ENG301:Quiz 3

Question # 4 of 10 (Start time: 08:08:55 PM, 25 August 2021)

'I was in charge of customer complaints', is a/an _____.

Select the correct option

- strong statement
- active statement
- weak statement
- impressive statement

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Question # 9 of 10 (Start time: 08:14:36 PM, 25 August 2021)

Choose the correct option:
Suitability for the specific job is judged on the basis of _____

Select the correct option

- work experience
- above all
- job-related personality traits
- academic preparation

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ENG301:Quiz 5

Question # 8 of 10 (Start time: 08:13:30 PM, 25 August 2021)

To send _____ after your application letter is a good action.

Select the correct option

- person for inquiry
- a verbal request
- a follow up letter
- none of the above

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Question # 7 of 10 (Start time: 08:12:15 PM, 25 August 2021)

In a chronological resume, the _____ section dominates.

Select the correct option

- personal interests
- skills
- work-experience
- academic achievements

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Question # 10 of 10 (Start time: 08:15:23 PM, 25 August 2021) Total Mar

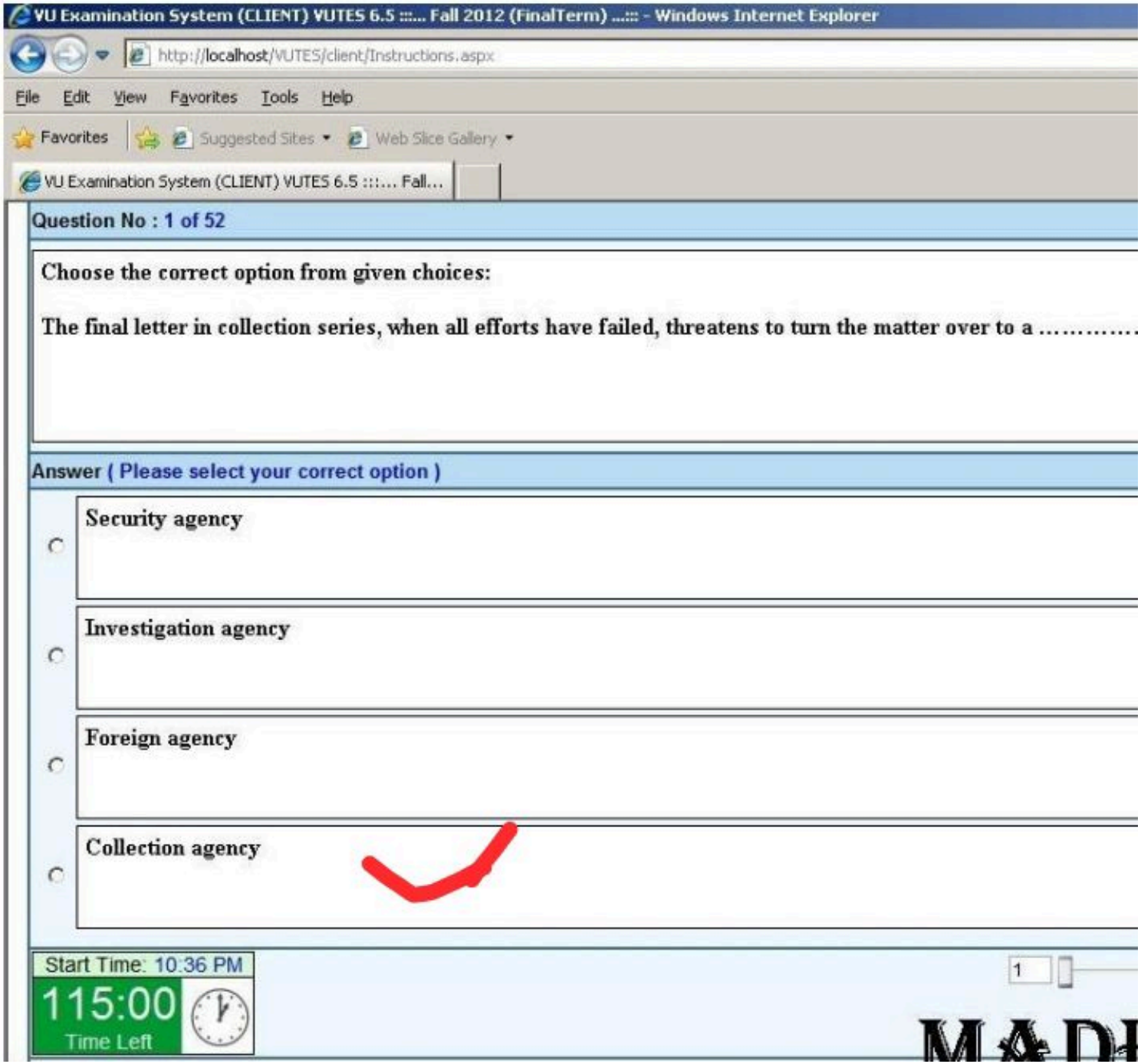
Select the appropriate option

During negotiation process one should focus on the_____, not individual personalities. Ask questions to check that you understand the other side's expectation a position

Select the correct option

○	Status
●	Problem
○	Background
○	Appearance

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Question No : 1 of 52
Choose the correct option from given choices:
The final letter in collection series, when all efforts have failed, threatens to turn the matter over to a .....
Answer (Please select your correct option)
Security agency
Investigation agency
Foreign agency
Collection agency
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Question No : 2 of 52

Choose the correct option:

There can be _____ types of adjustment letters.

