

AEC (Business Communication Skills – I) Mock Test & Practice Worksheet

This mock test will help you practice important questions and test your understanding of the subject before your exam. Write your answers in your notebook or on this printed sheet.

Section A: Multiple Choice Questions (1 mark each)

1. Communication means:

- a) Speaking only
- b) Sharing information
- c) Listening only
- d) Writing letters

Answer: b

2. The person who sends a message is called:

- a) Receiver
- b) Decoder
- c) Sender
- d) Medium

Answer: c

3. Which of these is an example of non-verbal communication?

- a) Email
- b) Report
- c) Gesture
- d) Letter

Answer: c

4. Oral communication is not:

- a) Fast
- b) Legal
- c) Personal
- d) Spontaneous

Answer: b

5. The study of time in communication is called:

- a) Chronemics
- b) Proxemics
- c) Oculistics
- d) Kinesics

Answer: a

6. Which of these is a disadvantage of written communication?

- a) Time consuming
- b) Legal
- c) Authentic
- d) Recordable

Answer: a

7. Upward communication flows from:

- a) Manager to employee
- b) Employee to manager
- c) One department to another

d) Outside to inside

Answer: b

8. Grapevine communication is:

a) Formal

b) Informal

c) Official

d) Documented

Answer: b

9. Haptics refers to:

a) Eye movement

b) Body odor

c) Touch

d) Space

Answer: c

10. Chronemics deals with:

a) Space

b) Time

c) Smell

d) Sound

Answer: b

Section B: True or False (1 mark each)

- 1 1. Communication involves only one person. (False)
- 2 2. Encoding is done by the receiver. (False)
- 3 3. Facial expressions are part of non-verbal communication. (True)
- 4 4. Written communication is always informal. (False)
- 5 5. Grapevine communication is official. (False)
- 6 6. A good listener is a good communicator. (True)
- 7 7. Proxemics deals with use of space in communication. (True)
- 8 8. Noise is a psychological barrier only. (False)
- 9 9. Eye contact builds trust. (True)
- 10 10. Chronemics is study of time in communication. (True)

Section C: Short Answer Questions (3–4 marks each)

- 1 1. Define communication and explain its importance.
- 2 2. What are the objectives of communication?
- 3 3. Explain the process of communication with a diagram.
- 4 4. What are the merits and demerits of oral communication?
- 5 5. State any four advantages of written communication.
- 6 6. What is non-verbal communication? Give two examples.
- 7 7. Differentiate between formal and informal communication.
- 8 8. Explain upward and downward communication with examples.
- 9 9. What is feedback? Why is it important?
- 10 10. Mention four barriers to effective communication.

Section D: Long Answer Questions (6–8 marks each)

- 1 1. Explain in detail the various types of communication with examples.

- 2 2. Discuss verbal and non-verbal communication in detail.
- 3 3. Explain the different channels of communication with suitable examples.
- 4 4. What are the main barriers to effective communication? How can they be overcome?
- 5 5. Describe the characteristics and process of communication with neat diagram.
- 6 6. Write a detailed note on how to improve oral and written communication skills.