

ENG201 Quiz-1 BY Attiq Kundi

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AND Many MoRe

1. Which of the following topics is usually not included in the "introduction" section of a formal report?

Synopsis

2. Conclusions are general statements bases on .

Facts

3. Which of these prefatory parts is least likely to be used? **Title By**

4. The main objective of a persuasive report is to sell an idea, a service or a project.

True

5. in known as state of being only one of its kind or being without an equal or parallel. **Uniqueness**

6. A literature view should be . **well Arranged**

7. In longer messages, the first few paragraphs should establish the following expect.

Recommendations

8. Which of the following report is bases on observation instead of theory.

Empirical research report

9. Which of the following belongs to the supplementary part of report **Index**

10. Just as conclusions grow out of of the facts, grow out of conclusions

interpretation, recommendation

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

Horizontal downward and upward

12. Orders are considered one of the simplest types of?

Direct request

13. Use the indirect approach when the audience is?

Displeased

14. What is the first step in using the indirect plan?

Put the audience in an accepting mood

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

one idea

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

Objective

17. 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

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

Adjustment

19. 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

20. Adjustments are also called

Claim statements

21. 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:

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

one idea

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

order

24. Choose the correct option: to decode a message is to:

interpret a message

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

true

26. Which of the following is the first and the most essential step in writing bad news messages?

Buffer

27. Just one and consist of sections ----- sections

Three

28. How many black lines do we live for a signature in a personal business letter?

3

29. The indirect plan consists of ----- parts

4

30. Credit approvals mark the beginning of a business relationship with a----

Customer

31. In the organization of a direct request the very first step is to state the

main idea

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

all of the above

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

Negative

34. 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

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

References

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

true

37. ----- 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

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

True

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

Courteous

40. ----- 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

41. Which of the following is a purpose of writing courteous close/?

all of the above

42. 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

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

All of the above

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

Negative decision

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

Inquiry letter

46. Which part of a routine reply or positive reply should contain the details?

The opening of the message

47. To give your readers a feeling about their welfare on your part makes the message -----

Successful

48. Acknowledgement letters are sent to our customer confirming the receipt of a/an -----

All of the above

49. Choose the best option usually technical information letters announce -----

Technical information

50. Choose the correct option which format should be used for the information being sent inside an organization?

Memorandum

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

True

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

False

53. While reading and adjustment letter the individual are the department responsible for the poor performance can be blamed

True

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

Literature review

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

Purpose statement

56. Which of the following report is based on observation and experiment instead of theory?

Empirical Research report

57. Read the following statements and select the one free from gender bias.

58. (Should his students paper according to this state of pre-determined guidance)

59. Choose the best option which of the following errors does a sentence containment it has long strings modifiers are nouns?

Stack modifier

60. Which of the following sentence is correctly punctuated?

Paris, France is my favorite place to visit.

61. To give your readers a feeling about their welfare on your part makes the message_____.

Successful

62. Acknowledge letters are sent to a customer .ing the receipt of a/an _____.

All options

63. Usually technical-information letters announce_____.

Technical information

64. Which format should be used for the information being sent inside an organization?

Memorandum

65.

66. Customer services is the department of an organization that responds to inquiries or complaints from customers of that organization.

True

67. A computer programmer will write a/an _____ to gain specific information about an upcoming release of a software product XYZ Company.

Inquiry letter

68.

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

False

70. Your message is most likely to succeed if your audience is left with the feeling that you have their personal welfare in mind.

True

71. Whether written or oral, positive messages begin with a clear statement of the main idea, clarify any necessary details and end with a _____close.

Courteous

72. While writing an adjustment letter the individual or the department responsible for the poor performance can be blamed.

True

73. While responding adjustment letters, end the letter on a _____.

Pleasant note

74. While responding adjustment letters, reveal the good news in the first_____.

Sentence of the letter

75. While responding adjustment letter, explain the various circumstances under which_____.

Action has been taken

76. While responding adjustment letter, don't blame an individual or _____.

A specific department

77. While responding adjustment letter, Avoid lame excuses such as "Nobody's perfect" or_____.

Mistakes will happen

78. Use the indirect approach when the audience is.

Displeased

79. _____ are an essential component of almost all admissions, grants, and employment processes.

References

80. How many BLANK LINES do we leave for a signature in a personal business letter?

3

81. The two basic strategies to communicate bad news message are direct plan and the indirect plan.

True

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

Recommendation letters

83. Which of the following elements relate to the organizing direct requests?

Main idea, necessary detail and specific action

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

False

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85. Whether written or oral, positive messages begin with a clear statement of the main idea, clarify any necessary details and end with a _____ close

Courteous

86. A _____ is the information, the name of an individual, or the name of an organization that can provide details about an individual's part track record with credit.

Credit reference....

87. Adjustment letter is a letter in answer to a _____ letter.

Complaint....

88. Which of the following is a purpose of writing ' courteous close'?

All options....

89. His birthday is coming _____ next week.

Up.....

90. A message organized by using direct plan starts with a buffer statement.

True....

91. One should be careful about the chances of being _____ while making a direct request.

All options....

92. An indirect organizational plan is a technical way to express a bad news and helps us to avoid a _____.

Negative decision

93. Which part of a routine reply or positive message should contain the details?

The opening of the message....

94. Whether written or oral, _____ messages begin with a clear statement of the main idea, clarify any necessary details and end with a courteous close.

Positive....

95. In the organization of a direct request the very first step is to state the _____.

Main idea....

96. In the organization of a direct request the 2nd step is to _____.

Give necessary details....

97. In the organization of a direct request the 3rd step is to close with a Cordial request for _____.

Specific action....

98. Which of the following plan should be used for a bad news message?

Indirect plan....

99. All employees are requested to _____ from smoking in the presence of customers.

Restrict....

100. The punctuation mark that belongs to the salutation of a business letter is a _____.

Colon....

101. _____ letter begins the paper trail of a specific purchase.

Order....

102. An _____ is also known as a PO or purchase order letter.

Order letter....

103. An Order Letter is also known as a _____ .

PO....

104. Order letters are like good mail order forms, although they also provide more room for explaining special needs are known as_____.

Placing orders.....

105. _____ Department is the department of an organization that responds to inquiries or complaints from customers of that organization.

Customer Services....

106.

107. The opening paragraph states the reason for the letter. The frank request should arouse curiosity and encourage a frank response.

Structure of customer letter....

108. Legal demand or assertion by a claimant for compensation, payment, or reimbursement for a loss under a contract, or an injury due to negligence.

Claim.....

109. It is the process of handling and settling claims or the amount requested by a policyholder or claimant because of a loss or damage.

Adjustment....

110. _____ is a letter in answer to a complaint letter. The answer may either be a refusal or a grant.

Adjustment letter.....

111. In the _____ of a report, present the main pieces of knowledge communicated in the literature and identify some significant gap in this knowledge.

Literature review....

112. In report writing, a _____ is a declarative sentence which summarizes the specific topic and goals of a document.

Purpose statement.....

113. Which of the following report is based on observation and experiment instead of theory?.

Empirical research report

114. Read the following statements and select the one free from gender bias.

A professor should his student's papers according to this set of predetermined guidelines.

115. Which of the following errors does a sentence contain when it has long strings modifiers or nouns?
116. Stacked modifier....

Which sentence is punctuated correctly?
The chairman asked, "Why are our profits down?"
What is the last step in planning a report?
Interpreting your investigation and research....

117. What is the 4th step in planning a report?

Conduct research.....

118. What is the 3rd step in planning a report?

Prepare a work plan....

119. What is the 2nd step in planning a report?

Outline the issue for investigation....

120. What is the 1st step in planning a report?

Define the outline and purpose....

121. Which of the following sentences is correctly punctuated?

Paris, France is my favorite place to visit.....

122. _____section does not simply focus on interpreting the facts but also on answering the readers' question, i.e " How are those facts significant to us ?"

Conclusion....

123. Commas are used to:

All options....

124. _____ is a neutral statement which is meant to bring the audience in an accepting mood.

Bad news.....

125. Which of the following is the most important part of indirect plan?

A buffer

126.

127. An order letter is also known as a PO or purchase order letter.

True....

128. End mater of a proposal includes _____.

Bibliography, resumes, appendixes.....all options....

129. Credit references are generally used to determine the credit worthiness of a person or individual.

True....

130. While placing an order, there is no need to _____.

Excite your reader.....

131. While placing an order, you don't need to _____.

Excite your reader....

132. _____ at the moment. I'll get to the market.

As it isn't raining.....

133. What is a buffer in a negative message?

It explains the reasons for the negative message

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134. Which of the following words should be avoided when writing an adjustment grant?

Sorry, mistake , Problem All options

135. Which one of the following phrases are likely to offend and should be avoided?

I must refuse, we must deny.....

136. Do not begin an indirect message with _____.

A buffer.....

137. Which of the following is not a common problem that can cause poor organization of a message?

Using brainstorming technique....

138. 'Approving Credit' and 'Credit Reference' are the two types of positive responses to routine credit requests.

True.....

139. Which of the following ensures success to message by leaving audience with a feeling of their personal welfare in mind.

Courteous close.....

140. Your reason for communicating can usually be expressed in a sentence or two, but you will need more spaces or time to explain your point completely so that your audience will have no confusion or lingering doubt.

Necessary details....

141. Almost all business communication has two basic purposes: • To convey information • To produce in the audience a favorable (or at least accepting) attitude or response

Clear statement of the main idea.....

142. Whether written or oral, positive messages begin with a clear statement of the main idea, clarify any necessary details and end with a courteous close.

Organizing positive messages.....

143. A positive message begins with a clear statement of the main idea, clarifies any necessary details and end with a courteous close.

True.....

144. _____ is a neutral statement which is meant to bring the audience in an accepting mood.

Bad news....

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

False....

146. To encourage the future sale is one of the goals while answering request that involved a potential sale.

True....

147. To leave your reader with a good impression of you and your firm, while answering requests that involved a potential sale

True....

148. To respond to the inquiry and answer all questions, while answering requests that involved a potential sale.

True

149. To respond to the inquiry and answer all questions, while answering requests that involved not a potential sale.

False....

