Skillshort

Self-Study Preparation Pack

CSEET

Paper 1: Business Communication (subjective)

Chapter-wise Practice Questions with Answers

4 chapters · quick-check MCQs (grammar, vocabulary, concepts) + exam-style short-answer and drafting questions · answers at the end of each set

44 quick-check MCQs | 17 exam-style questions | Model answers

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This subject pack has 6 parts

1 Chapter-wise notes
2 Important topics & weightage
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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.

How to practise

Grammar and vocabulary items appear in almost every question of the paper, so do the quick-check sets **daily** in the last month. For drafting questions, write the full answer by hand in the time shown, then compare the **format** (heading, date, reference, subject, body, signature) with the model answer.

Chapter 1: Essentials of Good English

1. Choose the correct sentence:
(a) Each of the members have voted.
(b) Each of the members has voted.
(c) Each of the member has voted.
(d) Each of members have voted.

2. ___ honest employee is an asset.
(a) A (b) An
(c) The (d) No article

3. The number of applicants ___ increased.
(a) have (b) has
(c) are (d) were

4. Passive of "The manager will approve the bill":
(a) The bill will approve by the manager.
(b) The bill will be approved by the manager.
(c) The bill would be approved by the manager.
(d) The bill is approved by the manager.

5. Hardly had the CEO entered ___ the staff stood up.
(a) than (b) when
(c) then (d) so

6. Synonym of "meticulous":
(a) careless (b) careful
(c) quick (d) lazy

7. Antonym of "transparent":
(a) clear (b) opaque
(c) open (d) honest

8. Correctly spelt word:
(a) Accomodation (b) Accommodation
(c) Acommodation (d) Accommodasion

9. One word for "a list of items to be discussed at a meeting":
(a) Minutes (b) Agenda
(c) Quorum (d) Resolution

10. "Sine die" means:
(a) on the same day (b) without fixing a date
(c) by virtue of office (d) in proportion

11. The sentence "Although it rained, the match continued" is:

(a) simple (b) compound
(c) complex (d) compound-complex

12. Which is correctly punctuated?

(a) Its a well known firm. (b) It's a well-known firm.
(c) Its' a well-known firm. (d) It's a well known, firm.

13. "To burn the midnight oil" means:

(a) to waste fuel (b) to work late into the night
(c) to start a fire (d) to be careless

14. Fill in: We received ___ complaints this month than last month.

(a) less (b) fewer
(c) lesser (d) little

15. The new rules will ___ all branches.

(a) effect (b) affect
(c) effects (d) affection

16. Which pair is homophones?

(a) council / counsel (b) accept / receive
(c) profit / loss (d) prompt / quick

Answers – Chapter 1 quick check

Q	Ans	Explanation / working
1	(b)	"Each" takes a singular verb.
2	(b)	"Honest" begins with a vowel sound (silent h).
3	(b)	"The number of" takes a singular verb.
4	(b)	Future passive: will be + past participle.
5	(b)	Hardly/scarcely ... when; no sooner ... than.
6	(b)	Meticulous = very careful about details.
7	(b)	Opaque = not transparent.
8	(b)	Double c, double m.
9	(b)	Minutes record what happened; the agenda lists items in advance.
10	(b)	An adjournment sine die is indefinite.
11	(c)	One dependent clause (although ...) + one independent clause.
12	(b)	It's = it is; compound adjective before a noun is hyphenated.
13	(b)	Idiom for working late.
14	(b)	Complaints are countable.
15	(b)	Affect is the verb meaning "influence".
16	(a)	Same sound, different meaning.

QUESTION Practice 1.1 – Correct the errors (4 marks, 6 minutes)

(i) The furnitures in the office is old. (ii) He prefers tea than coffee. (iii) One of my friend is a CS. (iv) The committee have submitted their report yesterday.

SOLUTION Practice 1.1

(i) The **furniture** in the office is old. (ii) He prefers tea **to** coffee. (iii) One of my **friends** is a CS. (iv) The committee **submitted its** report yesterday.

QUESTION Practice 1.2 – Change the voice (4 marks)

(i) The board has declared a dividend. (ii) Somebody stole my wallet. (iii) Shut the window. (iv) The new building is being constructed by L&T.

SOLUTION Practice 1.2

(i) A dividend has been declared by the board. (ii) My wallet was stolen. (iii) Let the window be shut. (iv) L&T is constructing the new building.

