

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

Select the correct option



Feedback, message, critiquing



Noise, feedback, jargon



Message, noise, feedback



Message, recording, feedback

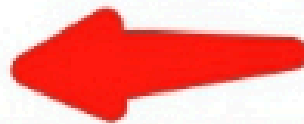
Identify and label the type of audience:

_____ has the least technical knowledge and needs explanation.

Select the correct option



Layperson



Technician



Philosopher



Manager

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

Select the correct option

☐	True
☐	False

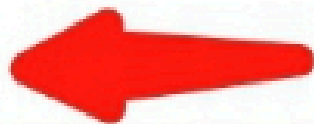


Click to Save Answer & Move to Next Question

Revision is a chance for you to look critically at a document _____.

Select the correct option

- ☐ if a reader will understand what you're saying
- ☐ if it says what you wanted to say
- ☒ All of the given options
- ☐ if it's really worth saying



Don't worry what other people think.....

Select the correct option



just take no note of them



just take no hint of them



just take no notice of them



just take no sign of them

Click to Save Answer & Move to Next Question

It is the _____ job to carry out the decisions that have been made.

Select the correct option



all of the given options



advisor's



implementer's



decision maker's

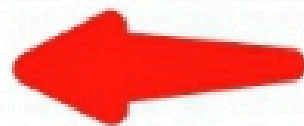
Impromptu method of delivery is also called

_____.

Select the correct option

☐ memorization method of delivery

☒ None of the given options



☐ extemporaneous delivery method

☐ off the cuff delivery method

Informative speaking and persuasive speaking are examples of _____ presentation.

Select the correct option



informal



written



oral



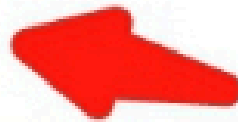
formal

The oral communication is ----- in its nature and brings back immediate result.

Select the correct option



conversational



communal



conventional



sensational

All of the following are true of extemporaneous speaking except _____

Select the correct option



It emphasizes learning to respond to audience feedback.



It emphasizes audience interaction over exact wording.



It involves speaking from key words rather than reading or speaking from memory.



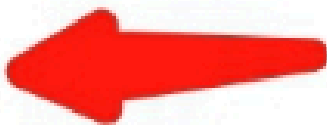
It is generally preferred when exact timing is a must.

[Click to Save Answer & Move to Next Question](#)

In a business organization, important observations, suggestions, or objections should be communicated orally rather than in writing.

Select the correct option

☐	True
☐	False



Click to Show Answer & Move to Next Question

In the communication process, a receiver is

_____.

Select the correct option

- ☐ the person who prepares the buffer
- ☒ the person who decodes the message
- ☐ the person who encodes the message
- ☐ the person who designs the message

The second highest post in an organization is titled as -----

~ .

Select the correct option



Director



Chief executive



Country manager



The Managing Director

Which of the following is the prominent feature of extempore method of oral presentation?

Select the correct option

- ☐ Planning before speaking 
- ☐ Poor organization
- ☐ Incompleteness
- ☐ Indifference towards the audience

Choose the correct option from the following:
While writing a document is written at the beginning of the document.

Select the correct option



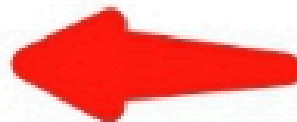
None of the given options



Main idea



Statement of objective



Reader's interests

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

Select the correct option

☐

Feedback, message, critiquing

☐

Noise, feedback, jargon

☐

Message, noise, feedback

☐

Message, recording, feedback

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

Select the correct option



did you come



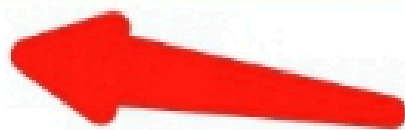
do you come



were you coming



will you come

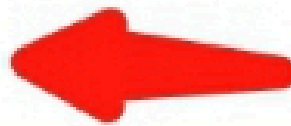


_____ readers are real but unnamed readers who use communications addressed to others.

Select the correct option



Phantom



Complex



Complicated



Future

Informal oral reports are generally characterized by _____ settings with a _____ degree of audience interaction.

Select the correct option

☐

small-group, high



☐

large-group, low

☐

small-group, low

☐

large-group, high

Oral presentations can be formal or informal.

