Skillshort

Self-Study Preparation Pack

CSEET

Paper 1: Business Communication (subjective)

Mock Test 1 – Full Paper with Model Answers

ICSI CSEET pattern (as in June 2026): 100 marks · 3 hours (+15 min reading) · Q1 compulsory + any five of Q2–Q8 · Original Skillshort questions

Time: 3 hours | Max marks: 100 | Model answers follow the question paper

Contents

Question Paper 2

Model Answers 4

This subject pack has 6 parts

1 Chapter-wise notes

2 Important topics & weightage

3 Past papers: trends & links

4 Mock tests + solutions

5 Chapter practice questions

6 Last-week plan & strategy

Prepared by Skillshort for self-study. Original explanations and questions; not an official ICAI/ICMAI/ICSI publication. Items marked VERIFY should be checked against the latest official material.

Question Paper

Instructions: Question No. 1 is **compulsory**. Attempt **any five** of the remaining seven questions. All parts of a question must be answered together. Assume necessary details in drafting questions and state them. Time allowed: 3 hours. Maximum marks: 100.

QUESTION Question 1 (compulsory)

(a) Read the case and answer. (8 marks)

Arjun, a production engineer from Chennai, was promoted as plant head of the Kolkata unit of Vega Ltd. In his first week he sent long e-mails full of technical terms to supervisors who mostly prefer Bengali or Hindi. He held meetings in a noisy shop-floor cabin, cut people short when they raised problems, and issued instructions directly to workers, bypassing their supervisors. Within a month output fell and the supervisors complained that "nobody knows what the new boss wants". Identify the **barriers to communication** in the case and suggest how Arjun can overcome them.

(b) Explain the following business terms in one or two lines each: (i) Debenture (ii) Proxy (iii) Letter of credit (iv) Underwriting (v) Tender (vi) Sweat equity (vii) Hedging (viii) Arbitration. (8 × 1 = 8 marks)

(c) Give one word for: (i) the minimum number of members needed for a valid meeting (ii) a sworn written statement (iii) a cure for all problems (iv) a person unable to pay his debts. (4 × 1 = 4 marks)

QUESTION Question 2

(a) Draft a notice of the 10th Annual General Meeting of Sunrise Textiles Limited to be held on 18 December 2026 through video conferencing. Include ordinary business (adoption of accounts, dividend, re-appointment of a retiring director) and one item of special business (appointment of an independent director). (8 marks)

(b) Distinguish between formal and informal communication (any four points). (4 marks)

(c) Change into passive voice: (i) The auditor has signed the report. (ii) The members will elect a new chairman. (iii) Who wrote this letter? (iv) Please submit the form by Friday. (4 marks)

QUESTION Question 3

(a) "Communication is a two-way process." Explain the process of communication with a diagram. (8 marks)

(b) State whether each sentence is simple, compound or complex: (i) The CS drafted the minutes and the chairman signed them. (ii) Despite the rain, the meeting started on time. (iii) Although sales increased, profits fell. (iv) Call me when the courier arrives. (4 marks)

(c) Punctuate: (i) the companys annual report was released on monday (ii) bring the following documents pan aadhaar and passport (iii) she said i will join the meeting (iv) its a well known brand (4 marks)

QUESTION Question 4

(a) Draft the minutes of the board meeting of Orion Infotech Limited held on 23 October 2026 at 3:00 p.m. at the registered office in Bengaluru. Five of six directors attended (one through video conferencing); leave of absence was granted to one. The board confirmed the previous minutes, approved the unaudited results for Q2, approved opening of a branch in Pune and fixed the date of the next meeting. (8 marks)

(b) Why are listening skills important in business? Give four habits of a good listener. (4 marks)

(c) Give a synonym and an antonym of: (i) prudent (ii) candid (iii) lucid (iv) augment. (4 marks)

QUESTION Question 5

(a) Read the passage and choose the correct option for each question. (8 × 1 = 8 marks)

Remote work, once a perk for a few, became routine for millions after 2020. Companies discovered that many tasks could be done from anywhere, saving office rent and commuting time. Employees gained flexibility, but many also reported loneliness and difficulty in separating work from home life. Managers found it harder to build trust without daily contact, and new joiners missed the informal learning that happens in corridors. As a result, most organisations have moved to a hybrid model in which teams meet in the office on fixed days and work remotely on others. The success of this model depends less on technology than on clear goals, regular feedback and a culture that measures output rather than hours spent online.

