Write a report on declining sales of a product.
7. Describe the structure of a business email.
8. How do visuals help in professional communication?
9. What are the key components of business writing?
10. Write a memo to staff about new safety guidelines.
11. Explain types of reading skills and their uses.
12. How can one build professional vocabulary effectively?
13. Write an email to a client about delay in service.
14. How to draft an effective resume and cover letter?
15. Discuss the importance of interpersonal skills in the workplace.
16. Explain tone and style in business communication.
17. Write a summary of a business news article.
18. How do you prepare an agenda and minutes of a meeting?
19. What is the role of communication in customer service?
20. How to use data interpretation in business reports?

Section - D

Answer in 500 Words:

1. Discuss the role of communication in professional success.
2. Explain the types, modes, and barriers of communication in detail.

3. Elaborate on effective speaking strategies in a business setting.
4. Describe the essentials of writing a professional report with an example.
5. Write a detailed note on listening skills and their application in business.
6. Discuss the use of technology in enhancing business communication.
7. Compare and contrast formal and informal communication.
8. Explain the role of reading and summarizing in managerial work.
9. Describe how to write an impressive resume and cover letter with examples.
10. Elaborate on the importance and method of conducting meetings with agendas and minutes.