150. To leave your reader with a good impression of you and your firm, while answering requests that involved not a potential sale

False....

151. In business communications use the _____ format if the document will be sent to outside individuals.

Letter.....

152. Every sentence contains a subject and a

Predicate

153. To whom usually good will letters are written?

Customer....

154. Requests for information and action have ---- types.

2

155. ----- is the process of drafting your message; polishing it is a later step.

Composition

156. ----- makes a statement of support for a candidate by assessing the applicants qualities and capabilities for performing a particular task.

Recommendation letters

157. Which one of the following is the part of Proposal Structure?

Introduction

158. The two principal documents that hold relative importance in a meeting are the---- and the ----

Agenda, meeting minutes

159. Which one of the following is not the part of Proposal Structure?

Subject

160. Choose the correct option from the following, are an essential component of almost all admissions, grant, and employment

References

161. Which of the following should you avoid when you are responding to a claim and your company is at fault?

Making a big apology

162. A message is a signal that serves as:

Informational report

163. Are an essential component of almost all admissions, grant, and employment processes as it provides a statement of support for a candidate?

References and recommendation

164. Choose the correct option from the following. While writing a ---- identify a specific area of employment, summarize your qualifications for the job, refer to an enclosed resume, and request the next step of the application process, usually an interview

Job application letter

165. Choose the correct option from the following. In business communications use the format if the information is being sent inside an organization.

Memorandum.

166. In which direction does communication flow in a formal communication network?

Horizontal

167. Which of the following goals have to be kept in mind while writing bad news messages?

All options

168. Which of the following statements is false?

None. All of the above statements are correct

169. A flexible and efficient writing style that readers can understand in one reading.

I plain English

170. ----- are Challenging to write because we know our readers will not be happy to receive the news.

Bad news messages

171. Which one of the following is the best expression to use with the customers for rejection?

I we have accepted the proposal from another builder.

172. Which is good advice when writing a memorandum?

Use a polite style for your colleagues. You can contract verbs, but do not be too **informal**

173. In which directions communication flow in a formal communication network?

Horizontal, downward and upward

174. Orders are considered one of the simplest types of _____.

Direct request

175. Use the indirect approach when the audience is _____.

Displaced

176. What is the first step in using the indirect plan?

177. Put the audience in an accepting mood....

178. The main idea of a business message is usually _____ which is/are concisely stated

One idea / Single most important idea....

179. An indirect organizational plan is a technical way to express a bad news and helps us to avoid a _____.

Blunt no

180. The _____ of an order letter is to provide the vendor with detailed instructions for fulfilling an order.

Objective.....

181. One of the two basic purposes of business communication is to _____ information.

Convey

182. Adjustment letter is a letter in answer to a _____ letter. The answer may either be a refusal or a grant

Complaint

183. A/An _____ letter is a letter in answer to a complaint letter. The answer may either be a refusal or a grant.

Adjustment....

184. Adjustment are also called.

Claim settlements

185. HKB's store managers are certainly interested in helping Levi's increase sales, just as distributors are interested in filling the HKB order' this statement is an example of_____.

Direct request....

186. The return address in a letter represents_____.

The person writing the letter

187. When placing _____ you don't need to excite your reader's interest, just take your needs clearly and directly.

Order....

188. To decode a message is to:

Interpret a message

189. Customer services is the department of an organization that responds to inquiries or complaints from customers of that organization.

True.....

190. Which of the following is the first and the most essential step in writing bad news messages?

Buffer....

191. Application letters are usually just one page and consist of _____ sections

THREE....

192. Customer service correspondence occurs in _____ format.

Letterhead or postcard format.....

193. The purpose of giving complete _____ is to ensure that the audience has no confusion or lingering doubt about the message.

Supporting details.....

194. The indirect plan consists of _____ parts.

4....

195. Credit approvals mark the beginning of a business relationship with a _____.

Customer.....

196. In the organization of a direct request the very first step is to state the _____.

Main idea....

197. Which of the following is a part of an indirect plan?

All option....

198.

199. Bad news is not delivered directly as it falls under the category of _____ messages.

Negative....

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

False.....

201. Claim is a legal demand or assertion by a claimant for _____ for a loss.

Reimbursement, payment and compensation....all options....

202. Which part of a routine reply or positive message should contain the details?

The opening of the message....

203. In the organization of a direct request the very first step is to state the _____.

Main idea....

204. The organization of a direct request the very 2nd step is to state the _____.

Give necessary details

205. The organization of a direct request the very 3rd step is to state the _____.

Close with a cordial request for specific action

206. One of the two basic information purposes of business communication is to _____ information.

Convey.....

207.

208. Credit references are generally used to determine the credit worthiness of a person or individual.

True....

209. Customer services is a department of an organization that responds to _____.

Inquiries or complaints....

210. In which direction does communication flow in a formal communication network ?

Horizontal downward and upward

211. Orders are considered one of the simplest types of?

Direct request

212. Use the indirect approach when the audience is?

Displeased.

213. What is the first step in using the indirect plan?

Put the audience in an accepting mood

214. The main idea of a business message is usually _____ which is/are concisely stated.

One idea

215. An indirect organizational plan is a technical way to express bad news and help us to avoid a _____.

Blunt no

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

Objective

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

Convey

218. The main address in a letter represents _____.

The person writing the letter

219. When placing_____ you don't need to excite your readers interest just state your needs clearly and directly.

Order

220. Credit approvals mark the beginning of a business relationship with a _____.

Customer

221. In the organization of a direct request the very first step is to state the ____.

Main idea

222. Which of the following is a part of an indirect plan?

All options

223. _____ are an essential component of our most are admission grants and employment processes.

References

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

True....

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

Recommendation letters

226. Which of the following elements relate to the organizing direct request?

Main idea, necessary details and specific action

227. In increase the future sell is one of the goals while answering request that involve no potential sale.

True

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

Credit reference

229. Which of the following is a purpose of writing courteous close?

All options....

230. A message organized by direct plan starts with a buffers statement.

True

231. One should be careful about the chances of being _____ while making a direct request.

All options

232. An indirect organizational plan is a technical way to express bad news and help us to avoid a _____.

Negative decision

233. To give your readers a feeling about their welfare on your part makes the message.....

Successful

234. Which format should be used for the information being sent inside an organization?

Memorandum.....

235. In the _____report, present the main pieces of knowledge communicated in the literature and identify find some significant gap in this knowledge.

Literature review

236. In report writing a _____ is a declarative sentence which summarizes the specific topic and goals of a document.

Purpose statement

237.

238. Which of the following report is based on observation and experiment instead of theory?

Empirical research report

239. Read the following statements and select the one free from gender bias.
240. Should his students paper according to this state of pre-determined guidance)
241. Which of the following errors does a sentence containment it has long strings modifiers are nouns?

Stack modifier

242. What is the last step in planning a report?

In treading your investigation and research

243.

244. Which of the following you should avoid while writing a claim letter?

A complaining tone

245. A message organized by using direct plan starts with a buffer statement

False....

246. A bad news message organized on the direct plan starts with a clear statement.

True.....

247. While writing bad news message, avoid blunt statements that are likely to cause pain and anger.

True....

248. _____ Letter is written to offer a brief description of the cause of dissatisfaction and prepare the necessary action.

Adjustment

249. Buffer statement constitutes the _____ part of a bad news message written in indirect organizational plan.

First

250. One of the two basic purposes of business communication is to _____ information.

Convey

251. You can communicate negative news without being negative by:

Pointing out the positive aspects of a situation, if any, telling what you can do, not just what you can't do.

252. To give your readers a feeling about their welfare on your part makes the message _____.

Successful.....

253. Which one of the following is mostly used to handle repetitive routine queries?

A computerized form response.....

254. When no special persuasion is needed, the use of _____ is recommended.

Direct request

255. Which format should be used for the information being sent inside an organization?

Memorandum.....

256. Letters of _____ are extremely important in decisions to hire, admit an individual and to award a scholarship or grant

Recommendation

257. Identify the statement which should not be included in 'NECESSARY DETAILS' section of a positive message.

Provide buffer statement....

258. Which one of the following media would be the best choice when you have to deny a promotion to a long-term employee?

A face-to-face meeting

259. Which one of the following is a specialized document prepared to share relevant information with the media?

An email.....

260. Which of the following is an essential component of employment process?

References

261. Will you please provide the details of the equipment utilization for the last quarter ? This statement is an example of:

A routine inquiry.....

262. Which of the following options is likely to offend and should be avoided?

We must turn down....

263.

264. Which of the following phrases are likely to offend and should be avoided.

We must deny.....

265. Which of the following phrases are likely to offend and should be avoided.

We must reject the proposal

266. Which of the following phrases are likely to offend and should be avoided.

We cannot afford to

267. While communicating, do not leave your audience in _____.

Doubt

268. Which of the following presents the main idea before the supporting data?

Direct plan

269. Which of the following presents supporting data before the main idea?

Indirect plan.....

270. Which of the following is a method to communicate bad news to the customer?

All options

271. Letters of recommendation are extremely important.

All options

272. Positive message end with _____.

A courteous close

273. The tone of an inquiry letter should be _____ so that the recipient may identify and provide the required information.

Friendly

274. An information against the expectations of _____ is considered bad news.

All options

275. Letters of _____ are extremely important in decisions to hire, admit an individual, and to award a scholarship or grant.

Recommendation

276. Claim letter is also called:

Complaint letter....

277. Which of the following is a method to communicate bad news to the customer?

All option

278. Letters of recommendation are extremely important

All options

279. Positive messages end with_____.

A courteous close

280. Various technique are used to generate correspondence back to the customer.

True....

281. A _____ is the information, the name of an individual, or the name of an organization that can provide details about an individual's past track record with credit.

Credit reference

The careless handling of the bad news may result in a/an _____ on the part of the customer.

Emotional reaction....

While writing bad news message, avoid blunt statements that are likely to cause pain and anger.

True

While writing bad news message do not overemphasize the positive.

True

282. _____ are essential component of almost all admissions, grant and employment processes as it provides a statement of support for a candidate.