Select the correct option



False



True



[Click to Show Answer & Move to Next Question](#)

Which of the following are real but unnamed readers?

Select the correct option

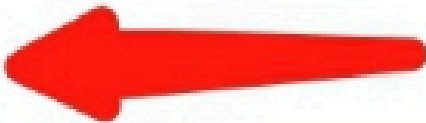
☐	Complex Readers
☐	Future Readers
☐	Phantom Readers
☐	Technical Readers



One fundamental of effective writing is to put the key information at the beginning.

Select the correct option

☐	theory
☐	Principle
☐	method
☐	principal



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

Select the correct option

☐ functional



☐ nonconventional

☐ conventional

☐ professional

The essence of decision making is_____

Select the correct option

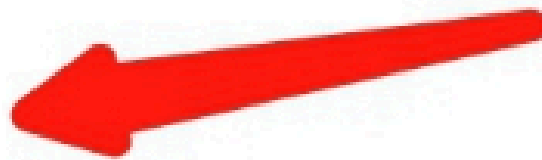
☐	Monitoring
☒	Choosing between alternatives
☐	Problem solving
☐	Developing alternative courses of action

It is possible for communication to reinforce an existing attitude of the people or reverse an attitude that is not so likable.

Select the correct option



True



False

[Click to Save Answer & Marked as Correct](#)

Which of the following are some of the deceptive actions that unethical communicators might take?

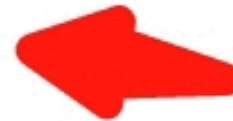
Select the correct option



Exaggerate benefits



Portray graphic data unfairly



All of the given options



Hide negative information

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

Select the correct option

- | | |
|----------------------------------|-------|
| ☐ | False |
| ☒ | True |



Click to Show Answer & Move to Next Question

Bring as much information about yourself as you might need. On your make sure you include hobbies, volunteer work or anything that you've done that may pertain to that job.

Select the correct option

- | | |
|-----------------------|-------------------|
| ☐ | Resume |
| ☐ | School transcript |
| ☐ | Journal |
| ☐ | College degree |



Feedback can come in the form of _____ .

Select the correct option



All of the given options



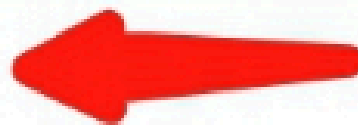
symbols



Pictures



verbal and non-verbal cues



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

Select the correct option



A helpful, friendly, and positive close



A buffer



Reasons supporting the negative decision



All of the above



Click to Save Answer & Move to Next Question

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

Select the correct option

☐ An appendix to the message

☐ The close of the message

☐ The opening of the message

☐ The body of the message



Click to Save Answer & Move to Next Question

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

Select the correct option



True



False

Click to Save Answer & Move to Next Question

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

Select the correct option

- ☐ shipment
- ☐ supplies
- ☒ instructions
- ☐ cheques



Click to Save Answer & Move to Next Question

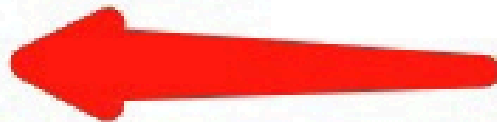
KEY WORDS: aging; aging-related changes; aging-related decline; aging-related increase

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

Select the correct option



False



True

Click on Save Answer & Move to Next Question

The buffer puts an audience in _____.

Select the correct option

☐ a denying mood

☐ an angry mood

☐ a jubilant mood

☐ an accepting mood



[Click to See Answer & Move to Next Question](#)

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

Select the correct option

- ☒ three
- ☐ five
- ☐ four
- ☐ two

Which one of the following provides you information, analysis, and recommendations?

Select the correct option



Informational report



Proposal



Analytical report



Proposal and analytical report

[Click to Save Answer & Move to Next Question](#)

Choose the correct option from the following.
In business communications use the _____ format if the document will be sent to outside individuals.

Select the correct option



report



memorandum



proposal



letter

Click to Save Answer & Move to Next Question

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

Select the correct option



To give instructions



To establish a relationship



To provide information



To argue with reader

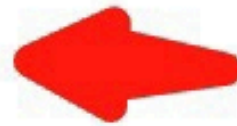
Click to Save Answer & Move to Next Question

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

Select the correct option



Using brainstorming techniques



Taking too long to get to the point



Including irrelevant material



Getting ideas mixed up

[Click to Save Answer & Move to Next Question](#)

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

Select the correct option



Introduction



Technical approach



Body



Subject

Click to Save Answer & Move to Next Question

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

Select the correct option

- ☐ We must turn down...
- ☐ We are delighted to...
- ☐ We appreciate...
- ☐ Please contact us to...



