

ENG-301

Quiz No.02

Quiz by Attiq Kundi

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Updated on 25-june-20222

Mark the following statement as True or False.

The deductive approach starts with the main idea.

True

Chinese languages being tonal demand more ____.

Volume

In decisions making process Germans, Singaporeans, Swiss, Dutch, and Scandinavian ____.

Are quick to get to the issue

Judging people to a great extent by their voice is a type of verbal sparring; It refers to the fact that people can be judged by their ____.

Tone

Subscribers to electronic mail services are called

users

Mark the following statement as True or False.

The inductive approach starts with the buffer.

True

Knowing manners is very important aspect to individual cultural variables. Children shake your hand in ___, hug you in Italy, and often stay in the background in Pakistan/India .

Germany

___ Messages include rejections, negative evaluations, and announcement of policy changes that don't benefit the reader.

Announcement

What is the last thing you need to do before you get ready to distribute your document?

Proofreading

___ is written between the inside address and salutation two spaces below and above respectively.

Attention line

An attempt to change a reader's attitude, beliefs or action in your favour is named as _____

Persuasion

In doing business with other countries a lot of _____ is required during the process of decision making.

Patience

In persuasive request (sales letter), begin the message with _____ statement.

Attention-getting

How many planning steps are involved in the process of preparing an effective message?

5

The expression _____ can mean the same day to the Asian workers or some indefinite time in the future to the Americans.

see you later

In letter writing, this format in which all the essential parts are started from the left-hand margin with Open punctuation is known as:

Full Block

In which type of messages do we use proper tone from the beginning in a reasonable and understandable way?

Bad news message

The most important part in a business letter is the opening: the second most important part is ____

Closing

Voice mail is useful because

All of the these

It is especially useful for good will and other positive message

It is most effective for short message

It solves time-zone difficulties

In ____ Punctuation No line of heading or inside address is punctuated. After salutation and complimentary close a comma is placed.

Standard

Written messages to persons outside the organization are ____ letters.

Business

Listening to others is also a communication skill

True

Which of the following is NOT the strategy for a good online writing style?

Use emotional response

In e-mailing system ____ contains names, addresses and sometimes other information about each user to find the email address you need to send a message.

Directory

Which of the following are examples of oral communication?

Meetings, presentations and performance reviews

Asking yourself questions about the economic and social characteristics of your audience falls under the category of ____.

Audience analysis

The Germans, Singaporeans, Swiss, Dutch, and Scandinavian get to point more quickly.

True

If you have bad news, begins your message with a _____.

Buffer

To encourage future correspondence, What do you write at the end of the email?

'I look forward to hearing back from you.'

In business message composition, _____ is the way you use words to achieve a certain overall impression.

Style

Keeping in mind the 'punctuation styles', fill in the following blank:

In _____ Punctuation Parts of heading, date, inside address, salutation and complimentary close are punctuated.

Close

A good company uses a paper which is most often at least _____ percent cotton content.

25

Optional parts of a business letter are _____ in number.

6

Which of the following phrases is not an example of a cliché?

Yours sincerely

Which of the following is the standard part of a letter?

Salutation

When typing a full block style business letter, one takes care of the fact that _____.

All parts of the letter should be typed at the left margin

Keeping in the mind decision making as a national cultural variable, identify which of the following group of nations is quick at decision making.

Germans , Dutch , Scandinavian

It is better to ask about the mode of _____ for an occasion in your host country than to risk making an embarrassing mistake.

Dressing

In semi block format heading, inside address, salutation and complementary close are punctuated in _____ Styles(s) of punctuation.

Close

In _ form all essential parts are started from the left-hand margin.

Full block

Business message should be closed on a positive and courteous thought.

Which of the following statements satisfy this guideline ?

We wish you success in your search for a position.

Full block format of a letter uses both open and closed punctuation

False

It discourages the “secondary” conversations, helps a participant to focus on a topic but prevents participants from sharing valuable information.

Teleconferencing

For an effective communication with a company, you need to have knowledge about.

All of these

Company's policy

Product's details

Company's procedure

Effective business communication is not _____.

Writer-focused

For effective communication, which of the following steps are necessary before writing a message?

All of these

Analyze your audience – readers or listeners, outline – organize –your message.

Define the purpose of the message.

Choose the ideas to include, collect all the facts to back up these ideas.

_____ are loud whereas Japanese use little volume.

Arabs

Modified-block form of a letter uses open punctuation.

False

Email etiquette requires that_____.

One should keep the message short

Optional parts of a business letter are _____ in number.

6

Your body _____ mostly conveys to others the information about how you really feel.

Language

Subject line is one of the _____ part of the business letter.

Optional

_____ are public telecommunication companies, such as AT&T or PTCL, that handle email services to users for a fee.

Valued-added Networks (VANs)

_____ plan organize the request in four stages to make it persuasive.

AIDA

_____ is one of the optional Parts of a business letter.

Postscript

“it means Judging other people or countries by the cultural standards of your group.”

Choose the correct:

Ethnocentrism

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