QUESTION Practice 1.3 – Punctuate (4 marks)

(i) the chairman said we must cut costs (ii) mr sharma our auditor will attend the agm on friday (iii) we need three things time money and patience (iv) the directors report was approved

SOLUTION Practice 1.3

(i) The chairman said, "We must cut costs." (ii) Mr. Sharma, our auditor, will attend the AGM on Friday. (iii) We need three things: time, money and patience. (iv) The directors' report was approved.

QUESTION Practice 1.4 – Words with multiple meanings (4 marks)

Use each word in two sentences to show two meanings: (i) bank (ii) charge.

SOLUTION Practice 1.4

(i) I deposited the cheque in the **bank**. / They walked along the river **bank**. (ii) The hotel does not **charge** for Wi-Fi. / The company created a **charge** on its assets in favour of the bank.

QUESTION Practice 1.5 – Précis (8 marks, 15 minutes)

Write a précis of about one-third of the passage on remote work in Mock Test 1, Q5(a), with a title.

SOLUTION Practice 1.5

Title: Making hybrid work succeed. After 2020 remote work became common. It saved companies rent and employees commuting time, but brought loneliness, blurred work-life limits, weaker trust and less informal learning. Hence most firms now follow a hybrid model. Its success depends on clear goals, regular feedback and judging output rather than online hours. (≈ 55 words)

Chapter 2: Communication

17. The last step in the communication process is:

(a) encoding (b) decoding
(c) feedback (d) channel

18. The grapevine is an example of:

(a) formal communication (b) informal communication
(c) downward communication (d) written communication

19. Communication between managers of different departments at the same level is:

(a) upward (b) downward
(c) horizontal (d) diagonal

20. In the wheel network, all messages pass through:

(a) every member (b) a central person
(c) two neighbours (d) no one

21. The network best for complex problem-solving is:

(a) chain (b) wheel
(c) star / all-channel (d) inverted V

22. Jargon used with a lay audience is a:

(a) physical barrier (b) semantic barrier
(c) organisational barrier (d) cultural barrier

23. Written false statement harming reputation is:

(a) slander (b) libel
(c) disclaimer (d) copyright

24. Public relations aims mainly to build:

(a) goodwill and mutual understanding
(b) short-term sales only
(c) tax savings
(d) internal audit

25. Introducing two people, you should first introduce:

(a) the senior to the junior
(b) the junior to the senior
(c) the guest to the host's family only
(d) none

26. Study of body movements and gestures is:

(a) proxemics (b) kinesics
(c) paralanguage (d) chronemics

27. An open-source learning management system used for online courses is:

(a) Moodle (b) Excel
(c) Tally (d) Photoshop

28. A webinar is mainly:

(a) one-to-many online presentation
(b) a written report
(c) a telephone call
(d) a notice board

Answers – Chapter 2 quick check

Q	Ans	Explanation / working
17	(c)	Feedback completes the two-way loop.
18	(b)	Unofficial, fast, through social relationships.
19	(c)	Lateral communication helps coordination.
20	(b)	The leader is at the hub.

Q	Ans	Explanation / working
21	(c)	Everyone can communicate with everyone.
22	(b)	Language barrier.
23	(b)	Slander is spoken.
24	(a)	PR builds image and credibility.
25	(b)	The senior person is given the honour of hearing the name first.
26	(b)	Proxemics = space; paralanguage = voice; chronemics = time.
27	(a)	Moodle hosts courses, quizzes and forums.
28	(a)	Web + seminar.

QUESTION Practice 2.1 – Principles of communication (8 marks, 12 minutes)

Explain the 7 Cs of effective business communication with an example of each.

SOLUTION Practice 2.1

Clarity – one idea per sentence ("Submit the form by 5 p.m. Friday"). **Conciseness** – no padding ("Please reply" not "Kindly do the needful and revert back"). **Concreteness** – specific facts ("Sales rose 12%" not "sales rose a lot"). **Correctness** – right facts, grammar and names. **Coherence** – logical order with headings. **Completeness** – all information needed (who, what, when, where, why). **Courtesy** – polite, you-attitude ("Thank you for your order"). Some writers add **Consideration** – the reader's needs.

QUESTION Practice 2.2 – Barriers (8 marks)

Classify barriers to communication and suggest measures to overcome them.