Answer (Please select your correct option)

- five
- three
- two
- four

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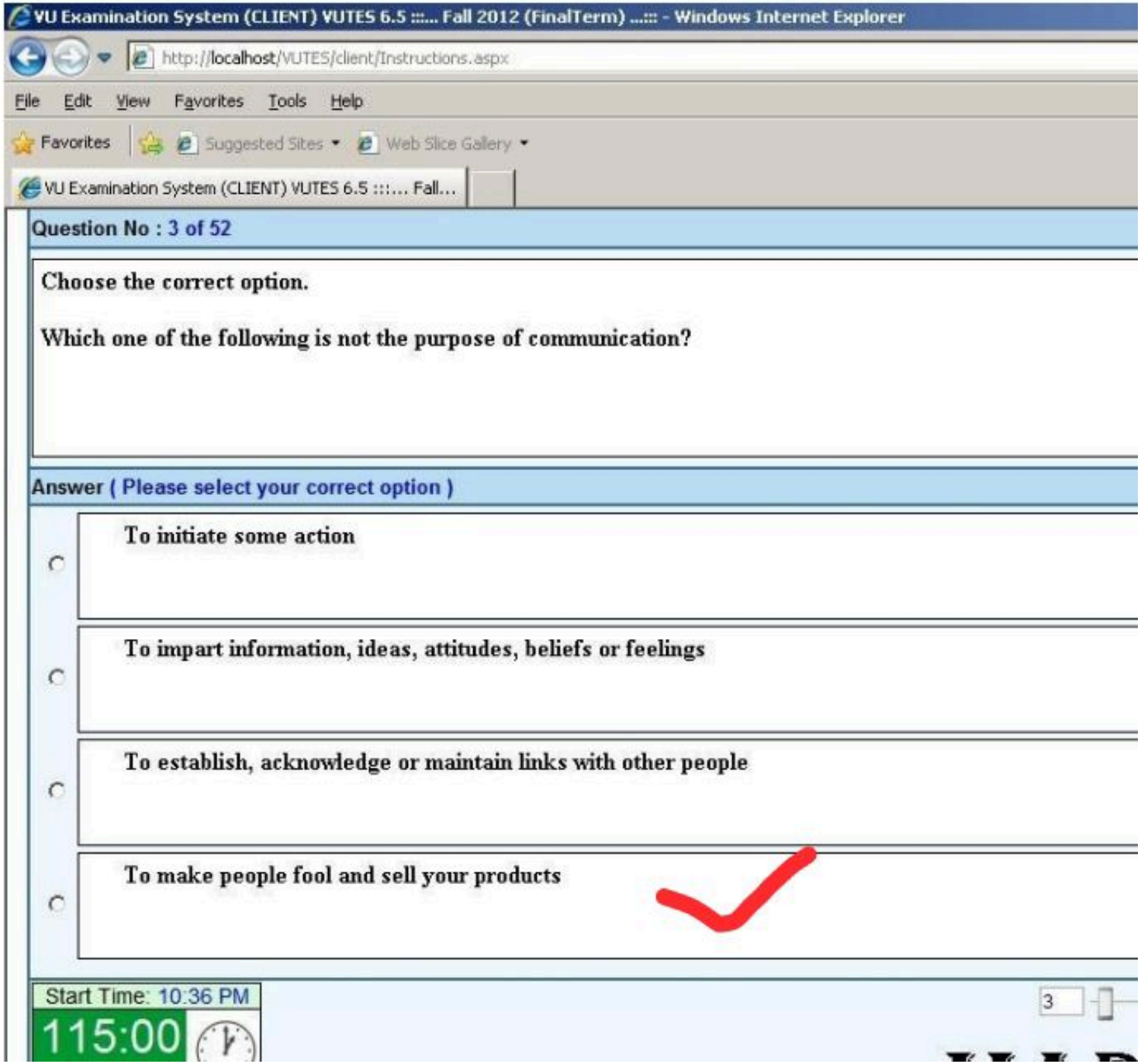
