ENG201 SPRING 2021 232 MCQS

SEARCHING FILE QUIZ 2 UPDATED

CREDIT ON ORNAGE MONKEY

Remember own pryer

1. **To give your readers a feeling about their welfare on your part makers 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

Remember own pryer

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

false…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

Courteous ……confirm

24. 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…..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.

false…confirm

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

Remember own pryer

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…..confirm

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.

Remember own pryer

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

Remember own pryer

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:

Remember own pryer

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 explains the reasons for the negative message

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 _____.

Remember own pryer

Blunt no….confirm

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

Using brainstorming technique…..confirm

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

Remember own pryer

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.

true …..confirm

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…confirm

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

2

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

Remember own pryer

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.

Memorandum..confirm

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

Remember own pryer

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….confirm

Remember own pryer

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.

Convey ……confirm

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

Complaint …..confirm

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.

Remember own pryer

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

Remember own pryer

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

Remember own pryer

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 _____.

Remember own pryer

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…confirm

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…..confirm

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

False.confirm

Remember own pryer

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……

Sucessful

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

Memorandum….confirm

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

Literature review

170. I n 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-determind guidance)

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

Stack modifier

Remember own pryer

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

In treading your investigation and research

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

A complaining tone

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

False…confirm

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

True….confirm

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

True…confirm

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

Adjustment

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

First

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

Convey

182. 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.

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

Successful….confirm

Remember own pryer

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

A computerized form response….confirm

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

Direct request

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

Memorandum….confirm

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

Recommendation

188. Identity the statement which should not be included in ‘ NECESSARY DETAILS’ section of a positive message.

Provide buffer statement…..confirm

189. 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

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

An email….confirm

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

Refrences ….confirm

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

An routine inquiry….confirm

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

Remember own pryer

We must turn down…..confirm

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

We must deny….confirm

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

We must reject the proposal ….confirm

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

We cannot afford to

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

Doubt….confirm from net

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

Direct plan …..confirm

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

Indirect plan….confirm

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

All options

201. Letters of recommendation are extremely important.

All options

202. Positive message end with _____.

A courteous close

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

friendly

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

All options

Remember own pryer

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

Recommendation

206. Claim letter is also called :

Complaint letter…confirm

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

All option

208. Letters of recommendation are extremely important

All options

209. Positive messages end with_____.

A certeous close

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

True…..confirm

211. 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

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

Emotional reaction…..confirm

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

True

214. While writing bad news message Do not overemphasize the positive.

True

Remember own pryer

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

References and recommendations

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

Main idea

217. Positive message end with_____.

A courteous close

218. The buffer puts an audience in _____.

An accepting mood…confirm

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

All options

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

Polite….confirm

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

All options

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

To establish a relationship

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

Most important

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

Honesty

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

Three…..confirm

Remember own pryer

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

Acknowledge…confirm

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

Acknowledge…confirm

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

Disposed…confirm

229. Use the direct approach when the audience is _____.

Interested and displaced

230. The sun came _____ after the rain had stopped.

Out

231. Instead of beginning a business message with blunt 'no' use the _____ to ease your audience.

Indirect plan….confirm

232. Which one of the following provides you information, analysis and recommendation.

Analytical report

Remember own pryer