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ENG201 Quiz 2 Solved

Prepared by **VU Answer**

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

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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 answer may either be a refusal or a grant.

Complaint

10) A/An ____ letter is a letter in answer to complaint letter the answer may either be a refusal or a grant?

Adjustment

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

Positive

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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

14) Choose the best options:

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

one idea

15) The main address in a letter represents ____.

the person writing the letter

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16) When placing ____ you don't need to excite your readers interest just 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 respond to enquiries are complaints from customers of that organization?

True

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

Buffer

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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 are lingering doubt about the message

supporting details

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

3

23) The indirect plan consists of parts

4

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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

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_____ 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

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

Courteous

35) ____ 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

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

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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

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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 technical information letters announce ____.

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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

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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?
empirical Research report

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

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

54) Choose the best option

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

stack modifier

55) Which sentence is punctuated correctly?

the chairman of, "why are our profit down?"

56) What is the last step in Planning a report?

in treating your investigation and research

57) Which of the following sentence is correctly punctuated?

Paris, France is my favorite place to visit.

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

Literature review

EFFORT BY SARIM

If you found any mistake correct itself

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