

**PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)**

**BCom DEGREE EXAMINATION MAY 2025
(Second Semester)**

Branch – COMMERCE (PROFESSIONAL ACCOUNTING)

BUSINESS CORRESPONDENCE AND REPORTING

Time: Three Hours

Maximum: 75 Marks

SECTION-A (10 Marks)

Answer ALL questions

ALL questions carry EQUAL marks

(10 × 1 = 10)

Module No.	Question No.	Question	K Level	CO
1	1	Which of the following is NOT a type of communication? a) Verbal b) Non-verbal c) Visual d) Emotional.	K1	CO1
	2	What is the primary goal of communication? a) To argue b) To pass time c) To share information and ideas d) To confuse others.	K2	CO1
2	3	Which of the following is a barrier to effective communication? a) Feedback b) Noise c) Clarity d) Listening.	K1	CO2
	4	Emotional intelligence in communication helps to: a) Increase conflict b) Avoid emotions c) Understand and manage emotions in self and others d) Interrupt conversations.	K2	CO2
3	5	Which of these is an essential element of good communication? a) Distraction b) Misunderstanding c) Clarity d) Complexity.	K1	CO3
	6	What does "network" in communication refer to? a) Internet only b) Chain of interpersonal communication c) Television broadcasting d) Only social media	K2	CO3
4	7	Which of the following is a communication process stage? a) Cooking b) Decoding c) Sleeping d) Writing exam.	K1	CO4
	8	Listening is considered an important: a) Obstacle b) Interruption c) Skill d) Barrier	K2	CO4
5	9	Which skill enhances both personal and professional communication? a) Interpersonal skills b) Arguing c) Shouting d) Ignoring.	K1	CO5
	10	The term 'communication' originates from the Latin word 'communicare', which means: a) To compete b) To share c) To shout d) To criticize.	K2	CO5

Cont...

SECTION - B (35 Marks)

Answer ALL questions

ALL questions carry EQUAL Marks

(5 × 7 = 35)

Module No.	Question No.	Question	K Level	CO
1	11.a.	Explain the characteristics and importance of effective communication.	K2	CO1
		(OR)		
	11.b.	Outline the barriers of communication.		
2	12.a.	Sketch the importance of blooms Taxonomy in effective passage writing.	K4	CO2
		(OR)		
	12.b.	Demonstrates the significant points while making notes.		
3	13.a.	Construct the various stages of writing process.	K3	CO3
		(OR)		
	13.b.	Identify the significance of writing skills		
4	14.a.	Articulate the essentials of report writing.	K3	CO4
		(OR)		
	14.b.	Demonstrate the format and content of agenda.		
5	15.a.	Investigate the essentials of resume.	K4	CO5
		(OR)		
	15.b.	Examine the objective summary appear in resume.		

SECTION - C (30 Marks)

Answer ANY THREE questions

ALL questions carry EQUAL Marks

(3 × 10 = 30)

Module No.	Question No.	Question	K Level	CO
1	16	Analyze the importance of interpersonal skills in effective communication	K4	CO1
2	17	Write a detailed note on the significance and method of note making. How is it different from note taking?	K4	CO2
3	18	Discuss the elements and format of article writing. Write an article on "The Role of Communication in Career Success."	K4	CO3
4	19	Structuring the essentials of formal mails.	K4	CO4
5	20	Analyze the different types of resume writing.	K4	CO5

Z-Z-Z

END