

SEWNARAYAN RAMESWAR FATEPURIA COLLEGE
Certificate Course in
Business Communication

Students Admitted and enrolled for the Session January 2022 – May 2022

Sl.No.	Name of the Students	Roll No.	Signature of the Student	Remarks
1.	Sujan Das	1202101	Sujan Das	
2.	SK Masud Munna	1202102	SK MASUD MUNNA	
3.	Ramij Sk	1202103	Ramij Sk	
4.	Jahangir Moula Khan	1202104	Jahangir Moula Khan	
5.	Pintu Seikh	1202105	Pintu SK	
6.	Sumit Halder	1202106	Sumit Halder	
7.	Santu Debnath	1202107	Santu Debnath.	
8.	Murshid Rasel	1202108	Murshid Rasel.	
9.	MD Atifuzzaman	1202109	MD Atifuzzaman	
10.	Asif Reza	1202110	Asif Reza	
11.	Najina Khatun	1202111	Najina Khatun	
12.	MD Aarzo Islam	1202112	MD Aarzo Islam	
13.	Hasina Parvin	1202113	Hasina Parvin	
14.	Alpana Mondal	1202114	Alpana Mondal	
15.	Zarin Afrin	1202115	Zarin Afrin	
16.	Najnin Sultana	1202116	Najnin Sultana	
17.	Mahbuba Afrose Meem	1202117	Mahbuba Afrose Meem	
18.	Mohuya Mondal	1202118	Mohuya Mondal.	

19.	Nafsin Khatun	1202119	Nafsin khatun	
20.	Rafia Khatun	1202120	Rafiya Khatun	
21.	Rokia Khatun	1202121	Rokia Khatun	
22.	Sahina Sultana	1202122	Sahina Sultana	
23.	Sujata Dey	1202123	Sujata Dey	
24.	Najmira Khatun	1202124	Najmira Khatun	
25.	Firoj Sk	1202125	Firoj Sk	
26.	Sucheta Saha	1202126	Sucheta Saha	
27.	Hasibur Rahaman	1202127	Hasibur Rahoman.	
28.	Krishnendu Mandal	1202128	Krishnendu Mandal	
29.	Dilwara Khatun	1202129	Dilwara Khatun	
30.	Arobinda mondal	1202130	Arobinda Mondal	

[Handwritten Signature]

Signature of the Co-ordinator

[Handwritten Signature]

Signature of the Principal

S.R. Fatepuria College
Principal
S.R. Fatepuria College
P.O.-Beldanga, Dt.-Murshidabad

SEWNARAYAN RAMESWAR FATEPURIA COLLEGE

Syllabus of the Certificate Course in Business Communication

The Class-wise breakup of Certificate Course in Business Communication Syllabus is tabulated in the following:

1. **Concept of Business Communication**
Meaning, Definition, Process and Need of Communication, Principles of effective communication
2. **Channels of Communication**
Formal and Informal—Vertical, Horizontal, Diagonal, Grapevine
3. **Objectives of communication**
4. **Methods and Modes of Communication**
Verbal, Non-verbal, written, Listening & visual communication.
5. **Barriers to Communication**
6. **Feedback in Communication**
7. **Practice in effective Communication**

Sd/-
Milan Mandal
Prin. K. P. Bhatta

Jayanta K. Sarma
Navonajou Mandal
Prin. K. P. Bhatta

Sybil K. Bhatta



S.R. FATEPURIYA COLLEGE

Beldanga, Murshidabad

Estd.- 1965

[Affiliated to the University of Kalyani]

CERTIFICATE OF APPRECIATION

This is to certify that.....*Jahangir Mowla Khan*.....
.....son / daughter of *Jummun Khan*..... Has
participated in the Certificate / Add on course on *Business*.....
Communication..... Started on and from
03.02.2022 and ended on *11.04.2022*.... he / she has passed the internal
examination with grade *A*.....

Controller of Examination
University of Kalyani

Ru
Principal
S.R. Fatepuria College
Beldanga, Murshidabad

Shikhi
Course Coordinator
Course Code No.....

S.R. Fatepuria College
P.O.-Beldanga, Dt.-Murshidabad



S.R. FATEPURIYA COLLEGE

Beldanga, Murshidabad

Estd.- 1965

[Affiliated to the University of Kalyani]

CERTIFICATE OF APPRECIATION

This is to certify that..... *Najina Khatun*

.....son / daughter of *Rahim Ak* Has

participated in the Certificate / Add on course on *Business*.....

