

Roll.No.

25UCCCT1002

SHRIMATHI DEVKUNVAR NANALAL BHATT VAISHNAV COLLEGE FOR WOMEN
(AUTONOMOUS)

(Affiliated to the University of Madras and Re-accredited with 'A+' Grade by NAAC)
Chromepet, Chennai - 600 044.

B.Com. CA - END SEMESTER EXAMINATIONS - NOVEMBER 2025
SEMESTER - I

25UCCCT1002 - Business Communication

Total Duration : 2 Hrs.30 Mins.

Total Marks : 60

Section B

Answer any **SIX** questions ($6 \times 5 = 30$ Marks)

1. Illustrate with an example how verbal and non-verbal communication can be combined in a classroom setting.
2. Apply the format of a business letter to draft an enquiry letter to a stationery supplier.
3. Prepare a circular letter to directors informing them of an upcoming board meeting.
4. Distinguish between formal reports and informal reports with examples.
5. Describe the essential components of a standard business letter layout.
6. Prepare a complaint letter requesting urgent resolution of a service problem.
7. Predict the consequences of ineffective agency correspondence on business partnerships.
8. Examine the circumstances where a memorandum is more effective than a circular.

Section C

Answer any **THREE** questions ($3 \times 10 = 30$ Marks)

9. Classify barriers to communication into physical, psychological, semantic, and organizational with examples.
10. Apply the concept of an appointment letter to prepare a draft for a newly hired employee.
11. Examine how a circular letter can save time and cost compared to sending individual letters.
12. Predict the future role of AI-based communication in handling routine bank correspondence.
13. Assess the role of notes in managerial decision-making compared to full reports.