References and recommendations

283. In the organization of a direct request the way first step is to state the _____.

Main idea

284. Positive message end with _____.

A courteous close

285. The buffer puts an audience in _____.

An accepting mood....

286. Which of the following is a method to communicate bad news to the customer?

All options

287. Be aware of the difference between a _____ request in question form

and a question that is part of a request.

Polite.....

288. Claims is a legal demand or assertion by a claimant for _____ for a loss

All options

289. What is the most important implicit goal of a business document?

To establish a relationship

290. The main idea is the single _____ idea concisely stated.

Most important

291. For a recommender _____ in recommendation is a must.

Honesty

292. Application letters are usually just one page and consists of _____ section.

Three....

293. Which of the following are appropriate for larger orders?

Acknowledge....

294. _____are appropriate for large orders, first orders, and orders that cannot be filled right away.

Acknowledge....

295. In bad news messages, you as a business person need to help your audience remain _____ towards your business and possibly towards you.

Disposed....

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296. Structural Clarity is a way to increase of your document.

Clarity

Courtesy

Conciseness
Completeness

Which one of the following establishes a series of observations and emphasizes each element?

Enumeration pg 42

Comparison and contrast

Which of the following is a correct length for an average sentence?

17 to 20 words pg 53

It's getting very late.....

I'll have to push you

We're having a barbecue next week,.....?

will you come

Which of the following is the main task of a Conventional resume?

**Place the name and professional objectives at the top
pg20**

In writing commercial correspondence, it is important to employ a friendly yet efficient ---
-----.

tone

Style guides are widely used in the professions and in organizations to achieve a uniform document look by identifying formal requirements for _____

Document appearance pg 37

The document should include extensive explanations of your conclusions and recommendations to establish _____

Credibility pg 26

297. Which of the following familiar expressions is correct replacement for 'lucrative'?

Profitable

298. Verbs and _____ are more concrete than adverbs and adjectives.

Nouns

299. The good organization of the content means _____.

Both of the above

300. Did the doctor look _____ your leg?

At

301. 'I left smoking long ago'

I gave up smoking long ago

302. How can you make your message forceful?

By using comparisons, By using figurative language.....both

303. Which one of the following phrases are likely to offend and should be avoided?

I must refuse, we must deny

304. A computer programmer will write a/an _____ to gain specific information about an upcoming release of a software product from XYZ company.

Inquiry letter

305. In bad news messages, the _____ is of crucial importance.

Tone

306. A bad News message always begins with a _____ that provides a transmission to the refusal.

Neutral statement

307. In a business message, the words freedom, prestige, compassion, free, and comfort evoke _____ feelings.

Positive

308. If you are using letterhead stationery, include only the _____. Two lines below the bottom of the letterhead.

Date

309. Business messages generally have _____ purposes.

Three

310. With restructuring of companies, communications are now created mainly by _____

All employees

311. Select the option which is an example of a clear and coherent sentence.

His report focused on age and gender of managers

312. Eriq is just like all the French, so dismissive of Americans. The sentence contains

Racial Bais

313. The patient shows normal _____ and appears to be psychologically stable.

Affect

314. Which of the following words fall in the category of unfamiliar words?

Ascertain and Peruse.....Both

315. Full-Time college students should spend at least six hours a week studying if you want to succeed.

If they want to succeed

316. _____ at the moment. I'll get to the market.

As it isn't raining

317. Which of the following helps you to focus meeting on the core of topics and control its pace and flow?

Agenda

318. The purpose of giving complete _____ is to ensure that the audience has no confusion or lingering doubt about the message.

Supporting details

319. _____ minutes are often required by federal, state, or local law, by-laws, charters, or regulations in any organization.

Formal

320. A sales letter is a document designed to generate sales; therefore. It persuades the reader to _____

All options

321. Mathematics _____ John's favorite subject, while Civics is Andrea's favorite subject.

Is

322. In business communications use the _____ format if the document will be sent to outside individuals.

Letters

323. _____ is one of the cores of concreteness.

Grammar

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

Recommendation letters

325. When you are dissatisfied with a company's product or service, which of the following is the best option?

Written claim letter

326. Mr. John will _____ the report.

Consider

327. Select the option which gives the exact meaning of the verb 'accept'

Receive

328. When punctuation marks are omitted in the opening and closing lines of a letter, the punctuation style is called.

Open

329. Which of the following is the most important part of indirect plan?

Buffer

330. What is a common mistake made in writing persuasive messages?

Using you perspective

331. _____ words are usually more vivid than long ones and improve the readability of a document.

Short words

332. Which of the following transitional markers shows 'additional details'?

: moreover, furthermore, in addition, besides...All

333. There are _____ types of minutes

Two

334. They talked about things and persons _____ they remembered.

That

335. An order latter is also known as a _____ or purchase order letter, it begins the paper trail of a specific purchase.

PO

336. They saw a parking space _____ two cars and drove _____ it.

Between/ into

337. _____ share a general document architecture, which is usually modified to suit specific circumstances.

Proposals

338. The message senders need to assess their message from the eyes of the _____ to be sure that they have included all the relevant information

Received

339. English _____ is constantly changing

Language and pronunciation.....both

340. What is style in writing?

Style is the way of using words to achieve a certain tone or overall impression in writing

341. When placing _____ you don't need to excite your reader's interest, just state your needs clearly and directly

Order

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

Objective

343. The persuasive message gives _____ to the audience.

A free choice

344. Which one of the following is a specialized prepared to share relevant information with the media?

An e-mail

345. Most organization rely on _____ for their existence.

Successful proposal writing

346. If you _____ anything to say, just speak out.

Have

347. _____ means preparing every message with the message receiver in mind.

Consideration

348. Choose the following verb from the following options.

Produce

349. Solicited and unsolicited are types of _____

Memos

350. In bad news messages, you as a business person need to help your audience understand the under the circumstances, your decision was _____ and reasonable.

Fair

351. Functional words express relationships among content words.

True

352. The main idea of a business message is usually _____ which is/are concisely stated.

One idea

353. _____ are an essential component of almost all admissions, grant and employment processes.

References

354. Concreteness does not make use of denotative words instead of connotative words

False

355. The selection of format, style and organization of a report is done independent of the reader's requirement.

True

356. Sarah washed the apples _____ them in the fridge.

And put

357. Will you please provide the details of the equipment utilization for the last quarter? This statement is an example of;

A routine inquiry

358. A message which _____ in a reliable and competent manner is labeled as a credible message.

Completes an idea

359. In a coherent sentence the words are arranged so that the ideas clearly express the

intended meaning.

True

360. Where's _____ USB drive I lent you last week ?

The

361. In _____ the organization sends out uninvited messages to sell a product or service.

Persuasive and formal reports...both

362. A letter of _____ asks someone for specific information.

Inquiry

363. Either answers _____ acceptable.

Is

364. Which one of the following is an example of a nonverbal message?

Eye contact

365. Which of the following is not a general purpose common to business communication?

To negotiate

366. Concise business writing includes _____

None of the above and sentencesboth options

367. One should be careful about the chances of being _____ while making a direct request.

Misunderstood

368. Mr. Ms and Mrs Are

Recipient titles

369. A memorandum is a document which is.

All options

370. In business communication use the _____ format if the information is being sent inside an organization.

Memorandum

371. In business communication use the _____ format if the document will be sent to outside individuals

Letter

372. _____ is considered to be the best attitude in business environment.

You-attitude

373. One of the aspects of editing a message is to_____

Install editing software

374. When it doubt, use the more familiar words; audience will understand them better.
This is the 'golden rule of _____'

Clarity

375. _____ is achieved through a balance between precise language and familiar language

Clarity

376. In a _____ sentence the words are arranged so that the ideas clearly express the intended meaning.

Coherent

377. Which of the following is the first and the most essential step in writing bad news messages?

buffer

378. The mechanical insertion of ' phase' and ' thank you' does not ensure_____

Courtesy

379. Which of the following is a part of an indirect plan?

All options

380. _____ are an essential component of almost all admissions, grant and employment processes as it provides a statement of support for a candidate.

References and recommendations

381. _____ Words are usually more vivid than long ones and improve the readability of a document.

Short

382. Any information against the expectations of _____ is considered bad news.

All options

383. Adjustment letter is a letter in answer to a _____ letter. The answer may either be a refusal or a grant

Complaint

384. The quality that gives force to important parts of sentences and paragraphs is

Emphasis

385. Content words (nouns, verbs, adjectives, adverbs) have both a denotative meaning as well as connotative meaning.

True

386. When no special persuasion is needed, the use of _____ is recommended.

Direct request

387. A good business letter is simple and straightforward without being harsh or _____.

Patronizing

388. Keep your _____ simple and focused, so the purpose of your letter is clear.

Letter

389. Which type of letter can be used as a legal document to show the transaction between the customer and vendor?

Order letter

390. Consideration simply means that the writer shows _____ in his communication style.

Empathy

391. Breaking the longer sentences into shorter ones improves _____

Readability

392. Which of the following is associated with scholarly writing?

393. Formal writing

394. What are you doing _____ the weekend?

On

Which of the following aspects are covered by the words 'report'?

Both a&b

395. The lawyer _____ his relative innocent.

Aims to prove

396. Acknowledgments are appropriate for _____

Larger orders

397. _____ letter is written you want to recognize someone for his help or support when you were in trouble

Appreciation

398. The aim of a _____ is to establish a working relationship to make it happen.

Business proposal

399. Which of the following letter accompanies a larger item, usually a document?

Transmittal letter

400. Getting the meaning from your head accurately to the reader is the purpose of _____

Clarity

401. Credit references are generally used to determine the credit of a person or individual

True

402. Communication that seems inconsequential can become very important if information it contains is _____

Complete and effective

403. Generally speaking, in business we communicate _____

To both persuade and inform

404. _____ are considered binding contracts, so one should avoid implying offers or promises that can't be delivered

sales letter

405. While composing a business message, choose words that _____ be misinterpreted.

Won't

406. Most organizations rely on _____ for their existence.

Meeting with companies

407. _____ at the beginning of a persuasive request shows the reader that you know about his or her concerns and you have some reasons for making such.

