

**FOURTH SEMESTER (CUCBCSS-UG) DEGREE EXAMINATION, APRIL 2021****Functional English****FEN 4B 06—ENGLISH FOR BUSINESS COMMUNICATION****Time : Three Hours****Maximum : 80 Marks****I. Answer the following bunches of questions :**

- 1 (a) A \_\_\_\_\_ is any signal that triggers the response of a receiver.  
(Medium, Channel, Message)
- (b) \_\_\_\_\_ are the official record of the proceedings of a meeting.  
(Minutes, Agenda, Resolutions)
- (c) The process of communication begins with a \_\_\_\_\_.  
(Message, Sender, Medium)
- (d) \_\_\_\_\_ number is a number given to a letter to identify it.  
(Folio, Reference, Indent)
- 2 (a) The body of a letter begins with \_\_\_\_\_.  
(Date, Address, Salutation)
- (b) Memorandum is written in \_\_\_\_\_ person.  
(First, Second, Third)
- (c) Written communication is a \_\_\_\_\_ activity.  
(Creative, Routine, Dull)
- (d) \_\_\_\_\_ is a certificate of good conduct.  
(Resume, Biodata, Testimonial)
- 3 (a) 'Concise' means \_\_\_\_\_.  
(Clear, Brief, Effective)
- (b) There are \_\_\_\_\_ kinds of presentations.  
(Three, Four, Five)

(c) \_\_\_\_\_ are documents sent along with a letter.

(Copies, Enclosures, Certificates)

(d) A business letter should be \_\_\_\_\_.

(Convincing, Informal, Personal)

(12 × 1 = 12 marks)

II. Answer any *nine* of the following in two or three sentences each :

- 4 Function of correspondence.
- 5 Written communication.
- 6 Meaning of correspondence.
- 7 Message.
- 8 Different types of correspondence.
- 9 Objectives of minutes.
- 10 Salutation.
- 11 Communication.
- 12 Encoding.
- 13 Complimentary close.
- 14 Personal correspondence.
- 15 Memorandum.

(9 × 2 = 18 marks)

III. Answer any *six* of the following in about 100 words each :

- 16 Use of business correspondence.
- 17 Salient features of a business report.
- 18 Inter-office memorandum.
- 19 Skills involved in telephone conversation.
- 20 Chairing a meeting.
- 21 Diary writing.
- 22 Resume preparation.
- 23 Presentation skills.
- 24 Style of reports.
- 25 Points to remember when summarising.

(6 × 5 = 30 marks)

IV. Answer any *two* of the following in about 300 words each :

- 26 Importance of business correspondence.
- 27 Communicative competence in business English.
- 28 Steps involved in editing **process**.
- 29 Report writing.

(2 × 10 = 20 marks)