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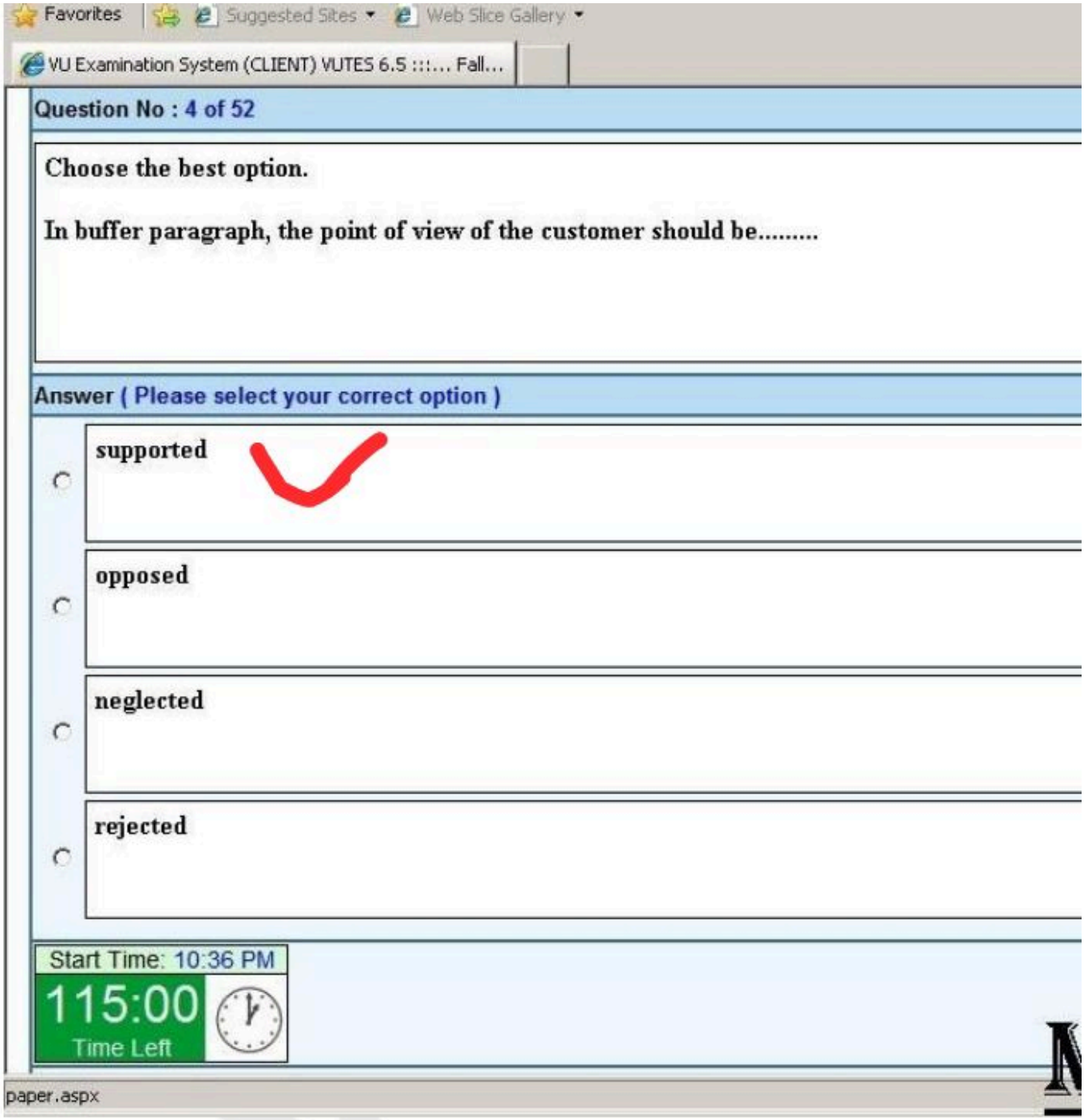
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