An attention getting device

408. In the body of a business letter, what goes between each paragraph?

Two space if hand written

409. A memorandum may take the form of _____.

Skype chat

410. In which direction does communication flow in a formal communication network?

Downward

411. In the _____ of a job application letter you have to refer to your enclosed resume and express your desire for an interview, stating when and how you can be

End matter

412. _____ in AIDA plan is the opportunity to remind readers of the benefits of taking the particular action.

Attention phase

413. _____ business people inform customers about the benefits of a product/action so the customers can recognize how all the product/action will fill their need.

Aesthetical

414. With restructuring of companies, communications are now created mainly by _____

Supervisors/ managers

415. Mr. Ali, our English teacher, believes that students who major in economics or physics _____ their imaginations

Ruin

416. His birthday is coming _____ next week.

Up

417. The fans at the back of the theatre and that woman in front _____ making too much noise.

Were

418. When your letter extends onto a second page you should use _____ for the second page

Plain Paper

419. Whether written or oral, _____ messages begin with a clear statement of the main idea, clarify any necessary details and end with a courteous close

Positive

420. Neither my brothers nor my father _____ attended college

Have

421. Which of the following elements relate to the organizing direct request?

Main idea, necessary detail and specific action

422. Which format should be used if the information is being sent inside an organization?

Memorandum

423. Biased language that might offend the audience is based on_____.

All options

424. Therefore, Because, accordingly, thus, hence are used for_____

Additional details

425. While placing an order, there is no need to _____

Force your reader

426. One of the major flaws of a failed communication is _____

Fixed explanations

427. A/An _____ letter is a letter in answer to a complaint letter. The answer may either be a refusal or a grant.

Claim

428. Which one of the following is the best expression to use with the customers for payment demand.

Please send your payment so we can proceed with your order.

429. She looked _____ from her book when she heard the noise.

Up

430. Which of the following statements is part of persuasion in oral presentation?

Gaining willing acceptance of an idea

431. When you turn your ideas into a message, you are the _____

Decoder

432. The reactions of a colleague or a prospective customer to an incomplete answer

are likely to be _____

Unfavorable

433. Documents that are meant to 'enact' something include authorization memoranda and _____

Acceptance letters

434. Briefing, goodwill, information and report are part of _____ speaking.

Public

435. Effective business communication is not _____

Concise

436. The performance of our players was rather _____

Worse than I had expected

437. Why important observations, suggestions, or objections should be written?

All options

438. _____ is not one of the 7C's of communication

Character

439. Creativity is a measure of your believability based on how much trust you evoke and how reliable you are.

True

440. Written language is more _____ and generally follows a standardized grammar, structure, organization and vocabulary.

Restricted

441. Courtesy means only thinking about receiver and not valuing his feelings.

False

442. Which of the following statements is more 'Vivid'

This letter is three times as long as you said it would be

443. _____ accuracy depends on the writer's conceptual mastery of the subject and its vocabulary, as well as on his or her ability to analyze and shape data with a minimum of distortion.

Stylistic

444. Common implicit goals are to establish a relationship, create trust and establish

credibility, and _____

Document actions

445. Readers consisting of diverse groups with widely varying backgrounds and responsibilities can be named _____ - readers

Complex

446. _____ is a short, familiar and conversational word for 'have need for'

Need

447. Accuracy, which is the careful conforming to truth or fact, has three main aspects which include document accuracy, stylistic accuracy and _____

Technical

448. Which of the following words fall in the category of unfamiliar words?

Ascertain and Peruse. Both

449. Breaking the longer sentences into shorter ones improves _____

Readability

450. A letter of _____ asks someone for specific information.

Inquiry

451. Which of the following words should be avoided when writing an adjustment grant?

All options

452. A letter in which all parts begin at the left margin are in _____ form.

Full block

453. Which of the following appear at the end of the report?

All options

454. Which of the following traits help in building good will?

Thoughtfulness and Appreciation

455. Which of the following phrases is likely to offend and should be avoided?

We must deny

456. Which of the following is associated with scholarly writing?

Formal writing

457. A letter of inquiry asks someone for specific information.

True

458. _____ is a very vital step in composing a business message, and if one commits an error in this stage, it will be irreversible.

Concluding

459. _____ is a neutral statement which is meant to bring the audience in an accepting mood.

Good news

460. Which of the following familiar expressions is correct replacement for ‘Lucrative’?

Profitable

461. In business communications use the _____ format if the information is being sent inside an organization

Memorandum

462. He _____ with his brother regularly.

Corresponds

463. How can business messages be more effective?

By being purposeful, audience-centered, and concise

464. _____ is brief, informal report used to establish a record

Memorandum

465. In a business message, talk to your audience in a way that they are left with no _____

Confusion

466. Keep your _____ simple and focused, so the purpose of your letter is clear.

Letter

467. In the composition of a business message technology like Microsoft Word affects the composing process by _____

Increasing both productivity and effectiveness

468. Which one of the following is not a way of developing a paragraph?

Clarification

469. _____ are documents which present focused, salient content to a

specific audience.

Reports

470. The signature on a letter is handwritten directly above the _____

Writer's name

471. Phrases such as 'to continue the analysis' 'on the other hand' and 'additional concept' are used for _____

Smooth transitions

472. Maury and his brother _____ to the bowling alley every day.

Go

473. _____ are challenging to write because we know our readers will not be happy to receive the news.

Bad news messages

474. Generally speaking, in business we do not communicate to persuade and inform.

False

475. In _____ section of the application letter explain specifically why you are qualified for the job. Describe education, work experience and any other activity that display relevant talents.

Body

476. The _____ should normally begin with a brief summary statement, in one or two sentences, identifying the key topic and the scope of the memorandum.

Memorandum

477. Business letters are formal letters used for _____ correspondence.

All options

478. Verbs and _____ are more concrete than adverbs and adjectives.

Nouns

479. Buffer statement constitutes the _____ part of a bad news message written in indirect organizational plan.

First

480. A message organized by using direct plan starts with a buffer statement.

True

481. His years of smoking have negatively _____ his health.

Affected

_____ are often used to present the result of an experiment, investigation, or an **inquiry**

Reports

While placing an order, there is no need to _____.

Excite your reader

Customer service correspondence occurs in _____ format.

Letterhead or postcard

There are a number of elements to a/an _____ letter. Complete the statement.

Business

Breaking the longer sentences into shorter ones improves

Readability

A letter of _____ asks someone for specific information.

Inquiry

Which of the following words should be avoided when writing an adjustment grant?

All options

A letter in which all parts begin at the left margin are in _____ form.

Full book

Which of the following appear at the end of the report?

All options

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Body

The _____ should normally begin with a brief summary, in one or two sentences, identifying the key topic and the scope of the memorandum.

Memorandum

Business letters are formal letters used for _____ correspondence.

All options

Buffer statement constitutes the _____ part of a bad news message written in indirect organizational plan

First

A message organized by using direct plan starts with a buffer statement.

True

His years of smoking has negatively _____ his health.

Affected

Which of the following is considered an effective approach for routine, good- news and goodwill messages?

Direct approach

Everyone on the bus _____ annoyed by the little boy running up and down the aisle

Was

Which of the following statement establishes credibility?

We're glad to make this recommendation

E-mail _____ messages typically take the form of _____ -

Memoranda

_____ means that you must have one main idea in a paragraph. In case of other ideas they must be clearly related

Unity

Allotting time properly is very important. Especially when time is short, you need to **schedule yourself carefully and stick to it is called _____** -

Scheduling

If you want to minimize the distortion which happens when a message is passed from **person to person**, then you are _____ -

Written medium

An order letter is **also known as a PO or purchase order letter**

True

Business letters are formal letters used for _____ corrrespondence

All options

All employees are requested to _____ from smoking in the presence of customers.

Refrain

The administration of the school district asks that each student bring identification before enrolling in the ALC.

Change ' them' to 'his' or 'her'

Credit references are generally used to determine the credit worthiness of a **person or individual**.

True

In the organization of a direct request the very first step is to state the _____.

Cordial request for specific action

To whom usually good will letters are written?

Customer.

Which of the following gives the customer an idea of the work that has been completed to date?

Interim progress reports

_____ of a business letter shows whether any material is enclosed with the letter and who is receiving a copy of the letter.

End notation

Oral communication is also known as _____

Impersonal communication

In the composition of a business message technology like Microsoft Word affects the composing process by _____

Increasing both productivity and effectiveness

If your message is specific, definite and vivid; which of the following principle has been applied?

Correctness

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

Objective

A letter of inquiry asks someone for specific information.

True

Which of the following leaves your audience with the feeling that you have their personal welfare in mind ?

Courteous Close

In case of a business message which medium of communication is more effective when instant feedback is required?

Oral medium

Which of the following factors should be kept in mind regarding audience while writing persuasive messages?

All options

Effective professional correspondence uses an appropriate style, clear and concise language, and _____

The active voice

Reports cover everything including.

All options

Proposals share a general document architecture, which is usually modified **to suit specific circumstances**

True

Various techniques are used to generate correspondence back to the customer.

True

_____ with customers is gained by being enthusiastic, sincere, and trustworthy.

Credibility

Sales letter influences the reader to take a specific action by making an offer – not an announcement- to him

True

When the sentence length increases, try to chop it down into _____ sentences.

Two

Acknowledgements are appropriate for _____

Lager order

To persuade and to collaborate are the _____ purpose of a business message

General

Why a false statement should not be included in a sales letter?

Because it's a fraud

_____ are considered binding contracts, so one should avoid implying offers or promises that can't be delivered.

Sales letters

Do not change without facts is a guideline to achieve _____

Consideration

The _____ of a business proposal is to establish a working relationship to make it happen

Aim

While placing an order, there is no need to _____ -

Excite your reader

While planning long reports choose a significant basis or guiding _____ for the division of topic

Principle

An agenda is a simple list of _____ to be discussed.

Topics

_____ are often solitary in their process

Writers

In order to write a letter of recommendation for a person, you need.

All options

Using incorrect words, incorrect grammar, and faulty pronunciation is called _____ language and this all suggest the inability to use good English

Substandard

Which of the following help the reader quickly identity the content?

