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[ENG201 Quiz 2 2022 Solution with Reference](#)

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Note:

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'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 -----.

Select the correct option

☒	Credibility
☐	None of the above
☐	Good will
☐	Persuasion

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Choose correct article to fill in the blank.
Ben has _____ terrible headache.

Select the correct option

☐	an
☐	no article
☐	the
☒	a

Answer



preetgill36

Ambitious • 8 answers • 330 people helped

Answer:

a

Explanation:

ben has a terrible headache

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The good organization of the content means _____

Select the correct option

☐	all the information is included
☒	both of the above
☐	the purpose and subject matter are clear
☐	none of the above

A _____ letter begins with questions to catch the reader's attention and leads up to the main point by arousing the reader's interest.

Select the correct option

☐	good will
☐	inquiry
☐	good news
☒	persuasive

○ **Persuasive Message Format**

The letter begins with questions to catch the reader's attention. The letter leads up to the main point by arousing the reader's interest. This section gives the reader a motive for complying with the request. The letter closes with an appeal.

How do People react to your message when they have confidence in you?

Select the correct option

☐	negatively
☒	positively
☐	neutrally
☐	unlikely



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

Select the correct option

☐	fewer
☐	medium
☐	low
☒	increased



Choose correct article to fill in the blank.
Is your mother working in _____ old office building?

Select the correct option

☐	a
☐	no article
☐	the
☒	an

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

Select the correct option

☒	3
☐	4
☐	6
☐	5

word)

- **Types of Sentence**

To give your sentence variety, use the three types of sentences:

- Simple
- Compound
- Complex



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Choose the correct option.
'To inform' is the _____ purpose of a business message.

Select the correct option

☒	general
☐	indirect
☐	implicit
☐	specific

+

According to communication researchers, people can usually remember a maximum of _____ major points even in a long document.

Select the correct option

☐	seven
☐	six
☐	three
☒	five

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

Select the correct option

☒	scheduling
☐	collaboration
☐	all of the given options
☐	technology

In mixed punctuation, a comma follows the salutation.

Select the correct option

☒	True
☐	False

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Working on proper designing of your written document -----

Select the correct option

☐	makes it appear complex
☐	makes it easy to understand
☐	decreases its length
☒	makes it error-free



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One should frequently use courtesy word/words and phrase/ phrases like____

Select the correct option

☒	All of the above
☐	Thank you
☐	Please
☐	You're welcome

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

Select the correct option

☐	fewer
☐	medium
☐	low
☒	increased

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Which of the following words is free from 'Gender-Bias'?

Select the correct option

☒	Police officer
☐	All of the above
☐	Police lady
☐	Policeman

Bias-Free Language

Avoid biased language that might offend the audience. Some of common biases are:

- Cultural bias
- Gender bias
- Racial and ethnic bias
- Disability bias

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

Select the correct option

☐	Instructive approach
☒	Direct approach
☐	Persuasive approach
☐	Indirect approach

If you have ten minutes or less to deliver your message, organize your thoughts as much as you would a letter or brief memo. Use the direct approach if the subject involves routine information or good news and using the indirect approach if the subject involves bad news or persuasion.



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

Select the correct option

☐	minor details
☒	main idea

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

Select the correct option

☒	False
☐	True

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

Select the correct option

☒	False
☐	True

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

Select the correct option

☒	False
☐	True

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

Select the correct option

☐	Title page
☐	Introduction
☐	Summary

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

Select the correct option

☐	inquiry letter
☐	recommendation letter
☐	acceptance letter

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

Select the correct option

False



True

'Umer is an unusually tall Sindhi.'

Which of the following types of biases does it exemplify?

Select the correct option

- | | |
|-----------------------|-------------------|
| ☐ | None of the above |
| ☐ | Disability |
| ☐ | Ethnic bias |

"You have waited very patiently; finally the day has arrived."
Is an example of

Select the correct option

- | | |
|----------------------------------|---------------------------|
| ☐ | Complex Sentence |
| ☒ | Compound Sentence |
| ☐ | Complex compound Sentence |
| ☐ | Simple Sentence |

Compound

You have waited very patiently; finally the day has arrived.

Choose appropriate preposition to fill in the blank:
Look _____! There's a bus coming! It is going to hit you!

Select the correct option

☐

through

☐

up

☒

out



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

Select the correct option

☐	exciting
☐	incomplete
☐	doubtful
☒	successful

Acknowledgement letters are sent to a customer confirming the receipt of a/ an _____.

