ENG201 QUIZ NO 2 (NEW)

BY NIMRA KHAN

In which direction does communication flow in a formal Communication network?

Horizontal downward and upward

orders are considered one of the simplest types of?

direct request

use the indirect approach when the audience is?

Displeased

what is the first step in using the indirect plan?

put the audience in an accepting mood

choose the best option the main idea of a business message is usually ------ which is/are concisely stated.

one idea

an indirect organizational plan is a technical way to express bad news and help us to avoid a --------

blunt no

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choose the correct option

The ----- of an order letter is to provide the vendor with detailed instruction for fulfilling and order.

Objective

One of the two basic purpose of business communication is to---- formation.

Convey

adjustment letter is a letter in answer to a ---------- letter the answer may either be a refusal or a grant.

Complaint

a/an -------- letter is a letter in answer to complaint letter the answer may either be a refusal are grant?

Adjustment

whether written or oral -------- message begin with all clear statement of the main idea clarify any necessary details and end the with a courteous close.

Positive

adjustments are also called-------

claim statements

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HKB's store managers are certainly interested in helping live is increased sales just as distributors are interested in felling the HKB order

above statement is an example of --------

direct request

choose the best options:

the main idea of a business message is usually -------- which is/or concert stated.

one idea

the main address in a letter represents-------

the person writing the letter

when placing ------ you don't need to to excite your readers interest just state your needs clearly and directly.

order

choose the correct option:

to decode a message is to:

interpret a message

customer service is the department of an organization that respond to enquiries are complaints from customers of that organization?

true

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which of the following is the first and the most essential step in writing bad news messages?

Buffer

just one and consist of sections ----- sections

Three

customer service corresponding occur in ---------- format

letterhead or postcard

the purpose of giving complete ------ is to ensure that the audience has no confusion are lingering doubt about the message

supporting details

how many black lines do we live for a signature in a personal business letter?

3

the indirect plan consists of ------ parts

4

credit approvals mark the beginning of a business relationship with a----

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Customer

in the organization of a direct request the very first step is to state the ---

main idea

which of the following is a part of an indirect plan?

all of the above

bad news is not delivered directly as it falls under the category of ---- messages.

Negative

to encourage the future is one of the goals while answering request that involved no potential sale.

False

choose the correct option for the following

---------- are an essential component of our most are admin admission grants and Employment processes.

References

The two basic strategies to communicate bad news on the direct plan and the indirect plan

true

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---------- makes a statement of support of a candidate by assessing the applicant's qualities and capabilities for performing a particular task

recommendation letters

which of the following elements relate to the organizing direct request?

main Idea, necessary details and specific action

to increase the future Sell is one of the goals while answering request that involve no potential sale

True

whether written or oral positive messages begin with clear statement of the main idea. Clarify any necessary details and end with a ---- close

Courteous

---------- is the information, the name of an individual is the name of an organization that can provide details about an individual's past track record with credit

credit reference

which of the following is a purpose of writing courteous close/?

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all of the above

choose correct preposition to fill in the blank his birthday is coming ----- next week

Up

a message organized by direct plan starts with a buffers statement

True

while responding adjustment letters and the letter on a -----

pleasant note

choose the best option one should be careful about the chances of being ------- while making a direct request.

all of the above

an indirect organizational plan is a technical way to express bad news and help us to avoid a----------

negative decision

computer programmer will a/an ----- to gain specific information about an upcoming release of a software product from xyz category

inquiry letter

which part of a routine reply or positive reply should contain the details? the opening of the message

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to give your readers a feeling about their welfare on your part makes the message -----

Successful

acknowledgement letters are sent to our customer confirming the district of a/an --------

all of the above

choose the best option

usually technical information letters announce -------

technical information

choose the correct option

which format should be used for the information being sent inside an organization?

memorandum

Customer Service Department of an organization that responds to enquiries and complaints from customer of that organization

True

your message is unlikely to succeed if your audience is left with the feeling that you have their personal welfare in mind

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false

while reading and adjustment letter the individual are the department responsible for the poor performance can be blamed

True

in the -------- report, present the main pieces of knowledge communicated in the literature and identity find some significant gap in this knowledge.

Literature review

in report writing a --------- is a declarative sentence which summarizes the specific topic and goals of a document

purpose statement

which of the following report is based on observation and experiment instead of theory?

empirical Research report

read the following statements and select the one free from gender bias.

(should his students paper according to this state of pre-determined guidance)

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choose the best option

which of the following errors does a sentence containment it has long strings modifiers are nouns?

stack modifier

which sentence is punctuated correctly?

the chairman of, “why are our profit down?”

What is the last step in Planning a report?

in treating your investigation and research

which of the following sentence is correctly punctuated?

Paris, France is my favorite place to visit.

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