Heading and captions

_____ inform customers about the benefits of a product or an action.

Ethical business people

Select the option which is an example of a clear and coherent **sentence.**

His report focused on age and gender of managers

Mr. John will _____ the **report**

Consider

In writing commercial correspondence, it is important to employ a friendly yet efficient _____

Tone

In the _____ years, he grew richer.

Subsequent

The signature on a letter is handwritten directly above the _____

Writer's name

Short report is submitted in the form of a letter or memorandum.

True

FAQ means _____

Frequently asked questions

While composing a message, vary the style to create a _____ that suits the purpose.

Tone

Why information in a message should be well organized?

All options

Customer service correspondence occurs in _____ format.

Letterhead or postcard

Biannually means _____

Two times in a year

In order to write a letter of recommendation for a person, you need.

All options

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What do you usually have for _____ breakfast?

No article

A memorandum may take the form of _____

Email

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

Buffer

_____ not only conveys information, but also establishes a contractual relationship between you and the organization.

Acceptance letter

Letter of recommendation are extremely important.

All options

_____ are documents which present focused, salient content to a specific audience.

Reports

_____ of a business letter whether any material is enclosed with the letter and who is **receiving a copy of the letter.**

End notation

'You- attitude is best implemented by expressing your message in terms of the audience's interests and needs.

True

_____ the news on at five or six?

Is

In short reports attachments may consists of _____

Several pages

Which of the following have both, a denotative meaning and a connctative meaning?

Content words

He_____ the job.

Executed

Letters can be used to communicate in _____

Formal contexts and semi-formal contexts.....both

Acknowledgements are appropriate for _____

Larger order

An audit report contains numbers usually in the form of _____

Tables

_____ words are usually more vivid than long ones and improve the readability of a document.

Short

_____ Department is the department of an organization that responds to inquiries or complaints from customers of that organization

Customer Services

In _____ the organization sends out uninvited messages to sell a product or service.

Unsolicited letter

Which one of the following is not a way of developing a paragraph?

Clarification

Job application letter should accurately restate the key terms of employment.

False

Usually technical-information letters announce _____.

Technical information

Which of the following in the primary vehicle communication within an organization?

Memorandum

Which of the following are known as 'Elements of a of a paragraph'?

All options

The _____ is best implemented by expressing your message in terms of the audience's interests and needs

You attitude

The _____ of the document helps you decide how to precede, how to respond to the audience, which information to focus on, and which channel or medium to use.

Purpose

When you are dissatisfied with a company's product or service, which of the following is the best option?

Written claim letter

Memo is the short form of.

Memorandum

Ethical business people especially inform their customers about the true_____.

Benefits of a product

In which of the following message categories would you place sales and marketing messages?

Persuasive messages

Choose precise, concrete and familiar word for the term ' render assistance to'

Help

He _____ tomorrow

Will pay

A business message is said to be well organized if _____ are stated clearly.

Claim and inquiry

Data included in reports should be _____.

All options

Which of the endings best goes with the opening ' Dear Personal Director' in letter Writing?

Best regards,

There are _____ types of writing.

Two

One should frequently use courtesy word/words and phrase/phrases like.....

All options

Which of the following is not an example of the pair of words?

Between, among

_____ are often used to display the result of an experiment, investigation, or inquiry.

Reports

Which 'transitional word' is used to show comparison and contrast?

Conversely

Reports are the documents which present focused and salient results of an experiment, investigation or an inquiry to a specific audience.

True

To whom usually good will letters are written?

Customer

He _____ a new job.

Found

The main idea is the single _____ idea, concisely stated.

Most important

Letters of _____ are typically related to employment, admissions to institutions of higher education or scholarship eligibility.

Recommendation

Concreteness does not make use of denotative words instead of connotative words.

False

He _____ with his boss tomorrow.

Will discuss

A better organized message has _____ chances of understanding on the part of the audience.

Increased

The message senders need to assess their message from the eyes of the _____ to be sure that they have included all the relevant information.

Receivers

Formal minutes are often required by federal, state, or local law, by-laws, charters, or organizations

True

A message organized by using direct plan starts with a buffer statement.

False

Which of the following is not a part of indirect plan for bad news messages?

A clear statement of the bad news.

_____ are considered binding contracts, so one should avoid implying offers or promises that can't be delivered.

Sales letters

_____ stems from a sincere you-attitude. It is not merely politeness with mechanical insertion of ' please' and thank you but applying socially accepted manners is also a form of it.

Courtesy

Which of the following parameters defines demographics of consumers?

Income

Any information against the expectations of _____ is considered bad news.

All options

In the body of a business letter, what goes between each paragraph?

One space if hand written and two spaces if typed

.....both

Which of the following is not the purpose of informational reports?

To inform or instruct the reader.

Which one of the following makes use of denotative words instead of connotative words?

Concreteness

Communicating concretely does not mean being _____.

All options

The subject of a business report _____ its format and vocabulary.

Affects

There have been a lot of rain in the lower mainland in the last twenty-four hours.

Change 'have been' to 'has been'

In many organizations the final place of writing is a team effort with more than one writer working on a single document is called _____

Collaboration

When you know the reader's name but not the gender, which is an appropriate salutation?

Dear hiring Manager

My brother likes maths _____ he doesn't like history.

But

Both an essay and a paragraph is required for successful graduation.

Change is to are

In a business message, talk to your audience in a way that they are left with no _____

Confusion

_____ is one of the cores of concreteness.

Clarity

A letter of inquiry asks someone for specific information.

True

Which of the following you should avoid when you are responding to a claim and your company is at fault?

Sympathizing with the customer's inconvenience

Letters of _____ are extremely important in decisions to hire, admit an individual and to award a scholarship or grant.

Recommendation

Which part of speech is especially powerful and tells what is happening in a sentence?

Verbs

When placing an order, you should excite your reader's interest.

False

Consideration is also called the _____

You-attitude

Which of the following is NOT used in external business communication ?

Memo

Effective professional correspondence uses an appropriate style, clear and concise language, and _____

The active voice

Acceptable writing mechanics is related to _____ of a document.

All options

_____ Stems from a sincere you-attitude. It is not merely politeness with mechanical insertion of please and thank you but applying socially accepted manners is also a form

Courtesy confirm

_____ are an essential component of almost all admissions, grant, and employment processes as it provides a statement of support for a candidate.

References and recommendations

In which directions does communication flow in a formal communication network?

Downward

Which of the following leaves your audience with the feeling that you have their personal welfare in mind?

Courteous Close

_____ at the moment. I'll get to the market.

AS it isn't raining

In _____ attachments may consist of several pages.

Short reports

While writing news message, avoid blunt statements that are likely to cause pain **and anger**.

True

An agenda is a simple list of _____ to be discussed.

Topics

Adjustment letter is a letter in answer to a _____ letter. The answer may either be refusal or a grant.

Complaint

In composing a business letter, the most important skill is _____.

The art of delivering

Which of the following is not a characteristic of correctness?

Check accuracy of figures, fact and **words**.

We are looking _____ the shops when we were in the market.

Around

Various techniques are used to generate correspondence back to the customer.

True

Which of the following sentences contains figurative expressions?

She could be called the spark plug of the group

When the sentence length increases, try to chop it down into _____ sentences

Two

Allotting time properly is very important, Especially when time is short, you need to schedule yourself carefully and stick to it is called _____

Scheduling

The aim of a _____ is to establish a working relationship to make it happens

Business proposal

Which type of product is intangible?

Services

While composing a business message, choose words that _____ be misinterpreted.

Won't

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

Recommendation letters

If a memo is typed by a person other than the memo writer _____ should be used.

Reference initials

Did the doctor look _____ your leg?

At

To decode a message is to;

Interpret a message

Use the memorandum format if the information is being sent inside an organization.

True

Which of the following letter accompanies a larger item, usually a document?

Transmittal letter

The subjects of a business report _____ its format and vocabulary.

Affects

There are a number of elements to a/an _____ letter. Complete the statement.

Business

Claim is a legal demand or assertion by a claimant for _____ for a loss

All options

Which one of the following is not the part of proposal structure?

Subject

The signature on a letter is handwritten directly above the _____

Writer's letter

Choose the verb from the following options.

Produce

Which of the following is an essential component of employment process?

References

For effective designing of documents special attention is paid to.

All options

Which of the following is the first step involved in planning a sales letter?

Determining the main idea

The decode a message is to.

Interpret a message

Protocol is another name for _____

Minutes

Proposals share a general document architecture, which is usually modified to suit specific circumstances.

True

While writing bad news message, avoid blunt statements that are likely to cause pain and anger.

True

How main types of sentences are used to give your sentence variety?

3

If you expect your audience to _____ with you, use a structure that focuses attention on conclusion.

Agree

Which of the following options is likely to offend and should be avoided?

None options

Job application letters not only convey information, but also establish a contractual relationship between you and organization.

True

Which of the following is not a part of indirect plan for bad news messages?

A buffer

The planning stage should take about _____

50% of the time you have to produce the message

How many punctuation styles are usually used in business communication?

Three

The subject of a business report _____ its format and vocabulary.

Affects

There are a number of elements to business letter.

True

There have been a lot of rain in the lower maintained in the last twenty-four hours.

Change have been to has been

In the body of business letter, what goes between each paragraph?

One space if hand written and two space if typed...both

Which of the following is not the purpose of informational reports?

To inform or instruct the reader

Formal minutes are often required by federal, or local law, by laws, characters, oreulations.

True

He _____ with his boss tomorrow.

Will discuss

A letter of inquiry asks someone for specific information.

True

_____ is one of the cores of concreteness

Grammer

There are _____ types of writing

Fiveconfirm page no 8

A message organized by using direct plan starts with a buffer statement.

FALSE

Communicating concretely does not means being _____

Vague and general in one's writing

Which of the following parameters defines demographics of consumers?

Income

In a business message, talk to your audience in a way that they are left with no _____

Confusion

In many organization the final piece of writing is a team effort; with more than one writer working on a single document is called_____

Collaboration

A business message is said to be well organized if _____ are stated clearly.

Purpose and subject

How many type of sentences are used to give your sentence variety?

3

In_____ attachments may consists of several pages.