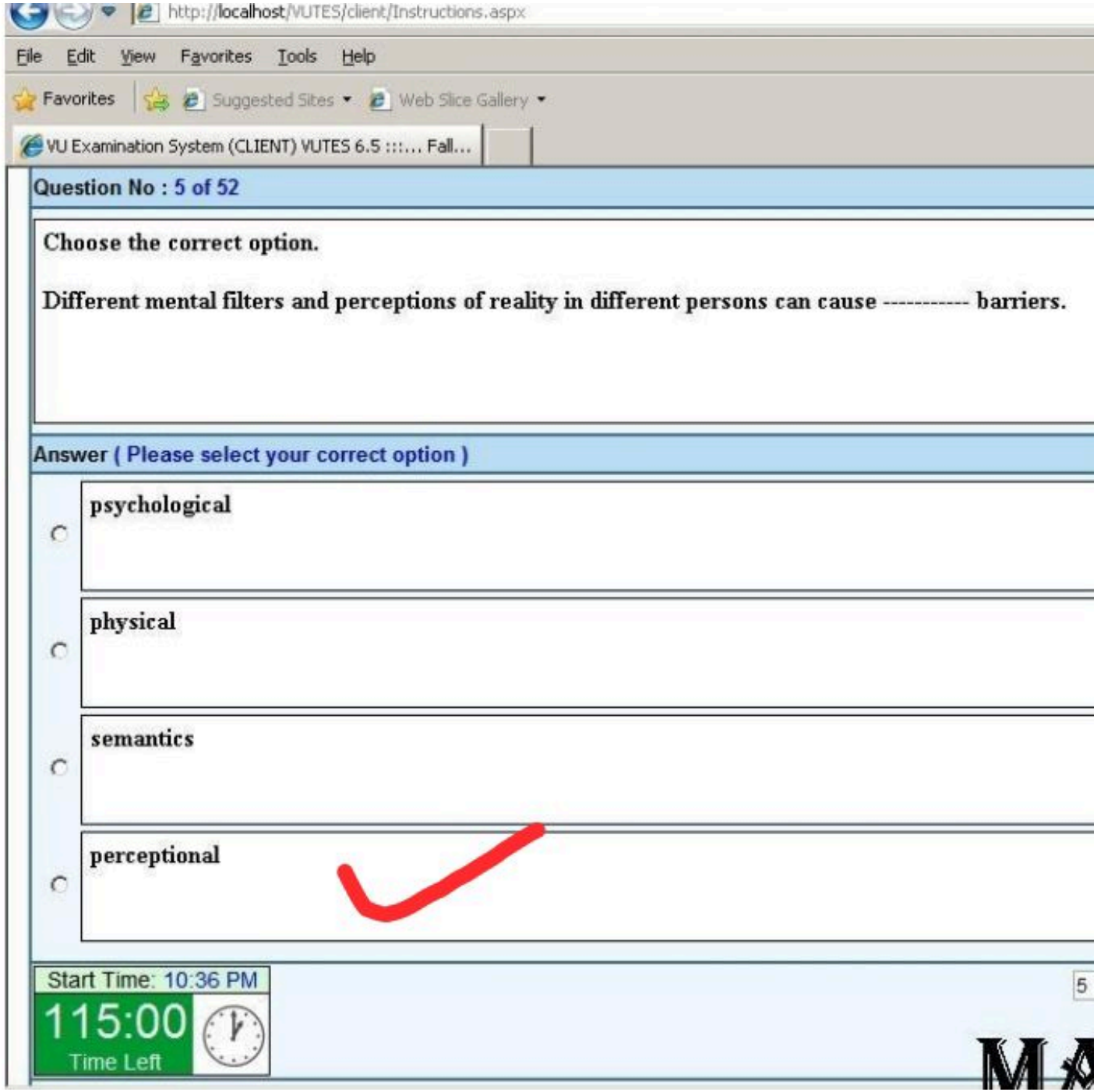
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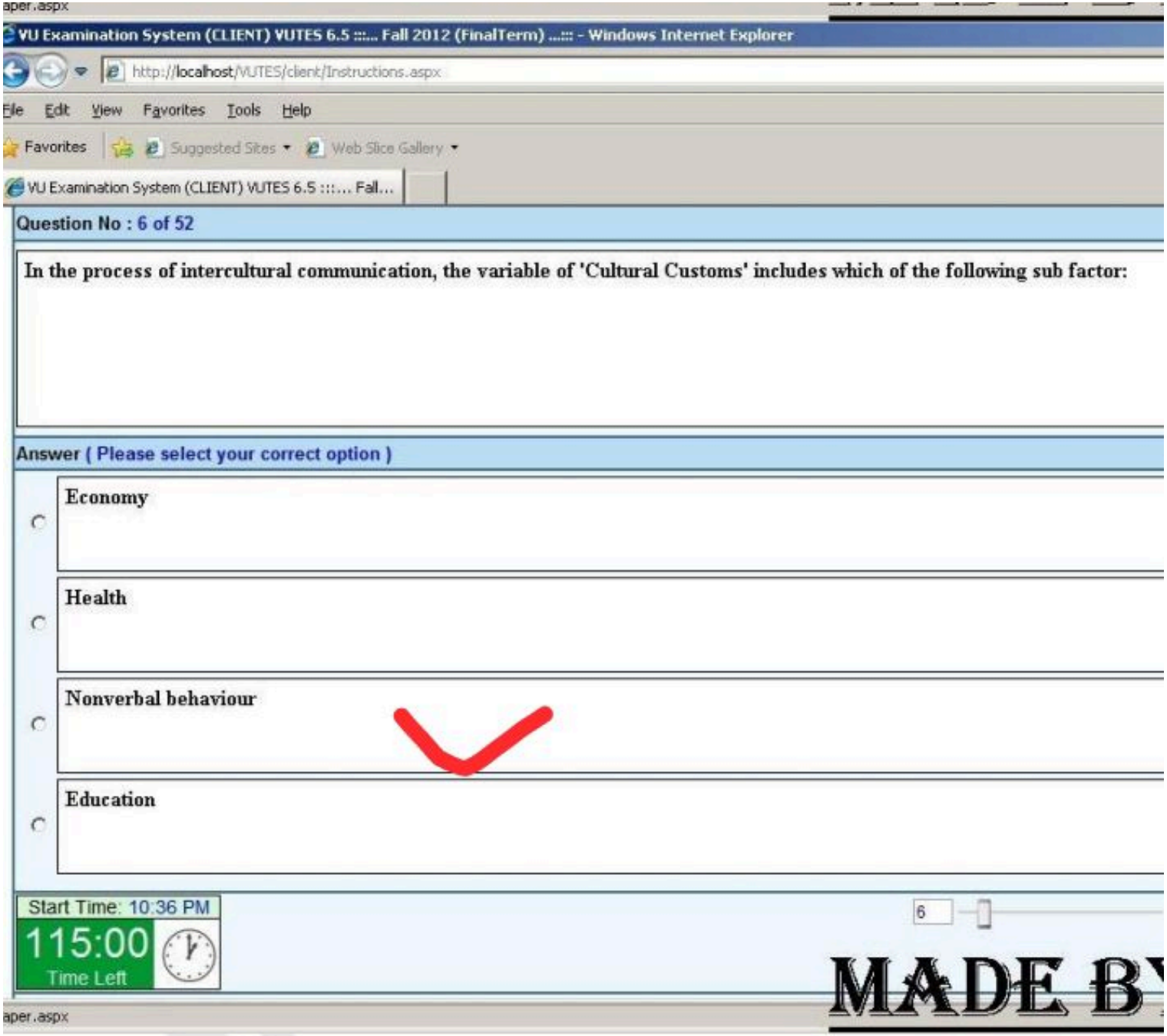
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