Which of the following is/are type/s of buffer?

Select the correct option

- (●) All of the above
- ( ) Agreement
- ( ) Appreciation
- ( ) Assurance

ırk the following as True or False.

acsimile machine scans a printed page, converts it to a signal, and transmits the signal over a telephone lin

t the correct option

False

True



When writing a buffer, you need to avoid

Select the correct option

- [x] Above all
- [ ] Irrelevant sentences
- [ ] Saying no
- [ ] Apologizing

Which of the following action implies the indirect approach for writing a business message?

Select the correct option

- ○ To refuse a request for credit
- ○ To confirm a reservation
- ○ To thank a customer for placing a large order
- ○ To congratulate a former classmate on a promotion

Fill in the following blank with the correct option.
A buffer is a _____ that is meant to bring the reader to a positive frame of mind.

Select the correct option

○	statement
○	sentence 
○	promise
○	pact

Buffer is a statement that is meant to bring the reader to a positive frame of mind. It can be

Select the correct option

- ○ Motivation
- ○ Surprise
- ○ Happiness
- ○ Understanding



Letters of appreciation are often sent to:

Select the correct option

- ○ A new customer for a first order.
- ○ The payment of an overdue bill.
- ○ An established customer for a particularly large order.
- ○ All of the above.



Voice mail is useful because

Select the correct option

- ○ It is most effective for short messages
- ○ All of the above 
- ○ It is especially useful for good will and other positive messages
- ○ It solves time-zone difficulties

Mark the following as True or False.
Individual responsibility appeal is part of persuasive requests.

Select the correct option

- False
- True



Question # 10 of 10 (Start time: 03:32:32 PM, 30 December 2022)

If you feel your correspondent's comments are unfair, courtesy demands you to answer_____.

Select the correct option

- ○ tactfully
- ○ abruptly
- ○ shortly
- ○ simply

Question # 9 of 10 (Start time: 03:31:18 PM, 30 December 2022)

One _____ of 'Direct-Request Plan' is to give necessary desirable details for easy reading.

Select the correct option

○	cons
○	fault
○	disadvantage
○	trait



Which of the following business letters use/s 'Direct Approach'?

Select the correct option

- ○ Appreciation letter
- ○ All of the above
- ○ Goodwill letter
- ○ Order letter

When writing a buffer, you need to avoid

Select the correct option

- ○ Irrelevant sentences
- ○ Apologizing
- ○ Saying no
- ○ Above all



Mark the following as True or False.

A facsimile machine scans a printed page, converts it to a signal, and transmits the signal over a telephone line to a receiving fax machine.

elect the correct option

- False
- True



Question # 8 of 10 (Start time: 03:30:05 PM, 30 December 2022)

Mark the following as True or False.

A 'Buffer' is a statement that is meant to bring the reader to a troubled frame of mind.

Select the correct option

- ○ True
- ○ False

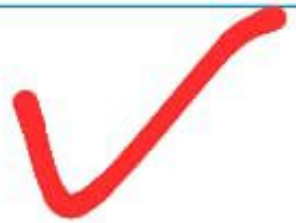


Question # 7 of 10 (Start time: 03:28:49 PM, 30 December 2022)

Choose the correct option.
A private network, set up within an organization that operates over the internet and may be used to link geographically remote sites is called Usenet.

Select the correct option

○	True
○	False



Question # 6 of 10 (Start time: 03:27:07 PM, 30 December 2022)

Which form of communication would be best if you were to discuss a new marketing campaign with fellow directors based in Edinburg, Cardiff and Paris?

Select the correct option

- ○ Video-conferencing
- ○ Email
- ○ Report
- ○ Presentation

Question # 5 of 10 (Start time: 03:26:05 PM, 30 December 2022)

Which of these is a record of a meeting?

Select the correct option

○	Plans
○	Presentations
○	Agenda
○	Minutes ✓

Question # 4 of 10 (Start time: 03:24:54 PM, 30 December 2022)

What type of letter will you write to ask questions about a new package advertised by the software manufacturer that you cannot check locally?

Select the correct option

○	Unsolicited inquiry letter
○	Adjustment letter
○	Solicited inquiry letter
○	General request letter

Mark the following as True or False.
The oldest type of fax machine had to be connected to a machine of the same type, and the transmission took several minutes.

Select the correct option

- ○ True 
- ○ False

Active listening does not require _____.

Select the correct option

- rejecting messages based on personal value systems
- asking questions
- paraphrasing the speaker's main points
- paying attention to non-verbal clues

Question # 5 of 10 (Start time: 10:36:44 PM, 30 December 2022)

Judging people to a great extent by their_____ is a type of verbal sparring.

Select the correct option

- manners
- attitude
- all of above
- voice

To encourage future correspondance, what do you write at the end of the email?

Select the correct option

- 'Get back to me please.'
- 'I look forward to hearing back from you.'
- 'Please write when you have time.'
- 'Can you write back?'

Question # 9 of 10 (

The closing paragraph of a letter refusing a request should _____.

