

**SET - 2**  
**Sample Question Paper**  
**Restructured CSEET**  
**Business Communication**  
**Paper 1**

*Time allowed: 3 hours*

*Maximum Marks: 100*

*Note: Q.No.1 is compulsory. Answer any 5(five) questions from Q.No.2 to Q.No.8*

**Question 1**

- (a) The project group at Sunlife Pvt Ltd has been tasked with a valuable client project that has a tight deadline. The manager delivers instructions solely through short emails, failing to clarify roles, expectations, or timelines. Team members are reluctant to raise questions because of the poor communication, resulting in misunderstandings, redundant work, and overlooked responsibilities. As the deadlines draw nearer, mistakes rise and the client grows increasingly frustrated with the delays and lack of consistency in the results.

What makes communication essential in Human Resource Management?

*(5 Marks)*

- (b) Newmount Limited is a rapidly expanding company that is overseeing a significant product launch in various cities. The project manager must ensure that employees from different departments are in sync, client inquiries are handled swiftly, and updates are shared in real-time. The team conducts video conferences for brainstorming sessions, utilizes instant messaging platforms for quick communication, shares documents and presentations on cloud services for collaborative efforts, sends official announcements through email to staff, and updates social media as well as the company website for external stakeholders. In light of this situation,

(i) Explain the main digital communication channels available to the company.

(ii) What are the benefits of digital communication for the company?

*(5 Marks each)*

*(Total 10 marks)*

- (c) During an important client meeting, an employee arrives late, keeps checking their phone, interrupts others while they speak, and tries to lead the discussion without being fully prepared. The client and team notice these behaviors, which affect the meeting's flow and create a poor impression.

Based on this situation, what business meeting etiquettes should the employee follow to build trust, maintain professionalism, and ensure a productive meeting?

*(5 Marks)*

## Question 2

(a) Read the passage carefully and answer the questions below:

War is one of the most devastating and persistent aspects of human history. It arises when disputes between nations, groups, or communities escalate beyond peaceful negotiation and diplomacy. Wars can be sparked by a multitude of factors, including territorial disputes, struggles for political power, competition over resources, ideological differences, or religious and cultural conflicts. Throughout history, wars have shaped civilizations, redrawn boundaries, and determined the fate of nations.

The impact of war is profound and far-reaching. At the human level, wars cause immense suffering, claiming millions of lives and leaving countless others injured or displaced. Families are torn apart, communities are destroyed, and generations grow up amidst fear, trauma, and insecurity. Economically, wars devastate countries: industries are destroyed, trade is disrupted, and reconstruction often takes decades. Socially, wars disrupt education, healthcare, and governance, weakening the very fabric of society. Environmentally, conflicts can leave scars on land, water, and wildlife, creating long-term ecological damage.

Despite these horrors, history shows that wars have occasionally spurred advancements in technology, medicine, and strategy, as nations strive to gain an advantage in conflict. Yet these benefits are overshadowed by the human cost. The lessons of war underscore the critical importance of diplomacy, negotiation, and international cooperation. Nations that cultivate peace, mutual understanding, and dialogue not only avoid destruction but also create a foundation for prosperity and stability. Ultimately, the story of war is a reminder that while conflict may sometimes seem unavoidable, the pursuit of peace is humanity's most enduring and noble endeavor.

(i) Which of the following is NOT mentioned as a cause of war in the passage?

- a. Territorial disputes
- b. Political power struggles
- c. Competition over resources
- d. Sports rivalries

(ii) What is one major human consequence of war according to the passage?

- a. Economic prosperity
- b. Family unity
- c. Loss of life and displacement
- d. Improved education systems

(iii) How does war affect the economy of a country?

- a. By increasing trade opportunities
- b. By destroying industries and disrupting trade
- c. By improving employment
- d. By stabilizing financial markets

(iv) Which environmental impact of war is mentioned?

- a. Pollution of oceans only
- b. Creation of green spaces
- c. Long-term ecological damage
- d. Increased rainfall

(v) According to the passage, what is essential to prevent wars?

- a. Military expansion
- b. Economic sanctions
- c. Diplomacy and international cooperation
- d. Isolationism

(vi) The passage suggests that war is...