Communication..... Started on and from

03.02.2022 and ended on *11.04.2022*... he / she has passed the internal

examination with grade *A*.....

Controller of Examination
University of Kalyani

Ju
Principal
S.R. Fatepuria College
Beldanga, Murshidabad

Ju
Course Coordinator
Course Code No.....

Principal
S.R. Fatepuria College
P.O.-Beldanga, Murshidabad



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Beldanga, Murshidabad

Estd.- 1965

[Affiliated to the University of Kalyani]

CERTIFICATE OF APPRECIATION

This is to certify that.....*Dilwara Rafon*.....
.....son/daughter of *Nasiruddin Sk*..... Has
participated in the Certificate / Add on course on *S. Business*.....
Communication..... Started on and from
03.02.2022 and ended on *11.04.2022*..... he/she has passed the internal
examination with grade *A*.....

Controller of Examination
University of Kalyani

[Signature]
Principal
S.R. Fatepuria College
Beldanga, Murshidabad

[Signature]
Course Coordinator
Course Code No.....

Principal
S.R. Fatepuria College
P.O.-Beldanga, Murshidabad



S.R. FATEPURIA COLLEGE

Beldanga, Murshidabad

Estd.- 1965

[Affiliated to the University of Kalyani]

CERTIFICATE OF APPRECIATION

This is to certify that *Md. Aliuzzaman*.....
.....son/daughter of *Md. Ahaduzzaman*.... Has
participated in the Certificate / Add on course on *Business*....
Communication..... Started on and from
03.02.2022.. and ended on *11.04.2022*..... he/she has passed the internal
examination with grade *A*.....

Controller of Examination
University of Kalyani

Principal
S.R. Fatepuria College
Beldanga, Murshidabad

Course Coordinator
Course Code No.....

Principal
S.R. Fatepuria College
P.O. Beldanga, Dist.-Murshidabad



S.R. FATEPURIYA COLLEGE

Beldanga, Murshidabad
Estd.- 1965

[Affiliated to the University of Kalyani]

CERTIFICATE OF APPRECIATION

*This is to certify that..... Sumit Halder.....
.....son/daughter of Subrata Halder..... Has
participated in the Certificate / Add on course on Business.....
communication..... Started on and from
02.02.2022 and ended on 11.04.2022..... he/she has passed the internal
examination with grade..... A.....*

Controller of Examination
University of Kalyani

[Signature]

Principal
S.R. Fatepuria College
Beldanga, Murshidabad

[Signature]

Course Coordinator
Course Code No.....

Principal
S.R. Fatepuria College
P.O.-Beldanga, Dt.-Murshidabad

Norjina Khairun

Roll-1202111

Examination. 201

Subject Business communication Paper

Half/Group 27.5.22

33/1
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(DO NOT WRITE YOUR ROLL NO. HERE, OTHERWISE YOUR SCRIPT WILL BE CANCELLED)


1. a. Communication is the Process of exchanging Information Ideas, thoughts, and feelings between individuals or groups through spoken or written symbols. It involves encoding messages by a sender and decoding them by a receiver to create mutual understanding.
- b. A business letter is a formal document used by organizations to communicate with individuals, other businesses, or government agencies. It follows a specific format and structure, typically including sender's and recipient's addresses, date, salutation, body paragraphs and closing remarks.
- c. ~~Group~~ Group discussion is a method used by organizations to assess the communication skills, leadership qualities, and problem solving abilities of candidates. It involves a group of individuals discussing a given topic under the guidance of a moderator, aiming to arrive at a collective conclusion.
- d. Grapevine communication refers to informal communication within an organization that spreads, rumors, gossip and unofficial information among employees. It operates through informal networks rather than formal channels and can significantly influence organizational culture.

1. f. Feedback is a helpful information or criticism that is given to someone to say what can be done to improve a Performance, Product etc.

g. E-commerce is the buying and selling of goods and services, or the transmitting of funds or data, over an electronic network, primarily the internet.

h. Writing skills are the skills you used to write effectively and succinctly. A good writer is someone who can communicate their point to their audience without using ~~too~~ too much fluff and in a way that the other person can understand.

1. A biodata or resume is a structured document that summarizes an individual's educational background, work experience, skills, achievements and other relevant information. It is used primarily for job applications to demonstrate qualifications and suitability for a specific position.

d.  A circular letter is a type of business correspondence sent to multiple recipients ~~simult~~ simultaneously. It typically contains information or announcements that are of general interest to the recipients, such as changes in Policy, upcoming events or ~~orgia~~ organizational updates.

k. A Quotation letter is a formal document issued by a business in response to a request for quotation for a prospective customer.

