

ENG201 SPRING 2021 174 MCQS

SEARCHING FILE QUIZ 2 UPDATED

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

Successful....confirm

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

All options.... Confirm

3. Usually technical-information letters announce_____.

Technical information...confirm

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

Memorandum...confirm

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

True.....confirm

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

Inquiry letter.....confirm

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

False.....confirm

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

True....confirm

9. 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.....confirm

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

True.....confirm

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

Pleasant note.....confirm

12. While responding adjustment letters, reveal the good news in the first _____.

Sentence of the letter....confirm

13. While responding adjustment letter, Explain the various circumstances under which _____.

Action has been taken.....confirm

14. While responding adjustment letter, Don't blame an individual or _____.

A specific department...confirm

15. While responding adjustment letter, Avoid lame excuses such as "Nobody's perfect" or _____.

Mistakes will happen....confirm

16. Use the indirect approach when the audience is.

Displeased....confirm

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

References...confirm

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

3.....confirm

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

True....confirm

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

Recommendation letters.....confirm

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

Main idea, necessary detail and specific action.....confirm

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

True...confirm

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

Courteousconfirm

24. 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.....confirm

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

Complaint...confirm

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

All options...confirm

27. His birthday is coming _____ next week.

Up....confirm

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

True...confirm

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

All options...confirm

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

Negative decision

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

The opening of the message.....confirm

32. 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.....confirm

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

Main idea...confirm

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

Give necessary details....confirm

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

specific action...confirm

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

Indirect plan.....confirm

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

Restrict

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

Colon...confirm

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

Order....confirm

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

Order letter...confirm

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

PO...confirm

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

Placing orders....confirm

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

Customer Services...confirm

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

Structure of customer letter...confirm

45. 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....confirm

46. 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...confirm

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

Adjustment letter....confirm

48. 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.....confirm

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

Purpose statement.....confirm

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

Empirical research report

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

A professor should his students papers according to this set of predetermined guidelines.

52. Which of the following errors does a sentence contain when it has long strings modifiers or nouns?

Stacked modifier...confirm

53. Which sentence is punctuated correctly?

The chairman asked, “Why are our profits down?”....confirm

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

Interpreting your investigation and research.....confirm

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

Conduct research....confirm

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

Prepare a work plan.....confirm

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

Outline the issue for investigation...confirm

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

Define the outline and purpose...confirm

59. Which of the following sentences is correctly punctuated?

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

60. _____ 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...confirm

61. Commas are used to:

All options.....confirm

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

Bad news....confirm

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

A buffer

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

True...confirm

65. End mater of a proposal includes _____.

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

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

True.....confirm

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

Excite your reader....confirm

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

Excite your reader.....confirm

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

As it isn't raining.....confirm

70. What is a buffer in a negative message?

It closes the message.....confirm

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

Sorry, mistake , Problem All options

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

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

73. Do not begin an indirect message with _____.

A buffer....confirm

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

Using brainstorming technique

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

True.....confirm

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

Courteous close.....confirm

77. 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.....confirm

**78. 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....confirm

79. 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.....confirm

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

True.....confirm

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

Bad news.....confirm

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

False.....confirm

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

True.....confirm

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

True.....confirm

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

trueconfirm

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

False.....confirm

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

False.....confirm

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

Letter.....confirm

89. Every sentence contains a subject and a

Predicate

90. To whom usually good will letters are written?

Customer

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

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

Composition

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

Recommendation letters

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

Introduction

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

Agenda, meeting minutes

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

Subject

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

References

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

Making a big apology

99. A message is a signal that serves as:

Informational report

100. .----- 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

101. 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

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

Letter

- 103. In which direction does communication flow in a formal communication network.**

Horizontal

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

All options

- 105. Which of the following statements is false?**

None. All of the above statements are correct

- 106. A flexible and efficient writing style that readers can understand in one reading.**

I plain English

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

Bad news messages

- 108. 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.

- 109. 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

- 110. In which directions communication flow in a formal communication network?**

Horizontal, downward and upward

- 111. Orders are considered one of the simplest types of _____.**

Direct request

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

Displaced

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

Put the audience in an accepting mood

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

One idea / Single most important idea.....confirm

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

Blunt no

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

Objective....confirm

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

Conveyconfirm

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

Complaintconfirm

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

Adjustment.....confirm

120. Adjustment are also called.

Claim settlements

121. 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.....confirm

- 122. The return address in a letter represents_____.**

The person writing the letter

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

Order.....confirm

- 124. To decode a message is to:**

Interpret a message

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

True....confirm

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

Buffer.....confirm

- 127. Application letters are usually just one page and consist of _____ sections**

THREE.....confirm

- 128. Customer service correspondence occurs in _____ format.**

Letterhead or postcard format.....confirm

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

Supporting details.....confirm

- 130. The indirect plan consists of _____ parts.**

4.....confirm

- 131. Credit approvals mark the beginning of a business relationship with a _____.**

Customer....confirm

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

Main idea...confirm

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

All option.....confirm

134. Bad news is not delivered directly as it falls under the category of ____ messages.

Negative.....confirm

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

False.....confirm

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

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

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

The opening of the message....confrim

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

Main idea....confirm

139. the organization of a direct request the very 2nd step is to state the ____.

Give necessary details

140. the organization of a direct request the very 3rd step is to state the ____.

Close with a cordial request for specific action

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

Convey.....confirm

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

True...confirm

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

Inquiries or complaints.....confirm

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

Horizontal downward and upward

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

Direct request

146. Use the indirect approach when the audience is ?

Displeased.

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

Put the audience in an accepting mood

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

One idea

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

Blunt no

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

Objective

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

Convey

152. The main address in a letter represents _____.

The person writing the letter

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

Order

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

Customer

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

Main idea

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

All options

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

References

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

True

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

Recommendation letters

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

Main idea, necessary details and specific action

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

True

162. _____ 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

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

All options

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

True

165. One should be careful about the chances of being_____ while making a direct request.

All options

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

Negative decision

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

Successful

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

Memorandum

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

Literature review

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

Purpose statement

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

Empirical research report

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

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

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

Stack modifier

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

In treading your investigation and research
