



**Anekant Education Society's
Tuljaram Chaturchand College of Arts, Science & Commerce, Baramati
Department of B.Voc Retail Management**

Question Bank

F.Y. B.Voc (RM)

1201 - Business Communication Skills - II

Q. A) Fill in the blanks

1) Upward communication flows from_____ to_____.

(Upper to lower/ lower to upper)

2) Grapevine communication is from _____(Upper to lower/ All way)

3) The most important goal of business communication is_____.

(Receivers understanding/receivers response)

4) The understanding response from the listener to the speaker called _____

(Feedback/ Message)

5) The physical presence is not necessary in _____

(Written / Verbal)

6) Down ward communication flows from_____ to_____.

(Upper to lower/ lower to upper)

7) Horizontal communication takes place between_____.

(Employees with same status/subordinate to superior)

8) The handshake that conveys confidence is_____

(Firm/Limp)

9) Appeals and representations are used in_____ communication.

(upward/horizontal)

10) Communication is the task of imparting _____

(Information/Training)

11) _____ is the most important objective of communication (Information/ Motivation)

12) Which of the following terms best describes the grapevine as a communication pattern_____?

(Informal / Serial)

13) Which of the following is the most effective way of communication_____?

(Written/ Verbal)

14) There are _____ parts of business proposal.

(4/5/6/7)

15) The following is the permanent records for business_____

(Business letters/ Ledgers)

16) The communication process includes Non verbal, Verbal &_____

(Written? Horizontal)

17) There are usually _____ parts of business report

(4/5/6/7)

18) When message furor sender is not received by the receiver in its original form is known_____

(Communication / Miscommunication)

19) There are _____ elements of business report

(9/10/11/12)

20) The most important goal of business communication is_____.

(Receivers understanding/receivers response)

Q. B) Answer in one sentence

1) What is Communication?

2) Meaning of Corporate Communication

3) Define Business proposal

4) Mention channels of communication.

5) What is business etiquette?

6) Define grapevine

7) What is upward communication?

- 8) What is external communication?
- 9) What is downward communication?
- 10) What is formal communication?
- 11) What is informal communication?
- 12) What is lateral communication?
- 13) What is interactive communication?
- 14) What is mass communication?
- 15) What is the main part of a business letter?
- 16) Mention directions of communication
- 17) What are different types of message communicated with employees?
- 18) Write any two steps to write business proposal
- 19) Write any two types of business reports
- 20) Write any two types of modes of communication

Q. C) Short Notes

- 1) Types of communication
- 2) Crisis Communication cycle
- 3) Purpose of communication
- 4) Levels of communication
- 5) Directions of communication
- 6) Channels of communication
- 7) Need of crisis of communication in organization
- 8) Process of crisis communication
- 9) Cross cultural communication
- 10) Corporate communication
- 11) Team communication
- 12) Elements of business report

- 13) Types of business report
- 14) Format of business report
- 15) Business proposal
- 16) Business etiquette
- 17) Methods of developing good business etiquette
- 18) Characteristics of business report
- 19) Characteristics of communication
- 20) Formal communication

Q. D) Short Answer

- 1) What are the various types of communication?
- 2) What are the objectives of Communication?
- 3) Informal Communication
- 4) Grapevine Communication
- 5) What according to you a good report comprises of?
- 6) What steps are involved in preparing a report?
- 7) Write Dimensions of Communication.
- 8) Explain Channels of communication
- 9) Explain Filters in Business Communication
- 10) Constituents of corporate communication
- 11) Explain corporate social responsibility
- 12) Explain Core Elements of Corporate social responsibility
- 13) Intercultural sensitivity
- 14) Purpose and need to improve intercultural sensitivity
- 15) Checklist for communicating effectively across cultures
- 16) Stages of Intercultural Sensitivity
- 17) Structure of a report.

- 18) Types of Business Proposal
- 19) Characteristics of a Business Proposal
- 20) Business etiquettes.

E) Long Answer

Q1. Filters in Business Communication

Q.2. Explain Constituents of corporate communication

Q.3. 'Whether an organization is big or small or large, it is communication that binds the organization together. 'Discuss in detail the formal flow of communication in an organization in the light of the above statement.

Q.4 Define Cross Cultural Communication & Explain Cross Cultural Strategies

Q.5 Explain Cross Cultural Strategies with its merits & demerits.

Q.6. Explain Tips to handle Cross Cultural Communication

7) Define Communication and Types of communication

8) Define Communication. Explain crisis communication cycle.

9) Explain various strategies used by managers to improve communication skill.

10) Explain different types of messages communicated by managers.

11) Explain team communication with its benefits and limitations

12) Explain effective communication in leadership

13) Explain corporate communication with its importance

14) Explain Core Elements of Corporate social responsibility

15) What is cross-cultural communication? Explain Checklist for communicating effectively across cultures

16) Define business report. What steps are involved in preparing a report?

17) Define Business proposal & explain Types of Business Proposal.

18) Define communication. Explain Channels of communication

19) Define Communication & Explain Dimensions of Communication

20) What is Business etiquette? Explain methods of developing good business etiquette.

