

KAMARAJ COLLEGE (Autonomous)

Accredited with A+ Grade by NAAC

(Affiliated to Manonmaniam Sundaranar University, Tirunelveli)

THOOTHUKUDI – 628 003

(6 Pages)

Reg. No:

Question Code No : 25003506

Course Code : 24PSB031

PG Degree - End Semester Examinations, November 2025

Third Semester

M.Sc. BOTANY

Professional Communication Skill

(For those who joined in July 2024 onwards)

Time : 3Hours

Maximum : 75 Marks

PART – A (10 × 1 = 10 Marks)

Answer ALL Questions

Choose the correct answer:

1. Which one of these is the most important tool of communication?
(a) Posture (b) Body language
(c) Gesture (d) Language
2. What type of communication does talking come under?
(a) Dramatic (b) Verbal

(c) Non-verbal (d) Written

3. Find the term that refers to the information which the communicator gives to the audience.

(a) Action (b) Behaviour

(c) Message (d) None of the above

4. What role does body language play in communication?

(a) It can reinforce or contradict the message

(b) It makes communication more difficult

(c) It is only important in face-to-face communication

(d) It has no effect on communication

5. Which of these should be avoided for effective listening?

(a) Pre-listening analysis (b) Listening to structured talks

(c) Team listening (d) Predicting

6. What does active listening involve?

(a) Speaking while the other person is talking

(b) Focusing on your own response

(c) Ignoring the speaker

(d) Giving full attention to the speaker

7. Which of the following is not considered in a telephonic conversation?

(a) The tone of the speaker (b) The volume of the speaker

- (c) Body language (d) The emotional content of
the communication

8. Which one of these should be kept in mind while giving instructions?

- (a) The pitch of the receiver
(b) The tone of the receiver
(c) The receiver's ability to grasp information
(d) The physical condition of the receiver

9. What is the primary purpose of the 'body' of a letter?

- (a) To greet the recipient (b) To introduce the sender
(c) To convey the main (d) To close the letter formally
message

10. What is the main difference between formal and informal letters?

- (a) Formal letters use emojis KK
(b) Informal letters follow strict rules
(c) Formal letters are more structured and professional
(d) Informal letters never include greetings

PART - B (5 X 5 = 25 Marks)

Answer ALL Questions choosing either (a) or (b).

Answer should not exceed 250 words.

11. (a) List out the scope and importance of communication.

(OR)

(b) Analyze the communication barriers.

12. (a) Examine the features of face-to-face communication and how to apply them effectively.

(OR)

(b) List out and briefly describe the characteristics of visual communication.

13. (a) List out the types of listening skills.

(OR)

(b) Elaborate the guidelines for improving listening skills and how you would apply them.

14. (a) Compare the Do's and Don'ts of telephonic communication in brief, using a list format effectively.

(OR)

(b) How do you can introduce yourself and also describe your favourite place?

15. (a) Distinguish the essential and the occasional parts of a formal business letter.

(OR)

(b) Compare a technical report from a project report.

PART - C (5 X 8 = 40 Marks)

Answer ALL Questions choosing either (a) or (b).

Answer should not exceed 600 words.

16. (a) Explain the process and types of communication.

(OR)

(b) Assess the relationship between communication barriers and communication styles.

17. (a) Explain the inter-relationship between verbal communication and non-verbal communication.

(OR)

(b) Conclude the importance of maintaining an appropriate tone of voice in professional communication.

18. (a) Discuss how do the paraphrasing and summarizing techniques used to improve listening skills.

(OR)

(b) Discuss the specific activities and exercises used to develop an individual's listening skills.

19. (a) Discuss a role-play dialogue for a scenario where you are making an inquiry about a reservation at a railway counter.

(OR)

(b) Develop a role-play dialogue for a scenario where you are making an inquiry about a reservation at an airport.

20. (a) Criticize why reports typically include an executive Summary, whereas letters do not.

(OR)

(b) Compare the conclusion section with the recommendation section in a project report.