3 It provides details such as prices, terms, conditions and specifications for products or services offered by the business.

2-b. The objectives of communications includes;

1. Information sharing - transmitting information fact and data accurately and clearly.
2. creating understanding - Ensuring that the message conveyed is understood by the receiver as intended.

3. Influencing attitudes and behaviour - Persuading, motivating or changing the attitudes and behaviours or ~~the~~

Individuals or groups.

4. Building relationship - Establishing and maintaining Inter ~~Personal~~ and organisational relationship based on trust and mutual respect

5. Decision making - Providing necessary information and feedback to facilitate decision making process within an organisation.

2/e - Format of a Resume :-

1. Header - Name, contact information, etc.
2. Objective - or Summary statement - brief overview of career goals, skills experiences.
3. Education :- list degrees earned. Institution attended and dates of attendance.

4. Work experience :- list positions held in reverse chronological order, including job titles, employers name, date of employment and key responsibilities and achievements.

5. Skills - Highlight relevant skills. Such as technical skills language proficiency and soft skills.

6. Optional sections - additional sections like certificates, awards, publications and voluntary experience can be included on relevant.

Subject Paper Half / Group 24.05.2022

(DO NOT WRITE YOUR ROLL NO. HERE, OTHERWISE YOUR SCRIPT WILL BE CANCELLED)

Name: - Jahangir Houla Khan

Roll: - 1202104,

Sub: - Business communication.

35
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1) a) The methods that are used for travelling ~~to~~ and from a place one for sending messages between places.

b) Business letter is a letter which is used by organizations to communicate in a professional way with customers, other companies, clients, shareholders, investors, etc.

c) Group discussion is a method of communication in which a small group of people come together to discuss a topic or problem. The group members share their ideas ^{and} perceptions with one another.

d) oral presentations also known as public speaking or simply presentations, consists of an individual or group verbally addressing an audience on a particular topic. The aim of this is to educate, inform, entertain or present an argument.

1) Feedback is a helpful information or criticism that is given to someone to say what can be done to improve a performance, product etc.

2) E-commerce is the buying and selling of goods and services, or the transmitting of funds or data, over an electronic network, primarily the internet.

3) Writing skills are the skills you use to write effectively and succinctly. A good writer is someone who can communicate their point to their audience without using too much fluff and in a way that the other person can understand.

4) A bio-data or resume is a structured document that summarizes an individual's educational background, work experience, skills, achievements and other relevant information. It is used primarily for job applications to demonstrate qualifications and suitability for a specific position.

3

18) J) A circular letter is a typed business correspondence sent to multiple recipients simultaneously. It typically contains information or announcements that are of general interest to the recipients, such as changes in policy, upcoming events or organisational updates.

K) A quotation letter is a formal document issued by a business in response to a request for quotation from a prospective customer. It provides details such as prices, terms, conditions and specifications for products or services offered by the business.

L) a) The objectives of communication includes:

1) Information sharing: - Transmitting information, facts, and data accurately and clearly.

2) creating understanding: - Ensuring that the message conveyed is understood by the receiver as intended.

3) Influencing Attitudes and Behavior - persuading, motivating, or changing the attitudes and behaviors of individuals or groups.

4) Building relationship - Establishing and maintaining interpersonal and organizational relationships based on trust and mutual respect.

5) Decision making — providing necessary information and feedback to facilitate decision making within an organization.

2) c) Format of a Resume —

Header: — Name, contact information, etc.

Objective or Summary Statement: — Brief overview of career goals, skills and experience

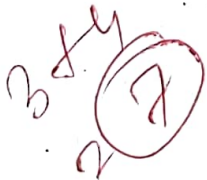
Education: — List degrees earned, institution attended and dates of attendance

Work Experience: — List position held in reverse chronological order, including job titles, Employer name, date of employment and key responsibilities and achievements.

Skills: — Highlight relevant skills such as technical skills, languages proficiency and soft skills.

Optional Sections: — Additional sections like certificates, award, publications or volunteer experience can be included on relevance.