SOLUTION Practice 2.2

Semantic (jargon, ambiguous words, translation), **physical** (noise, distance, faulty equipment), **psychological** (emotions, distrust, premature evaluation, poor listening), **organisational** (rigid hierarchy, too many levels, status), **cultural** (values, gestures, time). **Measures:** clear simple language, right medium and timing, active listening, feedback, fewer levels, open-door policy, cultural training, consistent non-verbal cues.

QUESTION Practice 2.3 – Advertisement vs PR (4 marks)

Distinguish between advertisement and public relations.

SOLUTION Practice 2.3

Advertisement is **paid**, controlled by the sponsor, aims at sales and is less credible; PR is mostly **unpaid** (publicity), not fully controlled, aims at goodwill and image and is more credible; advertising speaks to customers, PR to all publics (employees, investors, media, government).

QUESTION Practice 2.4 – AI in business communication (8 marks)

Explain the uses and risks of AI tools and chatbots in business communication.

SOLUTION Practice 2.4

Uses: 24×7 customer service through chatbots; drafting and proof-reading e-mails and reports; translation; summarising meetings; personalised marketing messages; analysing customer feedback. **Risks:** wrong or invented answers; leakage of confidential or personal data; bias; loss of human touch; copyright issues. **Safeguards:** human review, data-privacy rules, disclosure to customers, training staff.

QUESTION Practice 2.5 – Business attire and workplace courtesy (4 marks)

State four rules of business attire and four of workplace courtesy.

SOLUTION Practice 2.5

Attire: formal for meetings and interviews; clean and well-fitted clothes; minimal accessories; follow the dress code and occasion. **Courtesy:** greet colleagues; respect seniors and reporting lines; acknowledge messages promptly; give credit and avoid gossip.

Chapter 3: Business Correspondence

29. In which layout are paragraphs indented?

(a) full block (b) modified block
(c) semi-blocked (d) simplified

30. "Dear Sir/Madam" is closed with:

(a) Yours sincerely (b) Yours faithfully
(c) Yours lovingly (d) Cheers

31. A memorandum normally does NOT have:

(a) To and From
(b) Subject
(c) Salutation and complimentary close
(d) Date

32. The official record of proceedings of a meeting is the:

(a) agenda (b) notice
(c) minutes (d) circular

33. A bad-news letter should usually follow the:

(a) direct approach (b) indirect approach
(c) AIDA approach (d) no plan

34. AIDA stands for:

(a) Attention, Interest, Desire, Action
(b) Aim, Idea, Draft, Approve
(c) Action, Interest, Demand, Award
(d) Audit, Inspect, Decide, Act

35. A private network within an organisation is the:

(a) internet (b) intranet
(c) extranet (d) web

36. A report showing the status of decisions taken at earlier meetings is the:

(a) MIS (b) ATR
(c) notice (d) memo

Answers – Chapter 3 quick check

Q	Ans	Explanation / working
29	(c)	Semi-blocked = modified block with indented paragraphs.
30	(b)	Use "Yours sincerely" when the name is used.

Q	Ans	Explanation / working
31	(c)	A memo is brief and internal.
32	(c)	Minutes record decisions and resolutions.
33	(b)	Buffer → reasons → news → goodwill.
34	(a)	Used for persuasive messages.
35	(b)	Extranet extends it to outsiders.
36	(b)	Action Taken Report.

QUESTION Practice 3.1 – Enquiry letter (8 marks, 15 minutes)

Draft a letter from Gupta Stores, Jaipur, to a stationery supplier asking for a quotation for 500 registers and 1,000 pens.

SOLUTION Practice 3.1

Gupta Stores, 5 MI Road, Jaipur 302001 · Ref: GS/PUR/2026/09 · 31 October 2026

M/s Bright Stationers, 18 Chandni Chowk, Delhi 110006

Dear Sir/Madam,

Subject: Request for quotation – registers and pens

We wish to purchase 500 long registers (200 pages) and 1,000 blue ball pens. Please send your lowest quotation, stating prices inclusive of GST, trade discount, delivery time, freight and payment terms. Samples, if possible, may also be sent.

We would appreciate your reply by 10 November 2026.

Yours faithfully, for Gupta Stores, (Sd/-) Purchase Manager

QUESTION Practice 3.2 – Office order (4 marks)

Draft an office order transferring Mr. Raj Kumar, Assistant, from Accounts to Sales with effect from 1 December 2026.