Short reports

If you expect your audience to _____ with you, use a structure that focuses attention on conclusion.

Agree

Which of the following is NOT used in external business communication?

Memo

Which of the following sentences contains figurative expression?

She could be called the spark plug of the group

Which of the following is an essential component of employment process?

Refrences

Which of the following factors should be kept in mind regarding audience while writing persuasive messages?

All options

The organization of a longer message should reflect both the _____

Purpose of the message and the audience's probable

reaction

To whom usually good will letters are written?

Customer

Construct effective sentences and paragraph for _____.

Clarity

When placing an order, you should excite your reader's interest.

True

IS your mother working in _____ old office building?

No article

Which part of speech is especially powerful and tells what is happening in a sentence?

Verbs

I like sohail and Eiffel tower is in Paris

Unity

In bad news messages, you as a business person need to help your audience remain _____ towards your business and possibly towards you.

Disposed

A buffer is the last step while writing an indirect plan.

False

Which of the following should be kept in mind regarding audience while writing persuasive messages?

All options

Which of the following falls under the category of substandard language?

All options

When you know the reader's name but not the gender, which is an appropriate salutation?

Dear ali confirm

Age, gender, occupation, income, and education are ____ aspects of vital consideration for defining the audience.

Demographic

Which of the following is associated with scholarly writing?

Formal writing

Varying our style can enable us to sound passionate or objective in a written document.

True

She came _____ some old letters in the cellar.

Across

End mater of a proposal includes _____

All options

In mixed punctuation a comma flows the salutation.

False

In mixed punctuation a colon flows the salutation.

True

Which of the following elements relate to the organizing direct requests?

**General rule, main idea and
cordial request**

Which of the following transitional markers shows additional details?

Furthermore

Which of the following gives you an opportunity to get your message across to a skeptical or hostile audience?

Indirect approach

Which of the following ensures success to message by leaving audience with a feeling of their personal welfare in mind?

Courteous close

In bad news message, the _____ is of crucial importance.

Tone

Don't make false promises. People are more likely to react positively to your message when they have confidence in you. The above statement is an example of _____

Credibility

Most organization rely on _____ for their existence.

Successful proposal writing

_____ is one of the cores of concreteness.

Grammar

They talked about things and persons _____ they remembered.

Which

If you are using letterhead stationery, include only the _____ two lines below the bottom of the letterhead.

Date

In the _____ of a job application letter you have to refer to your enclosed resume and express your desire for an interview, stating when and how you can be contracted.

End matter

The _____ should normally begin with a brief summary statement, in one or two sentences, identifying the key topic and the scope of the memorandum.

Memorandum

All of the following messages are likely to please your audience except.

Granting an adjustment.

Be aware of the difference between a _____ request in question form and a question that is part of a request.

Polite

The contract_____.

Had a requirement of 2 years

Business letter is the most _____ mode of communication.

Convinient

Which of the following indicates consideration?

Focus on you instead of I or we

Functional words include_____.

Conjunction and preposition and articles and pronouns Both

It stems from a sincere you- attitude . Mechanical insertion of please and thank you is not helpful. Rather it is politeness that grows out of respect and conern for other. The above statement describes which of the following.

Courtesy

_____ are functional units that receive around a single thought.

Paragraph

What is style in writing?

Style is the way of using words to achieve a certain tone or overall impression in writing.

If a memo is typed by a person other than the memo writer ____ should be used.

Signature line

When you letter extends onto a second page you should use _____ for the second page.

Letterhead

Defining the purpose of the document helps the writer to _____.

Decide all of the above

Identify the statement which should NOT be included in NECESSARY DETAILS section of a positive message.

Satisfy reader's information needs

A _____ sentence expresses one independent clause and one or more dependent clauses.

Complex

While communicating do not leave your audience in _____.

Doubt

Communication that seems inconsequential can become very important if information it contains is _____

Full of facts and business jargons

Did the doctor look _____ your leg?

At

If you expect your audience to _____ with you, use structure that focuses attention on conclusion.

Agree

Recommenders must be _____ people.

Respectable

Usually technical-information letters announce _____.

Technical information

The purpose of _____ is to get the meaning from your head accurately to the reader.

Clarity

_____ includes doctoral dissertations, scholarly articles, top-level government agreements etc.

formal writing

Which one of the following is the part of proposal Structure?

Letter of transmittal

Which of the following parameters defines demographics of consumers?

Lifestyle

A good writer is highly _____ as he strongly believes that a message sent is not message received.

Investigate

In _____ - of AIDA plan your objective is to encourage your audience to hear about your main idea, problem or new product.

Attention phase

There have been a lot of rain in the lower mainland in the last twenty four hours.

Change have been to has

TONE is the most difficult part of writing to control because it is _____.

Non-formal

In writing commercial correspondence, it is important to employ a friendly yet efficient _____

Tone

Which term from the following is used to describe type of audience?

Primary

Desire is one of the four phrases of Aida plan

True

The main idea is the single _____ idea concisely stated.

Most important

Acceptable writing mechanics is related to _____ of a document.

All options

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

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

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
concern 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

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----

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

----- 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/?

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 receipt 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

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 identify 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)

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.

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

True

**2) ____ makes a statement of support of a candidate by
assessing the applicant's qualities and capabilities for
performing a particular task.**

recommendation letters

**3) Which of the following elements relate to the organizing
direct request?**

main Idea, necessary details and specific action

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

True

5) Choose the best option

The main idea of a business message is usually

_____ which is/are concisely stated. **one**

idea

6) An indirect organizational plan is a technical way to express bad news and help us to avoid a_____.

blunt no

7) Choose the correct option

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

Objective

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8) One of the two basic purpose of business communication is to_formation.

Convey

9) Adjustment letter is a letter in answer to a_____letter the answermay either be a refusal or a grant.

Complaint

10) A/An_____letter is a letter in answer to complaint letter the answermay either be a refusal are grant?

Adjustment

11) Whether written or oral message begin with all clear statement of the main idea clarify any necessary details and end thewith a courteous close.

Positive

12) Adjustments are also called_____.

claim statements

13) 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

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one idea

15) The main address in a letter represents_____.

the person writing the letter

16) When placing_____you don't need to excite your readers interestjust state your needs clearly and directly.

Order

17) Choose the correct option:

to decode a message is to:

interpret a message

18) Customer service is the department of an organization that respondto enquiries are complaints from customers of that organization?

True

19) Which of the following is the first and the most essential step inwriting bad news messages?

Buffer

20) just one and consist of _____ sections

Three

21) Customer service corresponding occur in format letterhead or postcard the purpose of giving complete _____ is to ensure that the audience has no confusion or lingering doubt about the message

supporting details

22) How many black lines do we use for a signature in a personal business letter?

3

23) The indirect plan consists of parts **4**

24) Credit approvals mark the beginning of a business relationship with a _____

Customer

25) In the organization of a direct request the very first step is to state the _____

main idea

27) Bad news is not delivered directly as it falls under the category of _____ messages.

Negative

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

False

29) Choose the correct option for the following

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

References

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

Horizontal downward and upward

31) Orders are considered one of the simplest types of? **direct request**

32) Use the indirect approach when the audience is?

Displeased

33) What is the first step in using the indirect plan? **put the audience in an accepting mood**

34) Whether written or oral positive messages begin with clear statement of the main idea. Clarify any necessary details and endwith a_____close

Courteous

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

credit reference

36) Which of the following is a purpose of writing courteous close/?

all of the above

37) Choose correct preposition to fill in the blank his birthday is coming_____next week

Up

38) A message organized by direct plan starts with a buffers statement

True

39) While responding adjustment letters and the letter on a

_____ pleasant note

40) Choose the best option

One should be careful about the chances of being _____ while making a direct request.

all of the above

41) An indirect organizational plan is a technical way to express badnews and help us to avoid a _____

negative decision

42) Computer programmer will a/an to gain specific information about an upcoming release of a software product from xyz category
inquiry letter

43) Which part of a routine reply or positive reply should contain the details? the opening of the message to give your readers a feeling about their welfare on your part makes the message ____.

Successful

44) acknowledgement letters are sent to our customer confirming the district of a/an ____.

all of the above

45) Choose the best option

Usually t

technical information

46) Choose the correct option

Which format should be used for the information being sent inside an

organization?

Memorandum

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

True

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

false

49) While reading and adjustment letter the individual are the department responsible for the poor performance can be blamed

True

50) Which of the following sentence is correctly punctuated? **Paris, France is my favorite place to visit.**

51) In report writing a _____ is a declarative sentence which summarizes the specific topic and goals of a document
purpose statement

52) Which of the following report is based on observation and experiment instead of theory?
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53) 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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modifiers are nouns?

stack modifier

55) Which sentence is punctuated correctly? **the**

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What is the last step in Planning a report? in treating your investigation and research

56) Which of the following sentence is correctly punctuated? **Paris, France is my favorite place to visit.**

57) In the ____ report, present the main pieces of knowledge communicated in the literature and identify find some significant gap in this knowledge.

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ENG201 Quiz 1, Question # 1:

In order to create trust and establish credibility with a reader with whom you have had past negative experience, include extensive explanations of your conclusions and recommendations in the document.

Select the correct option:

- False

True

ENG201 Quiz 1, Question # 2:

Which of the following should be the ultimate goal of persuasive speaking?

Select the correct option:

- To reinforce the attitudes, beliefs, and values an audience already holds
- To inoculate an audience against counter persuasion
- To change attitudes & motivate an audience to act

All of the above

ENG201 Quiz 1, Question # 3:

In short, your resume is an argument whose purpose is to _____ your readers to hire you.

Select the correct option:

- restrain
- restrict
- Limit

convince-

ENG201 Quiz 1, Question # 4:

The key to successful communications is to make the reader feel that the most important person in our business relationship is the _____.

Select the correct option:

reader

writer

- producer
- none of above

ENG201 Quiz 1, Question # 5:

A __ resume emphasizes the functions and tasks the applicant can perform.

Select the correct option:

functional-

- conventional
- nonconventional
- professional

ENG201 Quiz 1, Question # 6:

Phantom readers are called _____ readers.