3/4
2



34
Subject Business Communication

Paper

Half / Group

24/3/22

(DO NOT WRITE YOUR ROLL NO. HERE, OTHERWISE YOUR SCRIPT WILL BE CANCELLED)

- 1.c. Group discussion is a method used by organization to assess the communication skills, leadership qualities and problem-solving abilities of candidates. It involves a group of individuals discussing given topics under the guidance of moderator aiming to arrive at a collective conclusion or solution.
- e. An oral presentation is a formal speech or talk given by an individual to an audience. It involves delivering information, ideas, or findings verbally, often accompanied by visual aids such as slides, charts, or props to understanding and engagement.
- g. Feedback is information provided to an individual or group about their performance, behaviour, or results. It serves to guide improvement, i.e. - enforce positive action, or address areas needing development. Effective feedback is specific, constructive, and timely.
- k. A quotation letter is a formal document issued by the business in response to a request for quotation (RFQ) from a prospective customer. It provides details such as prices, terms, conditions, and specifications for products or service offered by the business.

(a) Communication is a process of exchanging information, ideas, thoughts and feelings between individuals or groups through spoken or written symbols. It involves encoding messages by a sender and decoding them by a receiver to create mutual understanding.

(b) A business letter is a formal document used by organisations to communicate with individuals, other business, or government agencies. It follows a specific format and structure typically including sender and recipient addresses, date, salutation, body, graphics and closing remarks.

(c) Written skills refer to the ability to effectively convey ideas, information, or message through written language. Good written skills involve clarity, conciseness, correctness and appropriateness for the intended audience and purpose.

(d) A circular letter is a type of business correspondence sent to multiple recipients simultaneously. It typically contains information or announcements that are of general interest to the recipients such as prices, terms, conditions and specifications for products or services offered by the business.

(1) An email (electronic mail) is a method of exchanging digital messages over the internet, or other computer network. It also includes text, attachments, content to one or more recipients instantly and efficiently.

(2) (6) Communication serves as the life blood of a business organisation because:-

1. Co-ordination.

It enables coordination and synchronization of activities among different departments, teams, and individuals within the organisation.

2. Decision making:

Effective communication ensures that timely and informed decision can be made at various levels of the organisation.

3. Information Flow:

It facilitates the smooth flow of information, both internally and externally.

4. Customer relations.

Communication plays a crucial role in building and maintaining relationship with customers, ensuring their needs are understood and met.

5. Employee Engagement?

It fosters employee engagement by promoting clarity of goals and feedback mechanisms.

6. Innovation and Adaptation:

Communication supports innovation and adaptation to changes in the business environment - by enabling the exchange of ideas and feedback.

7. Conflict-Resolution:

Effective communication helps in identifying and resolving conflicts promptly, preventing misunderstandings and fostering a positive work environment.

Subject Paper Half / Group 27.5.22

(DO NOT WRITE YOUR ROLL NO. HERE, OTHERWISE YOUR SCRIPT WILL BE CANCELLED)

Name: ~~Atahor~~ Md. Atifuzzaman

Roll No: 1202109

Subject: Business communications

34
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(1/a) The method that are used for Travelling to and from a place or for sending messages between places.

(1/b) Business letter is a letter which is used by organization to communicate in professional way with customers, other companies clients, shareholders, investors, etc.

(1/c) Group discussions is a method of communication in which a small group of people come together to discuss a topic or problem. The group members share their ideas and perception with one another.

(1/e) Oral presentation also known as public speaking or simply presentation consist

of an individual or group verbally address an audience on a particular topics. The purpose of this is to educate, inform, entertain or present an argument.

(1/f) Feedback is a helpful information or a criticism that is given to someone to say what can be done to improve a performance, product etc.

(1/g) E-commerce is the buying and selling of goods and services, or the transmission of funds or data, over an electronic network, primarily the internet.

(1/h) Writing skill are the skill you used to write effectively and succinctly a good writer is someone who can communicate their points to their audience without using too much fluff and in a way that the other person can understand.

Examination (26)

i) A bio-data or resume is a structured document that summarises an individual's educational background, work experience, skill, achievement and other relevant informations. It is used primarily for job applications to demonstrate qualification and suitability for a specific position.

(1/j) A circular letter is a type of business correspondence sent to multiple recipients simultaneously. ~~It~~ It typically contains information or announcement that are of general interest to the recipient, such as changes in policy, upcoming events or organisational updates.

(1/k) A ~~quotation~~ quotation letter is a formal document issued by a business in response to a request for quotation from a prospective customer. It provides details such

as prices comes conditions an specification for product or services offered by the business.

