

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.

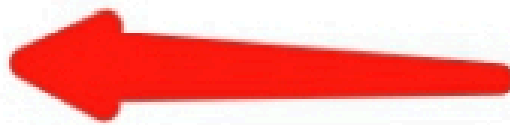


A retainer fee.

_____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

[Back to Quiz Answer & Move to Next Question](#)

Choose the correct option.

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

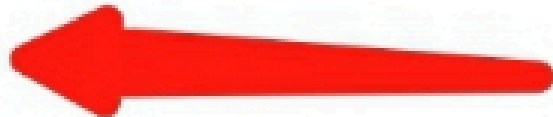
Select the correct option



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



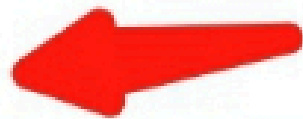
orders



explanations



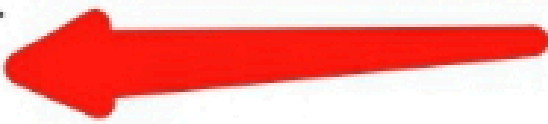
inquiries or complaints



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

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

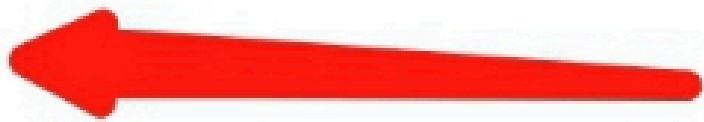
Select the correct option

- ☐ 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



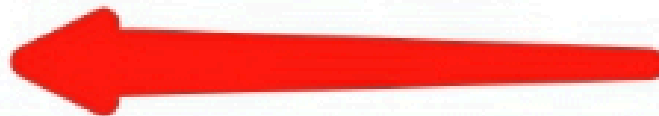
method



way



objective



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

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.

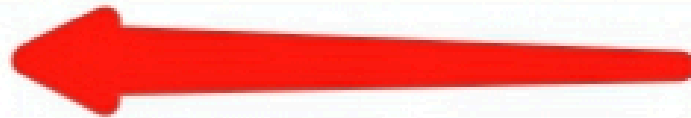
Select the correct option



receiver



tone



length



sender

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

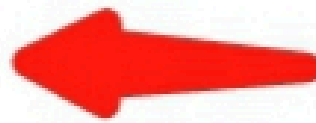
Choose the correct option from the following.

_____ 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 ----.

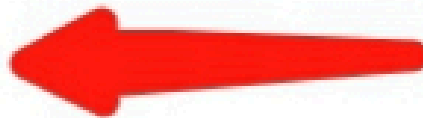
Select the correct option



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

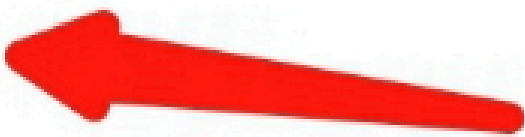
Question # 1 of 10 (Start time: 09:41:30 PM, 29 June 2022)

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

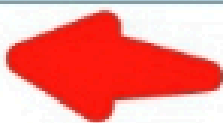
- ☐ disposed
- ☐ none of the above
- ☐ uneasy
- ☐ unwilling



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



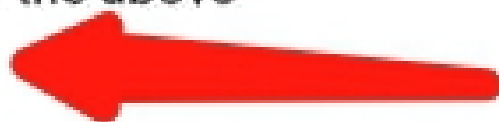
Reasons supporting the negative decision



A buffer



All of the above

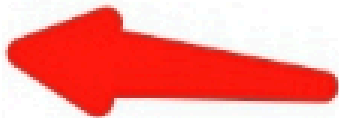


Click on your answer & Move to Next Question

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

Select the correct option

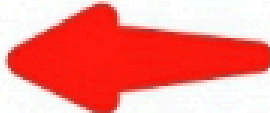
- | | |
|-----------------------|-----------------|
| ☐ | transmittal |
| ☐ | complaint |
| ☐ | job application |
| ☐ | acceptance |



[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



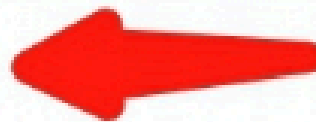
Satisfy reader's information needs.



Emphasize positive aspects of the news.



Provide buffer statement.



Reinforce positive tone.

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

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

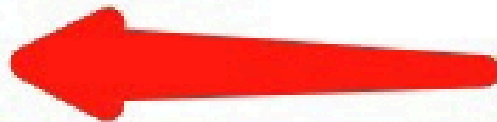
[illegible]

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 Save Answer & Move to Next Question](#)

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

Select the correct option

- ☒ three
- ☐ five
- ☐ four
- ☐ two

Go to the Question / Answer List View the Next Question

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

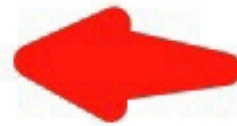
Click to Save Answer & Move to Next Question

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 |



Click to Save Answer & Move to Next Question

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: 16:24:16.14, 29 June 2022)

Which of the following are appropriate for large orders?

Select the correct option

☒	Buffer
☐	Direct Requests
☐	Indirect Requests
☐	Acknowledgements