

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

A written outline of the services a designer will be responsible for is called:

Select the correct option



The program.



Letters of agreement.



The problem statement.

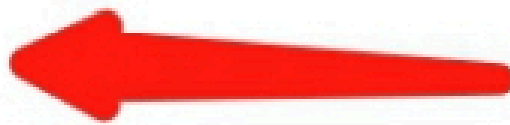


A retainer fee.

_____at the moment, I'll get to the market.

Select the correct option

☐ As it isn't raining



☐ Because it isn't raining

☐ As it doesn't rain

☐ For it isn't rain

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Choose the correct option.

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

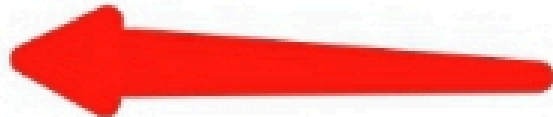
Select the correct option



Refrain



Restrain



Stop



Restrict

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



suggestions



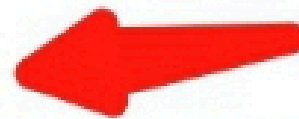
orders



explanations



inquiries or complaints



[Click to Save 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

- | | |
|----------------------------------|--|
| ☐ | You do not have the needed qualities for the position. |
| ☒ | The position has been filled. |
| ☐ | You do not qualify. |
| ☐ | We must deny you this position. |

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

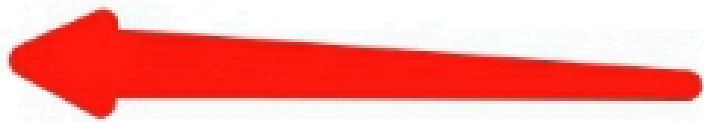
Select the correct option



Job application



Adjustment



Transmittal



Acceptance

Choose the correct option.

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

Select the correct option



claim



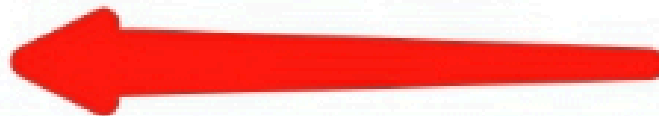
method



way



objective

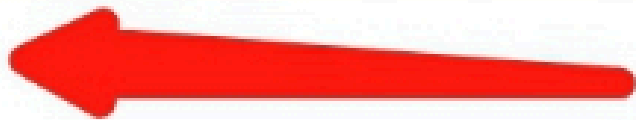


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End Mater of a proposal includes.....

Select the correct option

- ☒ résumés
- ☐ appendixes
- ☐ All of the given options
- ☐ bibliography



Choose the best option:

In bad news messages, the _____ is of crucial importance.

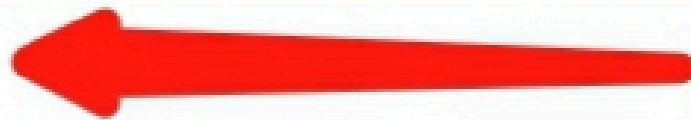
Select the correct option



receiver



tone



length



sender

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

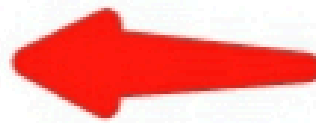
Choose the correct option from the following.

_____ are like good mail order forms, although they also provide more room for explaining special needs.

Select the correct option

☐

Order Letters



☐

Transmittal Letters

☐

Acceptance Letters

☐

Complaint Letter

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

In a business message, talk to your audience in a way that they are left with no ----.

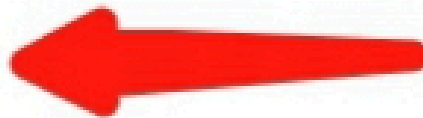
Select the correct option



certainty



confusion



none of the above



hope

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

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

Select the correct option



payment



reimbursement



all of the above



compensation

Click to See Answer & Move to Next Question

Use the indirect approach when the audience is

Select the correct option



neutral



pleased and interested



interested and willing



displeased

Click to Save Answer & Move to Next Question

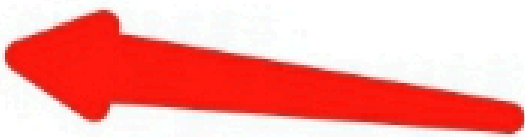
Question # 1 of 10 (Start time: 09:41:30 PM, 29 June 2022)

Total Marks: 1

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

Select the correct option

☐	False
☐	True



Click to See Answer & Move to Next Question

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

Select the correct option

- | | |
|-----------------------|------------------|
| ☐ | convey |
| ☐ | all of the above |
| ☐ | withhold |
| ☐ | confuse |



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

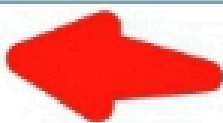
- | | |
|-----------------------|-------------------|
| ☐ | disposed |
| ☐ | none of the above |
| ☐ | uneasy |
| ☐ | unwilling |



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

Select the correct option

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



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

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

Select the correct option



A helpful, friendly, and positive close



Reasons supporting the negative decision



A buffer



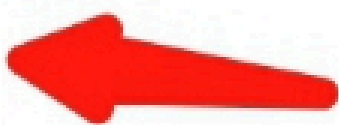
All of the above



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

Select the correct option

- ☐ transmittal
- ☒ complaint
- ☐ job application
- ☐ acceptance



Click to See Answer & Move to Next Question

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

Select the correct option

- | | |
|-----------------------|-------|
| ☐ | four |
| ☐ | five |
| ☐ | two |
| ☐ | three |



[Click to See 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 body of the message
- ☐ The close of the message
- ☐ The opening of the message

Which one of the following media would be the best choice when you have to deny a promotion to a long-term employee?

Select the correct option

☐

An e-mail

☐

A voice-mail message

☐

A faxed message

☐

A face-to-face meeting



Click to See Answer & Move to Next Question

What is a buffer in a negative message?

Select the correct option



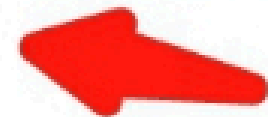
It is a neutral or positive statement.



It closes the message.



It clearly states the negative message.



It explains the reasons for the negative message.

[Click to See 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



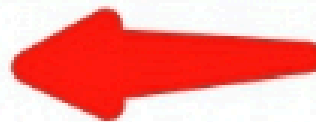
Satisfy reader's information needs.



Emphasize positive aspects of the news.



Provide buffer statement.



Reinforce positive tone.

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