Select the correct option

☐	inquiry
☒	all of the above
☐	order
☐	payment

Writing Positive Replies:

Acknowledging Orders:

Acknowledgements are appropriate for large orders, first orders, and orders that cannot be filled right away. Acknowledgement letters are sent to a customer confirming the receipt of an order, payment, or inquiry. It is frequently used in response to credit orders to encourage fast payment or to offer an opportunity to increase the order.

Choose the best option:

Usually technical-information letters announce _____

Select the correct option

☐	list of the urgent tasks
☐	information for the customers
☒	technical information
☐	company's procedures

Technical-Information Letters and Memoranda

Technical-information letters and memoranda are short documents that announce new technical information, such as a software bug and its solution, or a new feature. Use the memorandum format if the information is being sent inside an organization. Use the letter format if the document will be sent to outside individuals.

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

Select the correct option

☐	proposals
☐	letter
☒	memorandum
☐	report

Technical-Information Letters and Memoranda

Technical-information letters and memoranda are short documents that announce new technical information, such as a software bug and its solution, or a new feature. Use the memorandum format if the information is being sent inside an organization. Use the letter format if the document will be sent to outside individuals.

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

Select the correct option

☒	True
☐	False

Example i.e. MEMO:

The Memo begins with the central question.

A little background information orients the reader.

The numbered questions focus responses, so that they will be easier to tally.

Customer Services:

It is the Department or function of an organization that responds to inquiries or complaints from customers of that organization. Customers may communicate in person or via written correspondence, toll telephone, etc.

Various techniques are used to generate correspondence back to the customer, including checklists, form letters, typewritten letters, computer letters (fill-in type), or computer-generated personalized letters. Typewritten letters are best for irate complaints or special situations. Computer letters combine the benefits of personalization with the efficiencies of automation.

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

Select the correct option

☐	job application letter
☒	inquiry letter
☐	recommendation letter
☐	acceptance letter

Sample of Inquiry Letter:

The following letter of inquiry is written by a computer programmer, requesting **specific information** about an upcoming release of a software product.

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

Select the correct option

☒	False
☐	True

b. Necessary Details:

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

Necessary details:

- Satisfy reader's information needs.
- Reinforce positive tone.
- Emphasize positive aspects of disappointing news.

c. Courteous Close:

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

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

Select the correct option

☐	all of the above
☐	discourteous
☒	courteous
☐	confused

Organizing Positive Messages:

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.

a. Clear Statement of the Main Idea:

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

The main idea is the single most important idea, concisely stated.

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

Select the correct option

True



False



While responding adjustment letters, end the letter on a ____

Select the correct option

☐	Persuasive tone
☐	pleasant tone
☒	pleasant note
☐	Persuasive note

Responding Favorably to Claims and Adjustment Requests:

You can build customer loyalty by responding favorably to routine claims. Favorable responses to routine claims are known as adjustments. The following sequence is recommended while giving a favorable response to a claim:

- Reveal the good news in the first sentence of the letter.
- Explain the various circumstances under which the action has been taken.
- Don't blame an individual or a specific department.
- Avoid lame excuses such as "Nobody's perfect" or "Mistakes will happen."
- **End the letter** on a pleasant note



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The reader of a/ an ----- may use this report to solve an organizational, social or a personal problem.

Select the correct option

☐	business report
☐	technical report
☒	general report
☐	academic report

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Mark as TRUE or FALSE.
Surface charts and tables cannot be used as visual aids.

Select the correct option

☐	TRUE
☒	FALSE

Visual Aids:

When illustrating the text of any report, you face the problem of choosing any specific form that best suits your message. Moreover, good business ethics demand you to choose a form of visual aid that will not mislead your audience.

- Tables
- Line and Surface Charts

What is the last step in planning a report?

Select the correct option

☐	Defining the outline and purpose
☐	Conducting research
☒	Interpreting your investigation and research
☐	Preparing a work plan

_____ is a list of the books referred to in a scholarly work and it is typically part of appendix.

Select the correct option

☐	Orthography
☒	Bibliography
☐	Calligraphy
☐	Photography

noun bibliographies. 1A **list of the books referred to in a scholarly work, typically printed as an appendix.** 'The extensive bibliography **refers to books**, periodicals and theses, government and media materials, and websites.

www.lexico.com > definition > bibliography

[Bibliography | Definition of Bibliography by Oxford Dictionary ...](#)

The reader of a/ an ----- may use this report to solve an organizational, social or a personal problem.