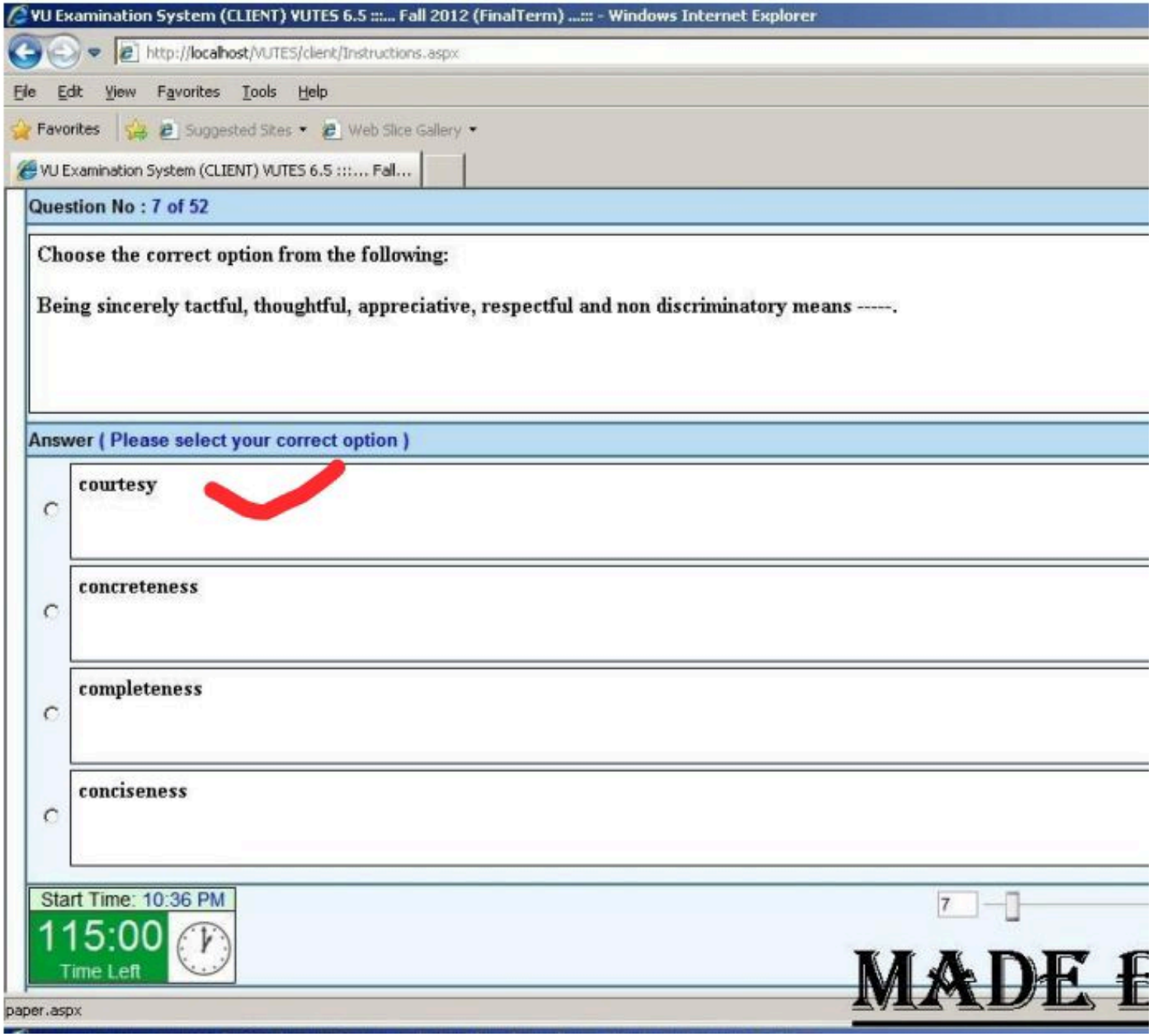
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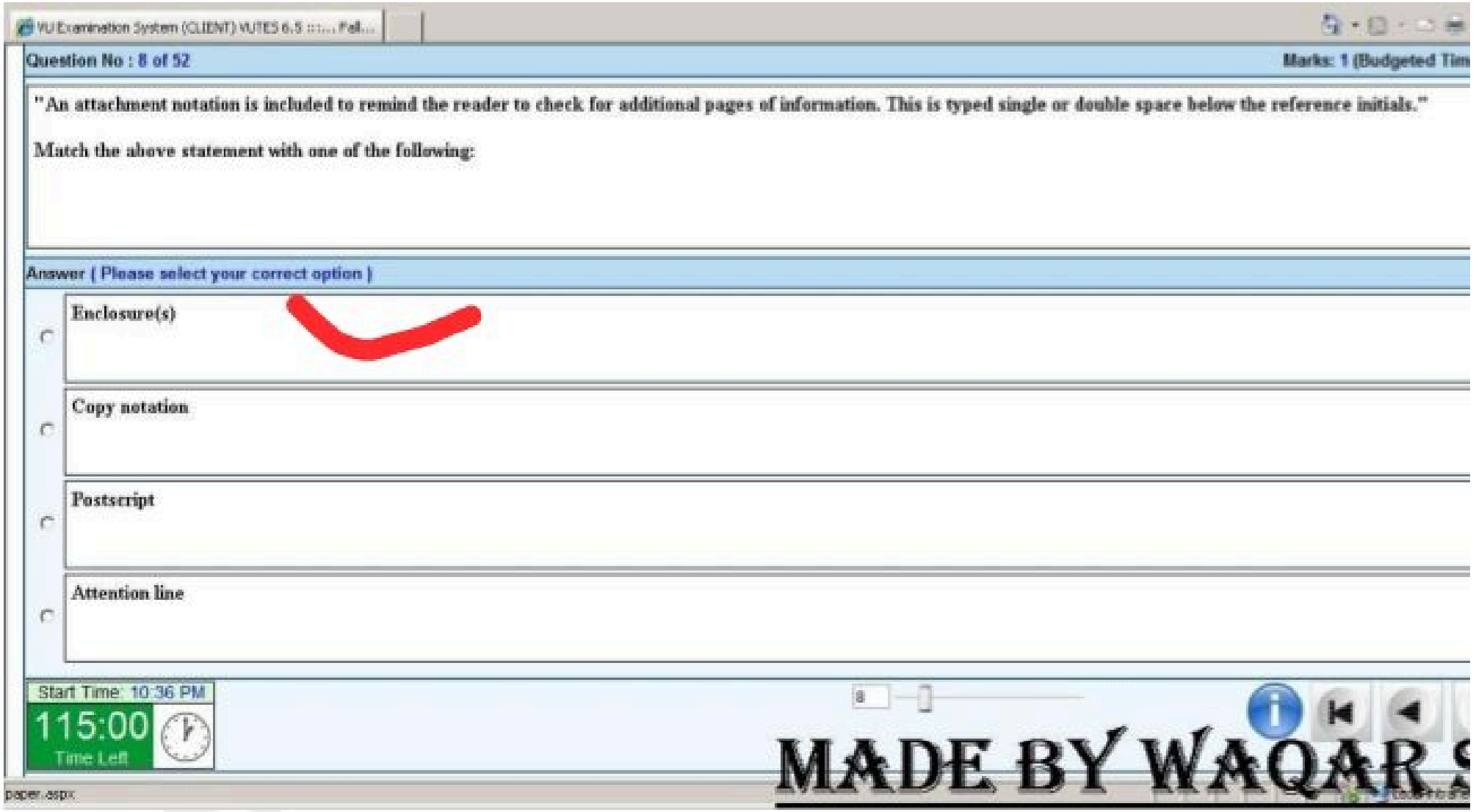