Select the correct option

- close pleasantly with a look towards the future
- none of the above
- include an apology
- re-emphasize the negative for clearer understanding

Question # 7 of 10 (Start time: 10:03:17 PM, 30 December 2022)

Which of the following is not a quality of good business and administrative writing?

Select the correct option

- ○ Correct
- ○ Complimentary
- ○ Concise
- ○ Clear

uestion # 6 of 10 (Start time: 10:01:31 PM, 30 December 2022)

Establishing the purpose of a message before beginning to write allows the writer to _____.

elect the correct option

- reduce the chance that the message will succeed
- organize the message effectively
- include only one purpose in the message
- overlook key components of the message

uestion # 5 of 10 (Start time: 10:00:02 PM, 30 December 2022)

By using buffers, the effort to soften the blow of the negative response often builds a feeling of ------- that goes beyond the momentary disappointment.

elect the correct option

- goodwill
- grudge
- good news
- resentment

Which of these business details would not normally feature as part of a letter head?

Select the correct option

○	Date the business was established
○	Email Address
○	Company registration number
○	Website address

Question # 3 of 10 (Start time: 09:53:12 PM, 30 December 2022)

Choose the correct option.

Web address that gives the exact location of an internet resource, contains information about the server to be contacted and path of access is called uniform resou

Select the correct option

- True
- False

Which of the following aspect denotes the necessary research and organizing ideas?

Select the correct option

- Manuscript
- Report production
- None of them
- Informal letter

Question # 3 of 10 (Start time: 09:11:33 PM, 30 December 2022) **Total Marks:** 1

Superiors channeling information to subordinates is an example of _____.

Select the correct option

- horizontal communication
- upward communication
- downward communication
- vertical communication

Click to Save Answer & Move to Next Question

Question # 1 of 10 (start time: 09:08:42 PM, 30 December 2022) Total Marks: 1

They agreed that the system wasn't working well and there was a need to --------- a more radical approach.

Select the correct option

- prefer
- designate
- choose
- adopt

Click to Save Answer & Move to Next Question

Informal communication is not as important in an organization as formal written documents.

Select the correct option

- (●) True
- ( ) False

Question # 9 of 10 (Start time: 08:42:00 PM, 30 December 2022)

There are different techniques used in _____ like mapping, brainstorming, and asking questions.

Select the correct option

- prewriting
- outlining
- editing
- drafting

8:45

Quiz
quiz.vu.edu.pk

Question # 10 of 10 (Start time: 08:45:47 PM, 07 March 2022) To

Don’t hesitate to send a follow-up letter three months later to show that you are still interested.

Select the correct option

- ○ False
- ○ True ✓

Click to Save Answer & Move to Next Ques

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8:44

Quiz
quiz.vu.edu.pk

Employers are looking for people who are:

elect the correct option

- Unable to learn on the job
- Afraid to change
- Unwilling to adapt to diverse situations
- Sensitive to cultural differences

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8:42

Quiz
quiz.vu.edu.pk

estion # 8 of 10 (Start time: 08:42:57 PM, 07 March 2022)

Which of the following is important to get prepare for an oral presentation?

ect the correct option

- Prepare slides
- All of the above
- Plan the talk
- Get visual/s ready

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8:41

Quiz
quiz.vu.edu.pk

EN0301 Quiz 3

Quiz Start Time: 08:32 PM,

Question # 7 of 10 (Start time: 08:41:38 PM, 07 March 2022)

Choose the correct option:
An effective presentation requires _____.

Select the correct option

- planning
- all of the above
- practice
- good eye contact

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8:40

Quiz
quiz.vu.edu.pk

ENG301:Quiz 3

Quiz Start Time: 08:32 PM, 07 Mar

Question # 6 of 10 (Start time: 08:40:37 PM, 07 March 2022)

Total

In a chronological resume you develop work-experience section by listing your jobs sequentially in _____ order.

Select the correct option

- indirect
- reverse
- forward
- direct

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8:38

Quiz
quiz.vu.edu.pk

ENG301 Quiz 3

Quiz Start Time: 08:22 PM, 07 Mar

Question # 5 of 10 (Start time: 08:38:45 PM, 07 March 2022)

Total M

"To put someone in the other person's position to show them that they fully understand their needs and concerns" is a characteristic of _____.

Select the correct option

- Honest Response
- Negotiation Strategies
- Courteous Behavior
- Successful Negotiators

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8:37

Quiz
quiz.vu.edu.pk

Question # 4 of 10 (Start time: 08:37:18 PM, 07 March 2022)

Solicited application letter is in response to a/a _____ job opening.

Select the correct option

- announced
- contractual
- unannounced
- temporary

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8:35

Quiz
quiz.vu.edu.pk

ENG301:Quiz 3 Quiz Start Time: 08:32 PM, 07 M

Question # 3 of 10 (Start time: 08:35:23 PM, 07 March 2022) Tot

In really small companies, the _____ makes all hiring decisions.

Select the correct option

- Secretary
- PR officer
- Assistant
- Founder

Click to Save Answer & Move to Next Questi

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