SOLUTION Practice 3.2

ABC Limited – Office Order No. 112/2026 · Date: 20 November 2026 · Mr. Raj Kumar, Assistant (Emp. No. 4521), Accounts Department, is hereby transferred to the Sales Department with effect from 1 December 2026. He will report to the Sales Manager and hand over his present charge to Ms. Rita Das by 30 November 2026. (Sd/-) General Manager (HR) · Copy to: Accounts, Sales, Payroll, Employee's file.

QUESTION Practice 3.3 – Notice of board meeting (8 marks)

Draft a notice of a board meeting with a short agenda (assume details).

SOLUTION Practice 3.3

Follow the format in file 01, Section 3.6: company name, CIN and registered office; serial number of the meeting; day, date, time and venue (with VC facility); "to transact the business as per the enclosed agenda"; agenda items (leave of absence, confirmation of minutes, results, borrowings, any other matter, vote of thanks); "By order of the Board", CS signature, place and date. The notice must reach directors at least **seven days** before the meeting.

QUESTION Practice 3.4 – E-mail (4 marks)

Draft an e-mail to employees reminding them of a fire drill on Monday at 11 a.m.

SOLUTION Practice 3.4

To: all-staff@abc.in · **Subject:** Fire drill on Monday, 9 November 2026 at 11:00 a.m.

Dear Colleagues, A fire drill will be held on Monday, 9 November 2026 at 11:00 a.m. When the alarm sounds, please leave by the nearest staircase (not the lifts) and assemble at the main gate. Floor wardens will take attendance. Thank you for your co-operation. Regards, Admin Manager, ABC Ltd., Ext. 210

QUESTION Practice 3.5 – Report structure (8 marks)

Explain the structure of a formal business report.

SOLUTION Practice 3.5

Title and reference; to/from/date; **terms of reference** (purpose and scope); **procedure** or method; **findings** (facts, with headings and tables); **conclusions**; **recommendations**; signature with designation; **appendices**. Language: objective, third person, past tense, numbered points.

Chapter 4: Common Business Terminologies

37. Earnest money is:

(a) final payment
(b) advance deposit showing a serious commitment
(c) a tax
(d) a bonus

38. A zero-coupon bond:

(a) pays high interest
(b) is issued at a discount and pays no periodic interest
(c) is a share
(d) cannot be redeemed

39. A vakalatnama authorises:

(a) a banker
(b) an advocate to appear for a party
(c) an auditor
(d) a proxy to vote

40. A warrant gives its holder the right to:

(a) receive interest
(b) buy shares at a fixed price within a period
(c) vote at board meetings
(d) sell goods

41. Unlawful entry upon another's property is:

(a) trespass
(b) mortgage
(c) caveat
(d) lien

42. ASSOCHAM stands for:

(a) Associated Chambers of Commerce and Industry of India
(b) Association of Chambers and Markets
(c) Asian Society of Commerce
(d) Associated Shareholders' Chamber

43. Shares issued to employees for know-how are:

(a) bonus shares (b) sweat equity shares
(c) rights shares (d) preference shares

44. A group of banks jointly lending to one borrower is a:

(a) consortium (b) cartel
(c) franchise (d) monopoly

Answers – Chapter 4 quick check

Q	Ans	Explanation / working
37	(b)	Often required in tenders and property deals.
38	(b)	The return is the difference between issue price and face value.
39	(b)	Filed in court.
40	(b)	An option-like instrument issued by a company.
41	(a)	A civil wrong (tort).
42	(a)	An apex trade association.
43	(b)	Sec 54 of the Companies Act, 2013.
44	(a)	Consortium lending.

QUESTION Practice 4.1 – Terms (8 marks)

Explain: (i) IPO (ii) Underwriting (iii) Liquidity (iv) Hedging (v) Tender (vi) Overdraft (vii) Merger (viii) Venture capital.

SOLUTION Practice 4.1

(i) first offer of shares to the public; (ii) undertaking to take up unsubscribed securities for a commission; (iii) ease of converting assets into cash; (iv) reducing price risk with an offsetting position; (v) formal offer to supply at a stated price; (vi) bank facility to withdraw beyond the balance up to a limit; (vii) combination of two or more companies into one; (viii) equity finance for new high-risk businesses.

QUESTION Practice 4.2 – Terms (4 marks)

Explain: (i) Proxy (ii) Quorum (iii) Caveat emptor (iv) Dividend.

SOLUTION Practice 4.2

(i) person appointed to attend and vote for a member; (ii) minimum number of members needed for a valid meeting; (iii) let the buyer beware; (iv) share of profits distributed to shareholders.