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Question No : 3 of 52
Choose the correct option.
Which one of the following is not the purpose of communication?
Answer (Please select your correct option)
To initiate some action
To impart information, ideas, attitudes, beliefs or feelings
To establish, acknowledge or maintain links with other people
To make people fool and sell your products
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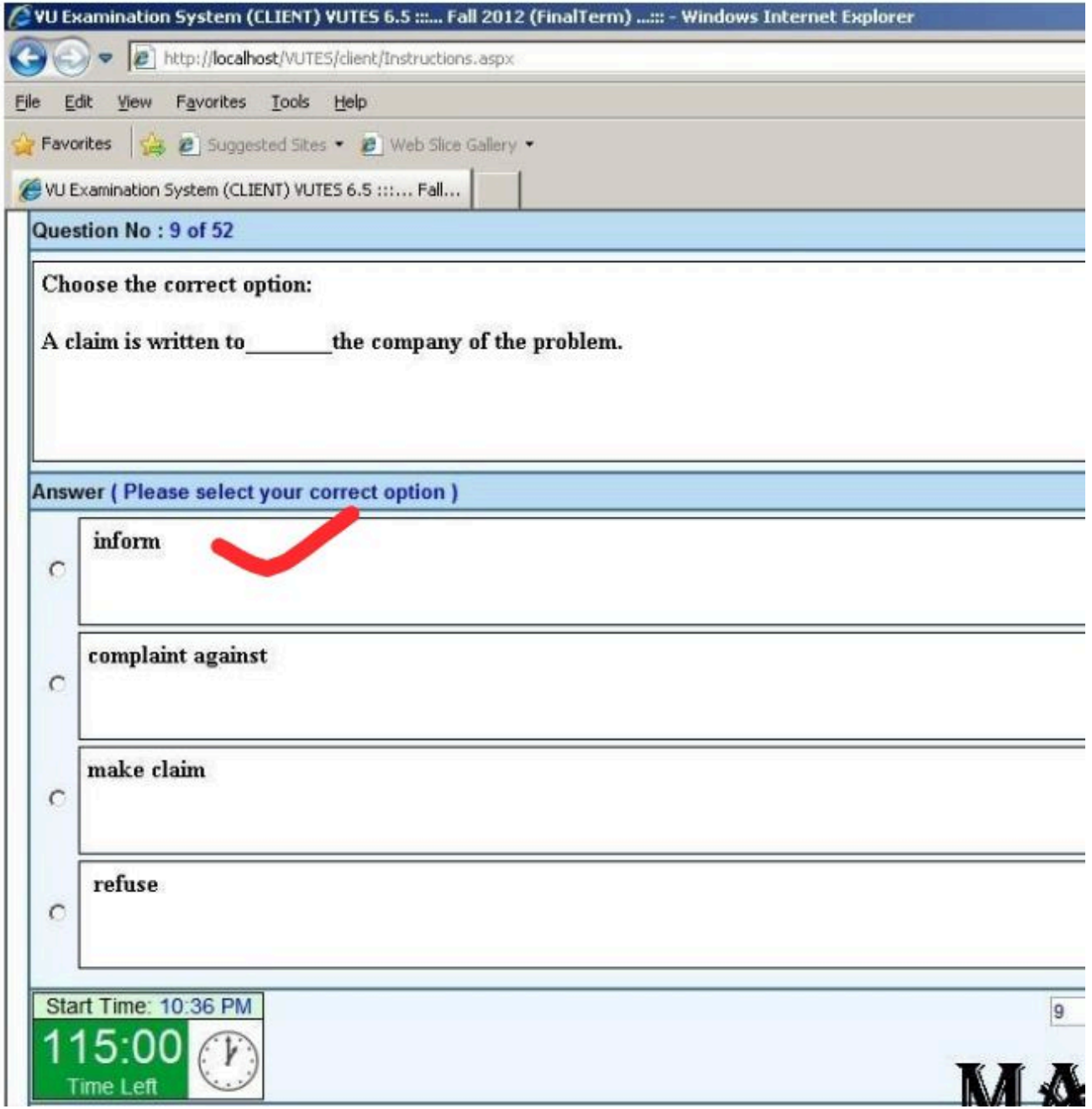