- a. Rare and insignificant in history
- b. A recurring and destructive aspect of human society
- c. Always avoidable through dialogue
- d. Beneficial for all countries involved

(vii) Which of the following is a social consequence of war mentioned in the passage?

- a. Improved healthcare
- b. Disruption of education and governance
- c. Increased social stability
- d. Strengthened community bonds

(viii) Why do nations sometimes experience technological advancement during wars?

- a. Because wars require nations to gain strategic advantages
- b. Because wars allow citizens to relax
- c. Because wars reduce economic competition
- d. Because wars stop diplomatic processes

(ix) Choose the word closest in meaning

*Profound*

- a. Shallow
- b. Deep
- c. Slight
- d. Unimportant

(x) Choose the word opposite in meaning

*Cooperation*

- a. Teamwork
- b. Conflict
- c. Assistance
- d. Unity

(1 Mark each)  
(Total 10 Marks)

(b) Hierarchy is not meant to show superiority, but to create order, clarity, and accountability. Explain the Levels of Workplace Hierarchy and suggest for effective ways of Communication in Hierarchy.

(6 Marks)

### Question 3

- (a) i. Choose the correct meaning of the idiom: *A bitter pill to swallow*
- A medicine that tastes very bad
  - An unpleasant truth or situation that is difficult to accept
  - Something sweet that becomes sour later
  - A quick and easy solution to a problem
- ii. What does the proverb "*A stitch in time saves nine*" mean?
- Sewing clothes quickly can save a lot of money
  - Early action prevents greater troubles later
  - It is better to delay repairs until you have more time
  - Nine people working together can finish a stitching job faster
- iii. What does the phrase "*à la carte*" mean?
- A fixed-price complete meal with limited choices
  - Ordering individual dishes from the menu, each with its own separate price
  - A special chef's recommendation that is not on the menu
  - Eating without paying the bill
- iv. She was very \_\_\_\_\_ with the service at the hotel.
- unsatisfied
  - illsatisfied
  - dissatisfied
  - insatisfied
- v. Choose the correct option to fill in the blank:  
He works \_\_\_\_\_ than anyone else in the team, yet he rarely gets appreciation.
- hard
  - harder
  - more hard
  - most hard
- vi. Choose the sentence with the correct use of adjective:
- He is elder than his brother by two years.
  - He is the eldest of the two brothers.
  - He is the older of the two brothers.
  - He is older than his brother by two years.
- vii. The committee members were divided \_\_\_\_\_ their opinions regarding the new policy.
- between
  - among
  - in
  - over
- viii. The company will not hire her \_\_\_\_\_ she has a master's degree.
- unless
  - if
  - provided
  - as long as

(1 Mark each)  
(Total 8 Marks)

(b) In today's digital world, organizations and individuals rely heavily on networked systems for communication and data sharing, but not all networks are the same. Accordingly explain the key differences between the Internet and an Intranet.

*(4 Marks)*

(c) Distinguish between Positive Messages and Persuasive Messages.

*(4 Marks)*

#### **Question 4**

(a) Your company has received a bulk order of raw materials from a supplier, but due to unforeseen circumstances, you are unable to make the scheduled payment on time. You need to write a professional business letter to the supplier explaining the situation, requesting an extension of the payment deadline, and assuring them of your commitment.

- i Explain the Essentials of a Good Business Letter.
- ii In the given context, draft a well-structured business letter that is clear, polite, and maintains a positive business relationship.

*(4+6= Total 10 Marks)*

(b) Draft an office memorandum informing employees about the new biometric attendance system to be implemented from 01<sup>st</sup> May, 2026.

*(6 Marks)*

#### **Question 5**

(a) What are the key workplace etiquettes to follow in a multicultural workplace for maintaining professionalism and positive relationships?

*(4 Marks)*

(b) Explain the different types of Advertisements.

*(4 Marks)*

(c) (i) A rising energy company, Future Solar Ltd. is preparing for its initial public offering (IPO). To ensure the success of the share issue, they hire a specialized financial firm that undertakes to purchase the shares not subscribed to by the public for a commission. Identify the term for the financial firm that guarantees to buy unsubscribed shares.