(i) The main idea of the passage is that remote work (a) has failed (b) needs a balanced hybrid approach (c) is only for senior staff (d) depends only on technology.

(ii) One benefit to companies mentioned is (a) higher salaries (b) saving on office rent (c) more travel (d) longer meetings.

(iii) A problem reported by employees is (a) loneliness (b) lower pay (c) more commuting (d) less flexibility.

(iv) New joiners missed (a) laptops (b) informal learning (c) holidays (d) formal training.

(v) The word "routine" in the passage means (a) rare (b) regular (c) difficult (d) costly.

(vi) In the hybrid model, teams (a) never meet (b) meet in the office on fixed days (c) work only from office (d) work only at night.

(vii) According to the passage, success depends mainly on (a) technology (b) clear goals and feedback (c) office size (d) salary.

(viii) A suitable title is (a) The End of Offices (b) Making Hybrid Work Work (c) Technology Rules (d) Loneliness at Home.

(b) State eight rules of telephone etiquette for a front-office executive. (8 marks)

QUESTION Question 6

(a) A customer, Ms. Kavita Nair, has complained that the washing machine delivered to her was damaged. As Customer Relations Manager of HomeTech Appliances Ltd., draft a reply in **full-block** format apologising and offering replacement. (8 marks)

(b) Distinguish between a circular and an office order. (4 marks)

(c) Correct the sentences: (i) Neither the manager nor his assistants was present. (ii) We have less complaints this year. (iii) He has joined the company in 2024. (iv) The new policy will effect all employees. (4 marks)

QUESTION Question 7

(a) Explain the chain, wheel, circuit and star networks of communication. Which is best for solving complex problems and why? (8 marks)

(b) What is public relations? Explain its importance for a company and list four PR tools. (8 marks)

QUESTION Question 8

(a) As Marketing Executive of Fresh Foods Ltd., draft a short report to the Managing Director on the decline in sales in the northern region during July–September 2026, with findings and recommendations. (8 marks)

(b) Write short notes on: (i) E-mail etiquette (ii) Advantages of written communication. (4 + 4 = 8 marks)

Model Answers

SOLUTION Q1(a) Barriers in the case and remedies

Barriers identified

1. **Semantic / language barrier** – long e-mails with technical jargon to supervisors who prefer Bengali or Hindi.
2. **Wrong choice of medium** – written e-mail used for instructions that needed face-to-face explanation.
3. **Physical barrier** – meetings in a noisy shop-floor cabin.
4. **Psychological barrier – poor listening / premature evaluation** – he cut people short when they raised problems.
5. **Organisational barrier** – bypassing supervisors and breaking the chain of command, which created confusion and resentment.
6. **Cultural barrier** – a new regional and work culture that he did not adapt to.

Remedies: use simple language (and the local language through interpreters or bilingual notes); hold short face-to-face briefings; choose a quiet room; **listen actively** and invite feedback; route instructions through supervisors; learn about local culture and build rapport; follow up in writing with clear action points.

SOLUTION Q1(b) Business terms

(i) **Debenture** – a document acknowledging a loan to a company, carrying a fixed rate of interest. (ii) **Proxy** – a person appointed by a member to attend and vote on his behalf at a general meeting. (iii) **Letter of credit** – a bank's undertaking to pay the seller on behalf of the buyer on presentation of specified documents. (iv) **Underwriting** – an agreement to take up securities not subscribed by the public, for a commission. (v) **Tender** – a formal written offer to supply goods or do work at a stated price, usually in response to an invitation. (vi) **Sweat equity** – shares issued at a discount or for consideration other than cash to employees or directors for know-how or value addition. (vii) **Hedging** – reducing the risk of price changes by taking an offsetting position (e.g., futures). (viii) **Arbitration** – settlement of a dispute by a neutral arbitrator whose award binds the parties.

SOLUTION Q1(c) One-word substitutes

(i) Quorum (ii) Affidavit (iii) Panacea (iv) Insolvent

SOLUTION Q2(a) Notice of AGM

SUNRISE TEXTILES LIMITED · CIN: L17110GJ2016PLC000000 · Regd. office: 21 Ring Road, Surat 395002 · E-mail: cs@sunrisetex.in

NOTICE is hereby given that the **10th Annual General Meeting** of the members of Sunrise Textiles Limited will be held on **Friday, 18 December 2026 at 11:00 a.m. (IST) through video conferencing (VC) / other audio-visual means (OAVM)** to transact the following business:

Ordinary business: 1. To receive, consider and adopt the audited financial statements for the year ended 31 March 2026 together with the reports of the Board and the Auditors. 2. To declare a final dividend of ₹2 per equity share. 3. To appoint a director in place of Mr. R. Desai, who retires by rotation and, being eligible, offers himself for re-appointment.