Select the correct option

☐	business report
☐	technical report
☒	general report
☐	academic report

How readers want to use the information you provide:

Your readers may want to use your information to solve:

- **An organizational problem:** Where typical goals are to increase efficiency and profit.
- **A social problem:** Where typical goals are to improve the general health and welfare of groups of people.
- **A personal problem:** Where typical goals are to satisfy individual preferences and values.



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Which of the following sentences is correctly punctuated?

Select the correct option

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

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Observation is one of the tools to collect secondary data.

Select the correct option

☐	True
☒	False

Lecture Outline:

- Report Production
- Composing a formal Report
 1. Prefatory parts
 2. Body of report
 3. Supplementary parts
- Prefatory parts
 - a. Title fly
 - b. Title page
- Body of report
 - a. Introduction
 - b. Text
 - c. Terminal section
- Supplementary Parts
 - a. Appendix
 - b. Bibliography
 - c. Glossary

_____ 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?"

Select the correct option

☐	Introduction
☐	Discussion
☒	Conclusion
☐	Recommendation

e. Conclusions:

Like interpretations, conclusions are general statements, based on your facts. However, conclusions don't simply focus on interpreting the facts but also on answering the readers' question. i.e. "How are those facts significant to us?"

f. Recommendations:

Just as conclusions grow out of interpretations of the facts, recommendations grow out of conclusions. They answer the reader's question, "If your conclusions are valid, what should we do?" Depending on many factors, including the number and complexity of the things you are suggesting, you may state your recommendations in a single sentence or in many pages.

Bibliography is one of the supplementary parts of a report.

Select the correct option

True



False



- b. Title page
- Body of report
 - a. Introduction
 - b. Text
 - c. Terminal section
- Supplementary Parts
 - a. Appendix
 - b. Bibliography
 - c. Glossary
 - d. Index

Report Production:

Planning formal reports and proposals, con

Choose the correct option.

Commas are used to:

▶ Select the correct option

☐	Separate two or more independent clauses
☐	Separate independent and dependent clauses
☐	Separate quotes
☒	All of the above

The reader of a/ an ----- may use this report to solve an organizational, social or a personal problem.

Select the correct option

☐	business report
☐	technical report
☒	general report
☐	academic report

Complete the following sentence with the appropriate punctuation mark:

I wonder how old he is

Select the correct option

☐	Full stop
☒	Question mark
☐	Exclamation mark
☐	Colon

In report writing, facts are the individual pieces of information that underlie and support the conclusion and recommendation/s.

Select the correct option

☒	True
☐	False



Readers want to use the information of a general report to solve ----- problem/s.

Select the correct option

☐	Organizational
☐	Social
☐	Personal
☒	All of the above



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Bibliography is one of the supplementary parts of a report.

Select the correct option

☒	True
☐	False

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_____ is a way to establish the importance of your research.

Select the correct option

☒	Reviewing literature
☐	Calculating results
☐	DOing discussion
☐	Drawing conclusions



A formal report is written in

Select the correct option

☐	first person
☐	second person
☐	third person
☒	All of the above

A _____ is written to explain the features of a product or service that can sell the concept to a prospective buyer.

Select the correct option

☐	scientific concept
☐	mathematical concept
☒	technical concept
☐	biological concept

Which types of reports are used to assess opportunities, to solve problems, and to support decisions?

Select the correct option

☐	Information Reports
☐	Progress Reports
☒	Analytical Reports
☐	Feasibility Reports

Any number, from huge quantities to tiny fractions, can be written in the decimal system using only the ten basic symbols.

Select the correct option

☒	True
☐	False



Which of the following provides you insight about specific people, events or locales as well as gives you an unbiased viewpoint about certain events?

Select the correct option

☒	Observations
☐	Surveys
☐	Documents

The two important ways of presenting results are tables and _____

Select the correct option

☒	Graphs
☐	Charts
☐	Maps



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In _____ writer introduces the established facts and theories that are relevant to the writer's work.

Select the correct option

☒	Literature Review
☐	Discussion
☐	Introduction

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An appendix is in the main body of a report.

Select the correct option

☐	True
☒	False

Complete the following sentence with correct punctuation mark:
What time did you go to the movie last night

Select the correct option

☐	Full stop
☒	Question mark
☐	Exclamation mark

Which of the following offers information, analysis, and recommendations?

Select the correct option

☐	Informational reports
☒	Analytical reports
☐	Proposals

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