Select the correct option:

- fake

unnamed

- named
- original

ENG201 Quiz 1, Question # 7:

_____ accuracy depends on the writer's conceptual mastery of the subject and its vocabulary, as well as on his or her ability to analyze and shape data with a minimum of distortion.

Select the correct option:

- Stylistic
- Document

Technical

- Grammatical

ENG201 Quiz 1, Question # 8:

_____ accuracy refers to the proper coverage of your topics in appropriate detail.

Select the correct option:

Document

- Stylistic
- Technical
- All of the above

ENG201 Quiz 1, Question # 9:

_____ possess extensive knowledge about a field in general, but might be unfamiliar with particular technical terms, or specific equipment related to your subect matter.

Select the correct option:

- specific experts

general experts

- subject specialists
- None of the above

Question No: 1 (Marks: 1) - Please choose one

Which of the followings are usually more vivid than long ones and improve the Readability of adocument?



Short words (pg 57)



Content words



Structure words



Practical words

Question No: 2 (Marks: 1) - Please choose oneWhich format should be used if the document will be sent to outside individuals?



Letter (pg 63)



Presentation



Memorandum



Manuscript

Question No: 3 (Marks: 1) - Please choose one Which of the following can be defined as

“the

words one chooses to state

one”s

message, Say much more than their dictionary definitions”?



Semantics (pg 76)



Phonetics



Synonyms



Phonemes

Question No: 4 (Marks: 1) - Please choose one Which question is used to ask about residential status?



What's your address?



Where are you from?



Where do you belong to?



Please sign here.

Question No: 5 (Marks: 1) - Please choose one How can you make the

following statement Concise?

„There are only four rules of our company and every employee is bound to follow these rules.“



Four rules must be observed. (pg 33)



There are four rules that must be observed.



You must follow the rules.



Follow the rules

Question No: 6 (Marks: 1) - Please choose oneWhich of the following is promoted by simple, direct language?



Structural clarity



Stylistic clarity (pg 27)



Contextual clarity



Textual clarityQuestion No: 7 (Marks: 1) - Please choose oneWhich of the following is used as brief, informal reports within an organization?



Letter



Memo (Pg 79)



Proposal



Report

Question No: 8 (Marks: 1) - Please choose oneSelect the statement about the communication process that is NOT true.



Communication takes many forms-oral, written and computer.



Communication is vital to every part of business.



Your performance in business will not be judged by your communication ability.



Performance is judged by communication ability.

Question No: 9 (Marks: 1) - Please choose one Biased language that might offend the audience is based on



Cultural bias, gender bias (pg 58)



Cultural bias, nationality bias



Unity bias, nationality bias



None of them

Question No: 10 (Marks: 1) - Please choose one Why important observations, suggestions, or objections should be written?



To persuade the reader



To create permanent records (Pg 20)



To make communication more effective



To establish credibility

Question No: 11 (Marks: 1) - Please choose one Which Three types of readers usually exist?



Phantom Readers, Future Readers, Complicated Readers



Future Readers, Complex Readers, Complicated Readers



Future Readers, Complex Readers, Technical Readers



Phantom Readers, Future Readers, Complex Readers (pg

23) Question No: 12 (Marks: 1) - Please choose oneTo whom usually good will letters are written?



Customer



Manager



Director



Chairman

Question No: 13 (Marks: 1) - Please choose onelf your message is specific, definite and vivid; which of the following principle has been applied?



Completeness



Correctness



Conciseness



Concreteness (Pg 35) Question No: 14 (Marks: 1) - Please choose oneWhich guideline should be followed to ensure Courtesy?

Be sincerely tactful, thoughtful and appreciative



Use expressions that show respect



Omit irritating expressions



All of the above (Pg 38)

Question No: 15 (Marks: 1) - Please choose one
Which of the following factors enables you to evaluate the effectiveness of your message?



Feedback (Pg 127)



Encoding



Transmission



Decoding

Question No: 16 (Marks: 1) - Please choose one
Which of the following can make a meeting unsuccessful?



Deciding on purpose before the meeting



Selecting participants for the meeting



Holding a meeting when a memo or other business message would have done the job. (Pg 158)



All of the above

Question No: 17 (Marks: 1) - Please choose one
Which of the followings is an essential component of employment process?



Reflections



References (Pg 68)



Fractions



Recommendations
Question No: 18 (Marks: 1) - Please choose one
Which of the following is the basis of Courtesy?



Inclined attitude



Biased attitude



You-attitude (Pg 38)



Offensive attitude

Question No: 19 (Marks: 1) - Please choose one Which of the followings are included in Functional words?



Conjunctions, prepositions, nouns, pronouns



Conjunctions, prepositions, articles, pronouns (Pg 56)



Conjunctions, prepositions, articles, adjectives



Conjunctions, interjections, articles, pronouns

Question No: 20 (Marks: 1) - Please choose one A fault in the communication procedure where the meaning of the message is lost

“in

translation”

from intention to language or from language to understanding is called .



Distortion



Noise



Redundancy



Feedback

Question No: 21 (Marks: 1) - Please choose one What is the emphasis of a Functional resume?



Place the name and professional objectives at the top



Provide functions and tasks the applicant can perform (Pg 13)



Put the most important information first



Make your name and professional achievements prominent

Question No: 22 (Marks: 1) - Please choose oneWhat is the goal of a Non-conventional resume?



Provide functions and tasks the applicant can perform



Place the name and professional objectives at the top

Put the most important information first (Pg 13)



Make your name and professional achievements prominent

Question No: 23 (Marks: 1) - Please choose oneWhich of the followings are real but unnamed readers?



Phantom Readers (Pg 23)



Future Readers



Complex Readers



Technical Readers

Question No: 24 (Marks: 1) - Please choose oneWhy Comparison is useful for paragraph development?



It emphasizes similarities (Pg 29)



It emphasizes differences

Question No: 25 (Marks: 1) - Please choose oneWhich of the following complimentary close is accurate in general letter

writing?



Yours sincerely,



Sincerely,



Yours respectfully,



All of the above (Pg 64) Question No: 26 (Marks: 1) - Please choose one How the credibility of the communicator can be systematically analyzed?



Through written communication



Through communication probe (Pg 32)



Through oral communication



Through non verbal communication

Question No: 27 (Marks: 1) - Please choose one What is meant by the term 'Connotative'?



It refers to the literal meaning of words.



It refers to the associations that are connected to a certain word



It refers to general meaning of words.



It refers to cognitive meaning of words.

Question No: 28 (Marks: 1) - Please choose one In which of the following message categories would you place sales and marketing messages?



Persuasive



Positive



Negative



Routine

Question No: 30 (Marks: 1) - Please choose one
Which plan or model is mostly used in business messages?



The logical plan or its variation



The emotional appeal or its variation



The AIDA model or its variation



All of the aboveQuestion No: 31 (Marks: 1) - Please choose one
What can be considered as the heart of a report?



A variety of components



Introduction, body, and a close



Only the body of the report



The introduction of a report

Question No: 32 (Marks: 1) - Please choose one
When you are writing a routine message, what kind of approach will be used?

The direct approach (Pg 52)



The indirect approach



The long approach



None of the above

Question No: 33 (Marks: 1) - Please choose one
Which of the following you should avoid when writing a claim letter?



Direct request



Professional tone



A complaining tone (Pg 71)



Specific details

Question No: 34 (Marks: 1) - Please choose one
What is meant by the term 'Denotative'?



It refers to the literal meaning of a word.



It refers to the surface meaning of the word.



It refers to cognitive meaning of words.



It refers simple meaning of words.

Question No: 35 (Marks: 1) - Please choose one
Where can we apply seven C"s?



To Non verbal communication



To Oral communication



To Written communication



To written and oral communication (Pg 31) Question No: 36 (Marks: 1) - Please choose one While writing persuasive messages which four things should be kept in mind about your audience?



Main idea, consideration, needs and appeals, logic



Semantics, emotion and logics, clarity, consideration



Needs and appeals, emotion and logic, credibility, semantics (Pg 76)



Credibility, logics, main idea, emotion

Question No: 37 (Marks: 1) - Please choose one Which type of letter not only conveys information, but also establishes a contractual relationship between you and the organization or person offering you the position?



Job application letter



Acceptance letter (Pg 64)



Inquiry letter



Transmittal letter

Question No: 38 (Marks: 1) - Please choose one Why do Experts read technical and scientific documents?



To maintain and expand their own general expertise



To obtain specific answers to their own research and writing



To evaluate a document's technical or scientific content.



All of the above (Pg 17) Question No: 39 (Marks: 1) - Please choose one

Which of the following suggests “Implication of a word or a suggestion separate from the usual definition”?



Denotation



Connotation



Implementation



Abstraction

Question No: 40 (Marks: 1) - Please choose one
Which of the following is the primary vehicle for communication within an organization?



Letter



Report



Memorandum (pg 63)



Proposal

Question No: 41 (Marks: 1) - Please choose one
Which phrase should be used while making a presentation?



Please feel free to interrupt me with questions.



Don't disturb me while I'm presenting these statistics.



No, you're wrong. We need more staff.



Please! No interruptions during the presentation.

Question No: 42 (Marks: 1) - Please choose one
Which phrase is correct?



When were you born?



When you are born?



When are you born?



When you born?

Question No: 43 (Marks: 1) - Please choose one

Which of the following is best when you don't need immediate feedback, but you do need speed?



Written message



Electronic message (Pg 49)



Oral message



informal message

Question No: 44 (Marks: 1) - Please choose one Which of the following suggests the following statement? "First group the ideas and then put them in sequence."



Revising a message



Editing a message



Organizing a message (Pg 52)



Planning a message

Question No: 45 (Marks: 1) - Please choose one A letter or report to a customer from an employer belongs to which kind of communication?



Official communication (Pg 4)



Officer Communication



Administrator communication



Manager Communication

Question No: 46 (Marks: 1) - Please choose one Which of the following aims at gathering specific information?



Letter of claim



Letter of request



Letter of inquiry (Pg 66)



Letter of information

Question No: 47 (Marks: 1) - Please choose one Which of the following is best when you want immediate feedback?



