



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: III

Sub Title: Professional English for Arts and Social Sciences- II

Sub Code: 23PELCM2

Section - A

I. Fill in the blanks

1. A good business email must be _____ and concise.
2. The body language of a speaker conveys _____.
3. A resume is usually accompanied by a _____ letter.
4. Active listening helps in better _____.
5. The full form of SWOT is Strengths, Weaknesses, Opportunities, and _____.
6. In communication, the process of converting ideas into words is called _____.
7. The _____ is the person who receives the message.
8. Tone in writing refers to the writer's _____.
9. In formal writing, contractions like "don't" should be replaced with _____.
10. The minutes of a meeting record all _____.
11. In professional presentations, the _____ slide summarizes the key points.
12. The visual aid used most commonly in business presentations is _____.
13. Avoid using _____ language in formal business reports.
14. Listening without interruption is known as _____ listening.

15. Memos are usually written for _____ communication within an organization.
16. A good paragraph has unity, coherence, and _____.
17. The _____ of communication refers to the medium used.
18. In business meetings, the person who leads is called the _____.
19. A formal report usually includes a _____ page.
20. Using _____ voice in writing often sounds more direct and active.
21. A proposal aims to _____ a plan or idea.
22. Effective oral communication requires clarity, tone, and proper _____.
23. The purpose of a cover letter is to _____ the resume.
24. Communication that takes place through digital platforms is called _____ communication.
25. The key to negotiation is mutual _____.

Section - B

II. Answer the following questions in 50 words

1. What are the essentials of a formal email?
2. Define the importance of effective listening in a workplace.
3. Why is a resume important in professional settings?
4. Describe any two types of communication.
5. What is the purpose of minutes of meeting?
6. How does tone affect business writing?
7. Mention the components of a business report.
8. What do you understand by body language?
9. What are soft skills and why are they important?
10. Explain the meaning of audience analysis in presentations.
11. Why is time management important during presentations?
12. Differentiate between oral and written communication.
13. What is the role of feedback in communication?
14. Define group discussion with an example.

15. Explain the need for proposals in business.
16. What is the structure of a good paragraph?
17. How can you overcome communication barriers?
18. Mention any two etiquette rules in professional communication.
19. Why is proofreading necessary before submitting reports?
20. How is professional English different from casual English?

Section - C

III. Answer the following in 250 words

1. Explain the features of effective business correspondence.
2. Discuss the types of listening with examples.
3. Describe the format and components of a formal report.
4. Elaborate on the importance of communication in team building.
5. Write a short note on presentation skills and its components.
6. Describe the characteristics of a good résumé and cover letter.
7. Explain the barriers to communication and how to overcome them.
8. Compare and contrast verbal and non-verbal communication.
9. Explain the significance of soft skills in a managerial role.
10. Describe the stages involved in the writing process.
11. How can one write an effective proposal?
12. Discuss the role of emails in business communication.
13. How does audience awareness shape communication strategies?
14. What makes a paragraph coherent and unified?
15. Write a note on group discussion techniques.
16. Explain how tone and style affect formal letters.
17. Why is professionalism essential in workplace communication?
18. Describe the types of business reports with examples.
19. Explain the structure and importance of a meeting agenda.
20. Discuss strategies for handling conflict in team communication.

Section - D

IV. Answer the following questions in 500 words:

- 1. Discuss in detail the principles of effective business communication.**
- 2. Describe the role of communication in leadership and management.**
- 3. Explain the types, structure, and importance of business reports.**
- 4. Elaborate on barriers to communication in the workplace and how to overcome them.**
- 5. How do soft skills complement technical skills in a professional environment?**
- 6. Discuss the components of a successful presentation with examples.**
- 7. Explain the writing process of a formal business proposal with a sample.**
- 8. Analyze the importance of digital literacy in professional communication.**
- 9. Compare oral, written, and non-verbal communication in business contexts.**
- 10. Describe the process of job application writing — résumé, cover letter, and interview preparation.**