2/a) Give the format and contents of a resume.

Format of a Resume.

1) Header: Name, contact information (phone No, email address), and optionally, LinkedIn profile or personal website.

ii) Objective or summary statement: Brief overview of career goals, skills, and experience (optional).

iii) Education: List degrees earned, institutions attended, and dates of attendance.

iv) Work Experience: List positions held in reverse chronological order, including job titles, employer's names, dates of employment, and key responsibilities, and achievements.

v) Skills: Highlight relevant skill such as technical skills, language proficiency, and soft skill.

2/b) 1. Coordination: It enables coordination and synchronization of activities among different departments, teams, and individuals within the organization.

Subject Paper Half / Group

(DO NOT WRITE YOUR ROLL NO. HERE, OTHERWISE YOUR SCRIPT WILL BE CANCELLED)

2. **Decision Making**: Effective communication ensures that timely and informed decisions can be made at various levels of the organization.
3. **Information Flow**: It facilitates the smooth flow of information, both internally and externally.
4. **Customer Relations**: communication plays a crucial role in building and maintaining a relationship with customers, ensuring their needs are understood and met.
5. **Employee Engagement**: It fosters employee engagement by promoting transparency, clarity of goals, and feedback mechanisms.

⑧

Subject Commerce

Paper

Half / Group 24/5/22(DO NOT WRITE YOUR ROLL NO. HERE, OTHERWISE YOUR SCRIPT WILL BE CANCELLED)Name — Sumit HalderRoll No — 12 02 106Sub — Business Communication

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a) The methods that are used for travelling to and from a place ~~or~~ for sending messages between places.

b) Business letter is a letter which is used by organizations to communicate in a professional way with customers, other companies, clients, share holders, investors etc.

c) Group discussion is a method of communication in which a small group of people come together to discuss a topic or problem. The group members share their ideas and perception with one another.

d) Oral presentation also known as public speaking or simply presentation consists of an individual or group verbally addressing an audience on a particular topic. The aim of this is to

educate, inform, entertain or present an argument.

f) Feedback is a helpful information or criticism that is given to someone to say what can be done to improve a ~~former~~ performance, product etc.

g) E-commerce is the ~~buying~~ buying and selling goods and services or the transmitting of funds, data, over an electronic networks, primarily the internet.

h) Writing skills are the skills ^{you} used to write effectively and succinctly. A good writer is someone who can communicate their point to their audience without using too much ~~of~~ ~~the~~ ~~it~~ ~~is~~ in a way that the other person can understand.

i) Bio-data or resume is a structured document that summarises an individual's educational background, work experience, skills, achievements and other ~~relevant~~ relevant information. It is used primarily for job applications to demonstrate qualifications or suitability for a specific position.

j) Circular letter is a type of business correspondence sent to multiple recipients simultaneously. It typically contains information or announcements that are of general interest to recipients, such as changes in policy, upcoming events or organizational updates.

k) A quotation letter is a formal document issued by a business in response to a request for quotation from a prospective customer. It provides details such as prices, terms, conditions and specifications for products or services offered by the business.

2/a The objectives of communication include:

- i) Information sharing: transmitting information, facts, and data accurately and clearly.
- ii) Creating understanding: ensuring that message conveyed is understood by the receiver as intended.
- iii) Influencing Attitudes and Behavior: persuading, motivating or changing the attitudes and behaviors of individuals or groups.
- iv) Building Relationships: establishing and maintaining interpersonal and organizational relationships based on trust and mutual respect.
- v) Decision Making: providing ~~best~~ necessary information and feedback to facilitate decision-making processes within an organization.
- vi) Organizational culture: reinforcing and promoting the values, beliefs and norms that define the organizational culture.

Subject Paper Half / Group

(DO NOT WRITE YOUR ROLL NO. HERE, OTHERWISE YOUR SCRIPT WILL BE CANCELLED)

2/c Give the format and contents of a resume -

Ans - Format of a Resume:

i) Header → Name, Contact information (phone number, email address) and optionally, LinkedIn profile or personal website.

ii) Objective or summary statement: Brief ~~over~~ overview of ~~career~~ Career goals, skills, and experience.

iii) Education → List degrees earned, institutions attended, and dates of attendance.

iv) Work experience → List positions held in reverse chronological order, including job titles, employers names, dates of employment and key responsibilities and achievements.

v) Skills → Highlight relevant skills such as technical skills, language & proficiency & and soft skills.

4+3
= 7