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Question No : 4 of 52
Choose the best option.
In buffer paragraph, the point of view of the customer should be.....
Answer (Please select your correct option)
supported
opposed
neglected
rejected
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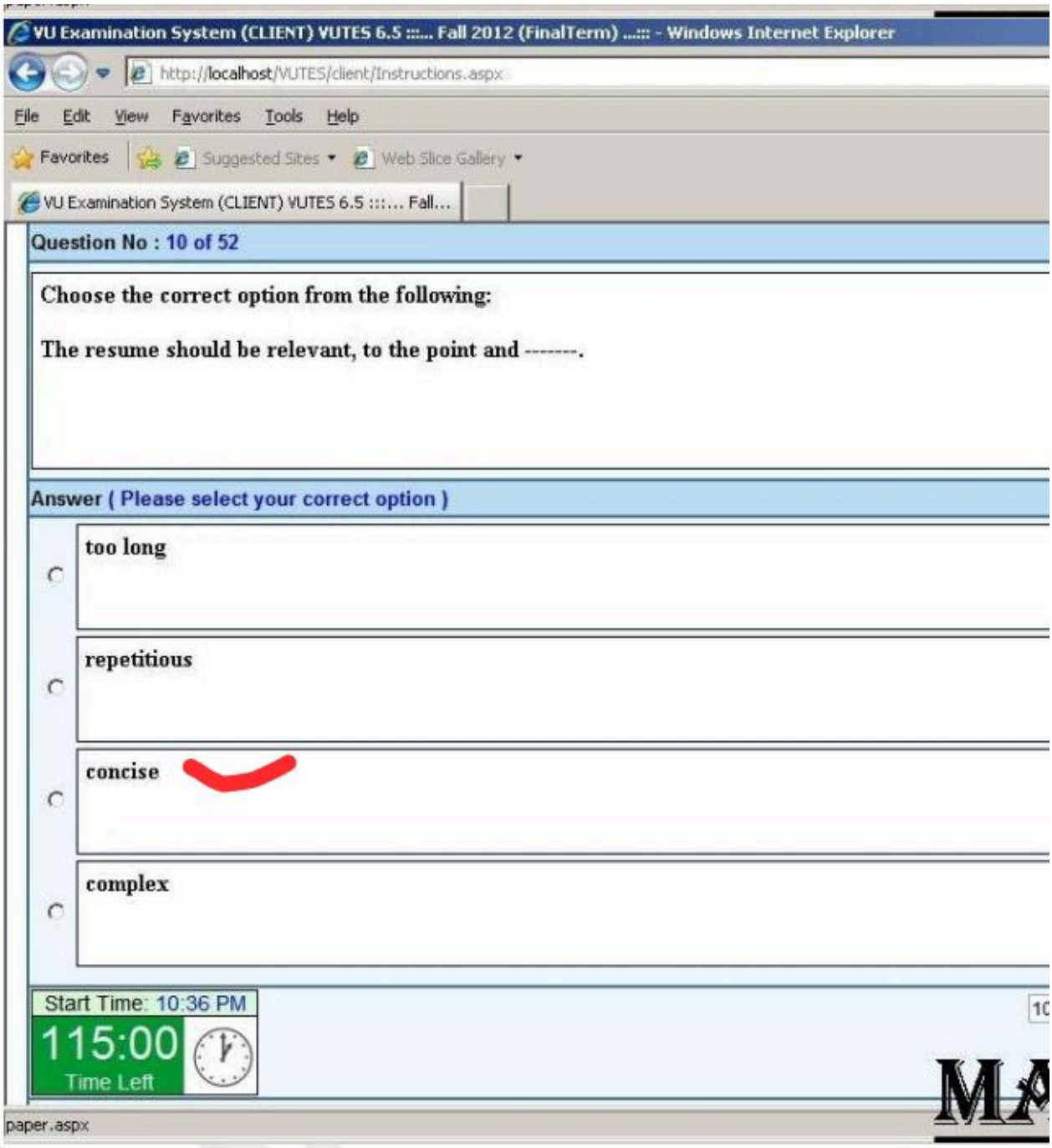