Oral medium (Pg 49)



Written medium



Electronic medium



All of the above

Question No: 48 (Marks: 1) - Please choose one Which is farthest in the past?



couple of days



last week



a day before yesterday



a month ago Question No: 49 (Marks: 1) - Please choose one Which phrase is used during a presentation?



Thanks for giving me a hand.



Thank you very much for your time today.



Thank you for your quick response.



Thank you for your corporation.

Question No: 50 (Marks: 1) - Please choose one Which of the following is achieved through a balance between precise language and familiar language?

Clarity (Pg 36)

Question No: 51 (Marks: 1) - Please choose one Letters are usually just one page and consist of three sections .

Front matter, body, end matter (Pg 64)

Question No: 52 (Marks: 1) - Please choose one Which of the following is used in a letter to emphasize a point or to include a brief personal message?

End notes (Pg 59)

Question No: 54 (Marks: 1) - Please choose one Which of the followings use Salutations?

Letters (Pg 63)

Question No: 55 (Marks: 1) - Please choose one What strategies should be opted for writing to Technicians?

All of the above (Pg 17)

Question No: 56 (Marks: 1) - Please choose one Claim letter is also called:

Complaint letter Question

politeness that grows out of respect and concern for others."

Courtesy (Pg 45)

Question No: 58 (Marks: 1) - Please choose oneWhich one of these words is not a synonym for "business"?

project

Question No: 59 (Marks: 1) - Please choose oneWhich format should be used if the document will be sent to outside individuals?

Letter (Pg 67)

Question No: 60 (Marks: 1) - Please choose oneWhich of the followings are like good mail order forms, although they also provide more room forexplaining special needs?

Order letters (Pg 70)

Question No: 61 (Marks: 1) - Please choose oneWhich is a correct response to the question: How do you do?

I'm fine.

Question No: 63 (Marks: 1) - Please choose oneComplete the question tag: They worked for Kaufman's,

Did they?

Question No: 64 (Marks: 1) - Please choose oneWhich of the following is the first thing you must consider while writing a resume?

Defining your objectives (Pg 11)

Question No: 65 (Marks: 1) - Please choose oneHow many steps are essential for successful oral statement?

Seven (Pg 31)

Make your name and professional achievements prominent (pg 13)

All of the above (Pg 13)

Question No: 69 (Marks: 1) - Please choose oneHow many aspects does

Accuracy have?

3 (Pg 27)

The activity of conveying information (pg 19)

To written and oral communication (pg 31)

Question No: 72 (Marks: 1) - Please choose oneWhich of the following is the process of drafting your message?

Composing (Pg 53)

Question No: 73 (Marks: 1) - Please choose oneWhich of the following consists of four parts: a buffer, reasons supporting the negative decision,clear, diplomatic statement of the negative decision and a helpful, friendly, and positive close?

Indirect plan (pg 74)

Question No: 74 (Marks: 1) - Please choose oneWhich of the following presents the main idea before the supporting data?

Indirect plan (Pg 74)

Question No: 75 (Marks: 1) - Please choose oneWhich Three roles does an audience play?

Decision makers, Advisors, Implementers (Pg 22)

Question No: 76 (Marks: 1) - Please choose oneWhich section of a résumé creates most disagreements among experts about its relative advantagesand disadvantages?

Career objective (Pg 14)

Education

Question No: 77 (Marks: 1) - Please choose oneWhich of the following should be done when writing recommendation letters?

Include only relevant and factual information.(Pg 69)

Question No: 78 (Marks: 1) - Please choose oneWhich one of the following options should be used during business correspondence?

Bias-free language (Pg 58)

Question No: 79 (Marks: 1) - Please choose one
Which one of the following can create immense difference between class room communication and jobcommunication?

Size of audience (Pg 3)

None of the above
Question No: 80 (Marks: 1) - Please choose one
Which of the following is generally organized by direct approach and receives a favorable reaction?
?

Good news message

Question No: 81 (Marks: 1) - Please choose one
What is the last thing you need to do before you get ready to distribute your document?

Proofreading (Pg 60)

From 2008-2009-2010 midterm papers

Which of the followings are usually more vivid than long ones and improve the Readability of a document?

Short words

Which format should be used if the document will be sent to outside individuals?

Letter

Which of the following can be defined as “the words one chooses to state one’s message, Say much more than their dictionary definitions”?

Semantics

Which question is used to ask about residential status?

What's your address?

How can you make the following statement Concise?
„There are only four rules of our company and every employee is bound to follow these rules
.

Four rules must be observed.

Which of the following is promoted by simple, direct language?

Stylistic clarity

Which of the following is used as brief, informal reports within an organization?

Memo

Select the statement about the communication process that is NOT true.

Your performance in business will not be judged by your communication ability.

Biased language that might offend the audience is based on **Cultural bias, gender bias**

Why important observations, suggestions, or objections should be written?

To create permanent records

Which Three types of readers usually exist?

Phantom Readers, Future Readers, Complex Readers

To whom usually good will letters are written?

Customer

If your message is specific, definite and vivid; which of the following principle has been applied?

Concreteness

Which guideline should be followed to ensure Courtesy?

All of the above

Which of the following factors enables you to evaluate the effectiveness of your message?

Feedback

Which of the following can make a meeting unsuccessful?

Holding a meeting when a memo or other business message would have done the job.

Which of the followings is an essential component of employment process?

References

Which of the following is the basis of Courtesy?

You-attitude

of the followings are included in Functional words?

Conjunctions, prepositions, articles, pronouns

A fault in the communication procedure where the meaning of the

Distortion

What is the emphasis of a Functional resume?

Provide functions and tasks the applicant can perform

Please choose oneWhat is the goal of a Non-conventional resume?

Put the most important information first

Howard could not _____ the job.

accept

Your resume is a persuasive argument whose purpose is to convince your readers to hire you.

True

Which of the following is not an implicit purpose of a document?

To establish a relationship

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We're having a lunch next week..... ?

Will you come

----- is/are a specified audience or demographics group for whom a message is designed.

Target audience

Choose the correct form of verb.

Has stooped

The need of your audience can be ----- keeping in view their purpose in reading the document.

Controlled

All of the following are good guidelines for rehearsing speech presentations except_____

Don't over-prepare.

Advisors provide information and advice for the -----.

Decision makers

The man----- my house was a cheat.

To whom I said

To improve organizational communication, ----- need to recognize and overcome communication barriers.

Employers

The ----- flow of information follows the official chain of command.

Formal

Which of the following statements is part of persuasion is oral presentation?

Going willing acceptance of an idea

The role of-----is to provide information for the decision markers.

Advisors

The performance of our players was rather -----.

Worse than I had expected.

To establish a relationship, create trust and credibility, and document actions are examples of implicit goals.

Ture

It is usually really handy to have letters of ----- from previous employers.

Recommendation

Which of the three components is part of the human communication process?

Message, recording,

feedback

Informative speaking and persuasive speaking are examples of ----- presentation.

Oral

Choose the correct option from the following:

While writing a document -----is written at the beginning of the document.

Statement of objective

Introduction and background information should be ----- when your reader is a technician.

Brief

Messages are also sent to the speakers from the listener. These are called ---- --.

Feedback

The key to successful communications is to make the reader feel that the most important person in our business relationship is the -----.

Writer

Why document's objective should be stated at the beginning?

All of the given options

Which of the following levels of communication is most formal?

Public

Interpersonal communication helps one to ---- --.

To know what others are thinking (not sure)

Why experts read technical and scientific document?

To maintain and expand their own general expertise

To obtain specific answers to their own research and writing.

All of the given options

----- is an informal interpersonal channel of information not officially approved by the organization.

Grapevine

Oral presentations can be formal or informal.

True

Oral presentation can be formal or informal, depending upon their ---- and ---- purposes and the delivery situation.

Explicit, implicit

----- Audience is a specified audience or demographics group for whom a message is designed.

Specific Target

A -----Resume emphasizes the functions and tasks the applicant can perform.

Nonconventional Functional

Our readers feel -----if they know, we as writers understand their needs.

Exposed

Which three types of readers usually exist?

Phantom readers, future readers, complex readers.

Explicit purpose means the purpose which is ambiguously stated.

False

In-----type of resume, you may place your name along the bottom or side.

Non-Conventional

In the communication process, a receiver is -----.

The person who decodes a message

:

Style guides provide definite----- for preparing a document.

Instructions

The document should include extensive explanations of your conclusions and recommendations to establish--- --.

Credibili

The essence of decision making is -----.

Problem solving

All of the following are true of extemporaneous speaking except----.

It involves speaking from key words rather than reading or speaking from memory.

Which of the following is not the purpose of an informative speech?

Changing the attitudes

The oral communication is -----in its nature and brings back immediate result.

Conversational

The concept of time is ---- specific.

Culture

The role of a --- is to say how the organization, or some part, will act when confronted with a particular situation.

Decision makers

Complex readers are the readers who may use your communication after weeks, months or even years later.

False

One fundamental ---- of effective writing is to put the key information at the beginning.

Principle

Name and professional objectives are placed at the top in a -----resume.

Conventional

While writing a document -----is writing at the beginning of the document.

Statement of objective

Which of the following font should be used on overhead projection transparencies (OHPs)?

18pt Times Roman

The persuasive argument has two elements; a ---- and evidence to----- your claim.

Claim, support

General experts possess extensive knowledge about on field in -----.

General

It is important to target your audience by identifying ----.

Audience purpose

The level of expertise

Audience type

All of the given

A group of people who are compelled to assemble and listen to a speaker are known as a ----.

Voluntary audience

Feedback can come in the form of-----.

All of the given options.

Symbols

Pictures

Verbal and non-verbal cues.

Mark the statement as true/false

Oral presentation can be only presented in formal mode.

False

It is better to state your document's objective at/in the----.

Beginning

Objectives should always be --- --.

Specific

Procedures and work plan in a document show-----.

Instructions

Content words (nouns, verbs, adjectives, adverbs) have only denotative meanings.

Select the correct option:

True

----- is important, not only because it genuinely improves the reader's ability to understand your material, but also because it gives the reader confidence in your ability to assert control over detail.

Consistency

Phantom readers are called _____ readers.

Unnamed

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