Special business: 4. To appoint Ms. S. Kapoor as an Independent Director for five years and, if thought fit, pass the following as a **special resolution**: "RESOLVED THAT … ".

By order of the Board, for Sunrise Textiles Limited · (Sd/-) Priya Mehta, Company Secretary · Place: Surat · Date: 20 November 2026

Notes: (1) The explanatory statement for item 4 is annexed. (2) Members may join the meeting through the VC link; the facility for remote e-voting is provided. (3) The register of members will remain closed from … to … for the dividend. (4) Since the meeting is through VC, the facility to appoint proxies is not available.

SOLUTION Q2(b) Formal vs informal communication

Basis	Formal	Informal (grapevine)
Channel	Official chain of command	Personal, social relationships
Speed	Slow	Very fast
Record	Usually written, documented	Mostly oral, no record
Reliability	Reliable, authentic	May spread rumours
Purpose	Orders, policies, reports	Social needs, unofficial news

SOLUTION Q2(c) Passive voice

(i) The report has been signed by the auditor. (ii) A new chairman will be elected by the members. (iii) By whom was this letter written? (iv) You are requested to submit the form by Friday.

SOLUTION Q3(a) Process of communication

Sender → Encoding → Message → Channel → Receiver → Decoding → Feedback (noise can disturb any stage).

1. **Sender** has an idea and the purpose. 2. **Encoding** – the idea is put into words, symbols or gestures. 3. **Message** – the encoded content. 4. **Channel / medium** – letter, e-mail, phone, face-to-face. 5. **Receiver** – the person for whom the message is meant. 6. **Decoding** – the receiver interprets the message. 7. **Feedback** – the receiver's response, which tells the sender whether the message was understood. 8. **Noise** – any disturbance (physical noise, jargon, emotions).

Communication is **two-way** because it is complete only when feedback returns to the sender; the roles of sender and receiver keep changing, like a loop. (Draw the loop diagram with arrows from sender to receiver and feedback back to sender.)

SOLUTION Q3(b) Kinds of sentences

(i) Compound (ii) Simple (iii) Complex (iv) Complex

SOLUTION Q3(c) Punctuation

(i) The company's annual report was released on Monday. (ii) Bring the following documents: PAN, Aadhaar and passport. (iii) She said, "I will join the meeting." (iv) It's a well-known brand.

SOLUTION Q4(a) Minutes

ORION INFOTECH LIMITED – Minutes of the meeting of the Board of Directors held on Friday, 23 October 2026 at 3:00 p.m. at the registered office, Bengaluru.

Present: Mr. K. Rao (Chairman), Ms. L. Menon, Mr. P. Gupta, Mr. S. Bose, Ms. T. Singh (through video conferencing). **In attendance:** Mr. V. Iyer, Company Secretary.

1. **Chairman:** Mr. K. Rao chaired the meeting. 2. **Quorum:** The requisite quorum was present throughout. 3. **Leave of absence:** granted to Mr. N. Shah, who had requested it. 4. **Confirmation of minutes:** The minutes of the previous board meeting held on 28 July 2026, as circulated, were confirmed and signed by the Chairman.
2. **Unaudited results for the quarter ended 30 September 2026:** "RESOLVED THAT the unaudited financial results of the Company for the quarter ended 30 September 2026, as placed before the Board, be and are hereby approved and the Chairman be authorised to sign them."
3. **Opening of a branch at Pune:** "RESOLVED THAT approval of the Board be and is hereby accorded for opening a branch office at Pune and that the Managing Director be authorised to take all necessary steps."
4. **Next meeting:** It was decided to hold the next meeting on 20 January 2027.
5. **Vote of thanks:** The meeting concluded at 4:30 p.m. with a vote of thanks to the Chair.

(Sd/-) Chairman · Date: ... · Place: Bengaluru

SOLUTION Q4(b) Listening skills

Importance: reduces misunderstanding, helps understand customers and employees, improves relationships and decisions, avoids premature evaluation and conflict. **Habits:** maintain eye contact; do not interrupt; take notes; ask clarifying questions and paraphrase; watch non-verbal cues.