Click to Save Answer & Move to Next Question

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

Select the correct option



I must refuse, we must deny



I prefer, we must deny



We allow, we must reject



We welcome, I must refuse

Click to Save Answer & Move to Next Question

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

Select the correct option



order



all of the above



inquiry



payment

Click to See Answer & Move to Next Question

Which one of the following is the best expression to use with the customers for refusal:

Select the correct option



The position has been filled.



You do not have the needed qualities for the position.



You do not qualify.



We must deny you this position.

[Click to Save Answer & Move to Next Question](#)

Choose the best option:
When no special persuasion is needed, the use of _____ is recommended.

Select the correct option

- ☐ none of the above
- ☐ both of the above
- ☐ indirect request
- ☐ direct request



Click to Save Answer & Move to Next Question

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

Select the correct option



disposed



unwilling



uneasy



none of the above

Click to Save Answer & Move to Next Question

Memo is the short form of.....

Select the correct option



Memory



Momentum



Memorandum



Memorial



[Click to Save Answer & Move to Next Question](#)

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

Select the correct option

☐ average important

☐ least important

☒ most important

☐ none of the above



Click to Save Answer & Move to Next Question

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

Select the correct option



True



False



Click to Save Answer & Move to Next Question

Choose the best option:
Customer services is a department of an organization that responds to _____.

Select the correct option

- | | |
|-----------------------|-------------------------|
| ☐ | explanations |
| ☐ | suggestions |
| ☐ | inquiries or complaints |
| ☐ | orders |



Click to Save Answer & Move to Next Question

An Order Letter is also known as:

Select the correct option

- | | |
|----------------------------------|-------------------|
| ☒ | PO |
| ☐ | CO |
| ☐ | None of the above |
| ☐ | KHB |



Click to Save Answer & Move to Next Question

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

Select the correct option



blunt no



fair decision



negative decision



buffer

Click to Save Answer & Move to Next Question

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

Select the correct option

- | | |
|----------------------------------|--------------------------------|
| ☐ | References |
| ☒ | Recommendations |
| ☐ | References and Recommendations |
| ☐ | Reflections |



Use the direct approach when the audience is _____.

Select the correct option

☐ eager and displeased

☒ eager and interested

☐ interested and displeased

☐ interested and neutral



Click to Save Answer & Move to Next Question

Which of the following are extremely important in decisions to hire, admit an individual and to award a scholarship or grant?

Select the correct option



Recommendation letters



Transmittal letters



Acceptance letters



Job application letters

Click to Save Answer & Move to Next Question

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

Select the correct option



Reject a message



Interpret a message



Evaluate a message



Translate ideas into code

Click to Save Answer & Move to Next Question

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



acceptance letter



inquiry letter



recommendation letter

Click to Save Answer & Move to Next Question

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

Select the correct option

☐ Satisfy reader's information needs.



☐ Emphasize positive aspects of the news.



☐ Provide buffer statement.



☐ Reinforce positive tone.



Click to Save Answer & Move to Next Question

Which of the following are extremely important in decisions to hire, admit an individual and to award a scholarship or grant?

Select the correct option



Recommendation letters



Transmittal letters



Acceptance letters



Job application letters

Click to Save Answer & Move to Next Question

Customer service correspondence may be in letterhead or postcard format.

Select the correct option

☐ True

☒ False



Click to Save Answer & Move to Next Question

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

Select the correct option



False



True



[Click to Save Answer & Move to Next Question](#)

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

Select the correct option

☐ None of the above

☐ Quality Assurance

☐ Human Resource

☐ Customer Services



Click to Save Answer & Move to Next Question

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

Select the correct option



True



False

Click to Save Answer & Move to Next Question

Question # 6 of 16 (Start time: 16:24:16.11, 29 June 2022)

Which of the following are appropriate for large orders?

Select the correct option

☒	Buffer
☐	Direct Requests
☐	Indirect Requests
☐	Acknowledgements