(ii) A senior manager is caught trading in the company's shares using confidential, unpublished information. What illegal activity was the senior manager involved in?

(iii) The company completes the issue of shares after payment of price to the successful applicants. What is the technical term for the official "issue of shares" to applicants?

(iv) Upon the retirement of the Chief Executive Officer, the board decides to make a payment of money where there is no legal necessity, but a moral obligation is recognized. What is the term for the voluntary payment made to the retiring CEO?

(v) At the start of the Annual General Meeting for the company "Heritage Ltd." the chairperson checks if the minimum number of members required to transact business is present. What is the term for the minimum number of members needed for a valid meeting?

(vi) One shareholder, unable to attend, provides a written authorization for another person to be present and vote on his behalf. What is the term for the person authorized to vote for a shareholder?

(vii) To ensure that an advocate has the authority to represent a company in a legal matter, the company signs a specific authorization document. What is the name of the document used to authorize an advocate to represent a party in court?

(viii) The senior executives receive several benefits attached to their employment beyond their standard salaries, such as company cars. What is the term for the extra benefits executives receive besides their salary?

(1 Mark each)  
(Total 8 Marks)

### Question 6

(a) (i) if i had known about the meeting earlier i would have attended it (Punctuate the sentence.)

(ii) The final outcome of the match was unexpected. (Eliminate the redundant word/s.)

(iii) The manager will approve the proposal. (Change the voice.)

(iv) Choose the Correct Sentence

a. She is senior than me.

b. She is senior to me.

(v) Choose the correct substitute for *fear of enclosed spaces*

(Claustrophobia/ Glossophobia)

(vi) Fill in the blanks with correct words: Nobody can ..... what I tell ..... (hear / here)

(vii) Which of the following spellings is correct?

a. Questionnairee

b. Questionaire

c. Questionnaire

d. Questionnair

(viii) Postponement of a court session until another time or place is known as \_\_\_\_\_

(Adjournment/Adjudication)

(1 Mark each)  
(Total 8 Marks)

(b) Explain the key aspects of Information Technology (Intermediary Guidelines and Digital Media Ethics Code) Rules, 2021.

(4 Marks)

(c) What is a 'memorandum'? When should it be used?

*(4 Marks)*

### **Question 7**

(a) The company management has decided to organize a fire safety drill next week. As the Safety Officer, draft an office circular to all employees announcing the drill, specifying the date, time, and instructions to ensure everyone's participation and safety during the exercise.

*(6 Marks)*

(b) The management of your company has decided to transfer an employee, Mr. Rajesh Kumar (Product Manager), from the Mumbai branch to the Delhi branch effective from 15<sup>th</sup> April 2026. As the HR Manager, draft an office order informing the concerned employee and relevant departments about the transfer, specifying the effective date and reporting instructions.

*(6 Marks)*

(c) Explains the term

- a. Web
- b. Browser
- c. Internet
- d. E-Correspondence

*(1 Mark each)  
(Total 4 Marks)*

### **Question 8**

(a) The Board of Directors of Aptech Ltd. held a meeting on 20th March 2026 at 11:00 AM to discuss:

- Approval of previous meeting minutes
- Proposal for opening a new manufacturing unit
- Appointment of Internal Auditor
- Any other business

Draft the Minutes of the Board Meeting.

*(6 Marks)*

(b) You are the Project Coordinator. A client recently completed a training session organized by your company. You need to send a professional email requesting their feedback on the session to help improve future programs. Draft the email politely, encouraging honest responses.

*(5 Marks)*

(c) Match terminologies in Column A with their correct definitions and descriptions in Column B:

Column A	Column B
1. Contempt of Court	A. A planned reduction in the number of employees to increase efficiency.
2. Downsizing	B. Sales volume where a company neither loses nor makes money.
3. Break-even Point	C. A document issued by a company inviting public subscription to its securities.
4. Repo Rate	D. Disobeying a court order or being disrespectful in court.
5. Prospectus	E. The rate at which a bank borrows money from the Reserve Bank of India.

(5 Marks)