SOLUTION Q4(c) Synonyms and antonyms

(i) prudent – wise / rash (ii) candid – frank / evasive (iii) lucid – clear / obscure (iv) augment – increase / diminish

SOLUTION Q5(a) Comprehension

(i) b (ii) b (iii) a (iv) b (v) b (vi) b (vii) b (viii) b

SOLUTION Q5(b) Telephone etiquette

1. Answer within three rings. 2. Greet and identify yourself and the organisation ("Good morning, HomeTech, Neha speaking"). 3. Speak clearly at a moderate pace and pleasant tone. 4. Listen carefully and note the caller's name, number and message. 5. Ask permission before putting a caller on hold; do not keep him waiting long. 6. Transfer calls correctly after informing the caller. 7. Avoid eating or side conversations during the call. 8. Close politely, summarise action and thank the caller; return missed calls promptly.

SOLUTION Q6(a) Adjustment letter (full block)

HomeTech Appliances Ltd. · 45 Anna Salai, Chennai 600002

Ref: HT/CR/2026/311

2 November 2026

Ms. Kavita Nair, 7 Lake View Apartments, Kochi 682020

Dear Ms. Nair,

Subject: Replacement of damaged washing machine – Invoice no. 8842

Thank you for informing us about the damage to the washing machine delivered to you on 28 October 2026. We sincerely regret the inconvenience caused.

We have checked with our delivery partner and found that the machine was damaged during transit. Our service team will collect the damaged machine and deliver a **new machine on 5 November 2026** at no extra cost. We have also extended the warranty on the new machine by six months as a token of goodwill.

Please call our helpline 1800-000-000 if you need any further help. We value your trust in HomeTech.

Yours sincerely,

(Sd/-) R. Pillai, Customer Relations Manager

SOLUTION Q6(b) Circular vs office order

Basis	Circular	Office order
Purpose	Conveys information to many people	Issues an instruction or decision
Addressees	All concerned, inside or outside	Usually specified employees
Nature	Informative	Authoritative, binding
Example	Change in office timings	Transfer of an employee

SOLUTION Q6(c) Corrected sentences

(i) Neither the manager nor his assistants **were** present. (ii) We have **fewer** complaints this year. (iii) He **joined** the company in 2024. (iv) The new policy will **affect** all employees.

SOLUTION Q7(a) Communication networks

Chain – message passes in a line through the hierarchy (A → B → C → D); slow; risk of distortion. **Wheel** – all members communicate only through a central person; quick for simple tasks; leader-centred. **Circuit (circle)** – each member communicates with two neighbours; no central leader; slow but equal. **Star (all-channel)** – every member communicates with every other; best for **complex problems** because information flows freely, ideas are shared and morale and participation are high.

SOLUTION Q7(b) Public relations

Meaning: a planned, sustained effort to build and maintain goodwill and mutual understanding between an organisation and its publics. **Importance:** builds image and credibility; handles crises and negative news; supports product launches and marketing; improves investor and employee relations; builds relations with government and media. **Tools:** press releases, press conferences, CSR activities, sponsorships, newsletters and social media.

SOLUTION Q8(a) Report

To: The Managing Director · **From:** Marketing Executive · **Date:** 2 November 2026 · **Subject:** Decline in sales in the northern region, July–September 2026

1. Terms of reference: to examine the reasons for the decline in sales and suggest remedies. **2. Procedure:** sales data analysed; dealers and 50 customers contacted. **3. Findings:** (a) sales fell by 18% compared with the previous quarter; (b) a new competitor offered 10% lower prices; (c) supply delays from the Ludhiana depot; (d) low digital promotion. **4. Conclusions:** the fall is mainly due to price competition and supply problems. **5. Recommendations:** (a) introduce festive offers; (b) add a second depot; (c) launch a social-media campaign; (d) offer dealer incentives.

(Sd/-) Marketing Executive

SOLUTION Q8(b) Short notes

(i) **E-mail etiquette:** clear subject line; correct salutation; short paragraphs; no capital letters for emphasis; check attachments and recipients; use cc and bcc correctly; reply within 24 hours; professional signature. (ii) **Advantages of written communication:** permanent record and legal evidence; precise and well-planned; can reach many people; useful for complex information; can be referred to later.