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Question No : 5 of 52
Choose the correct option.
Different mental filters and perceptions of reality in different persons can cause ---------- barriers.
Answer (Please select your correct option)
psychological
physical
semantics
perceptional
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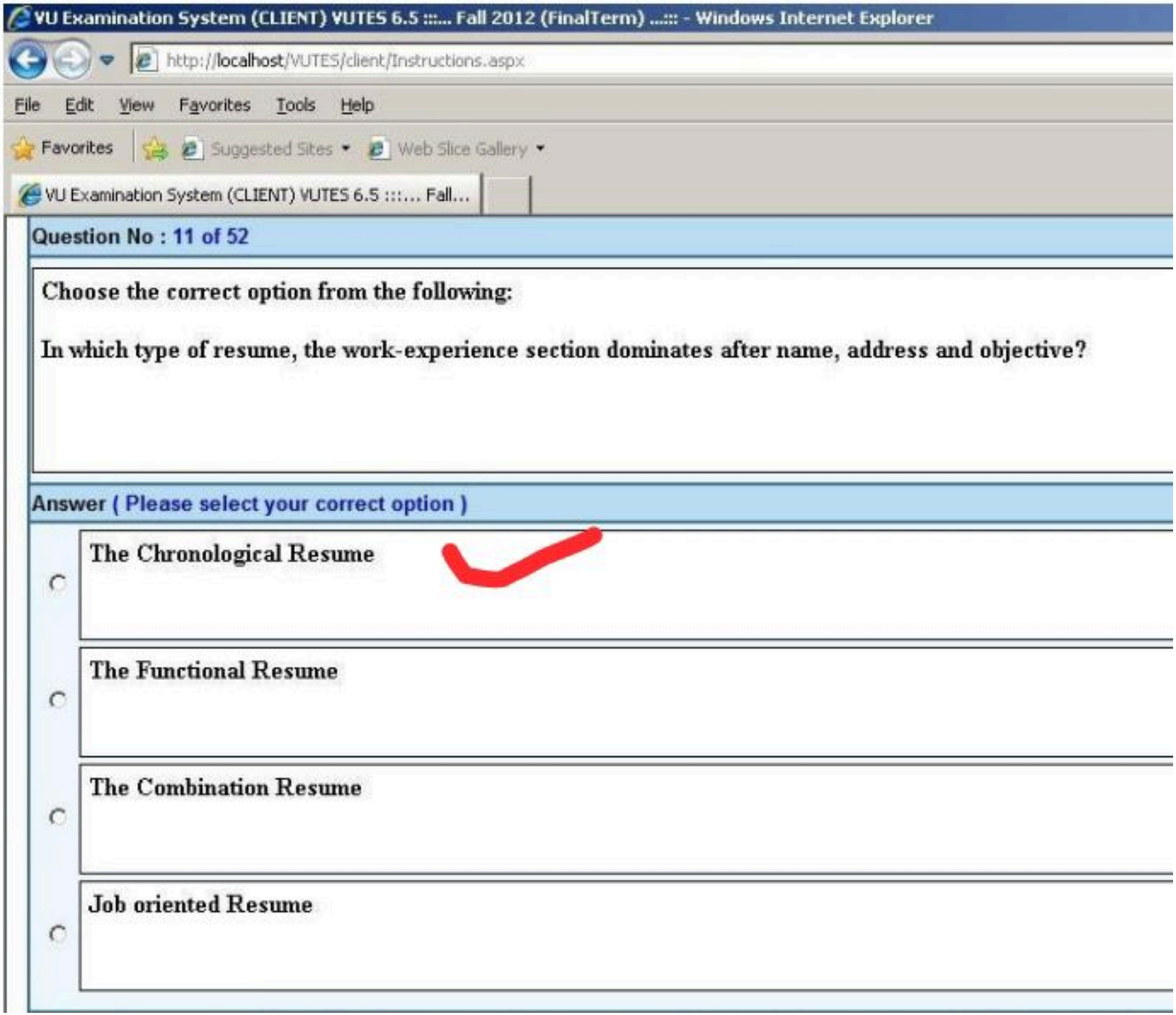

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Question No : 6 of 52
In the process of intercultural communication, the variable of 'Cultural Customs' includes which of the following sub factor:
Answer (Please select your correct option)
Economy
Health
Nonverbal behaviour
Education
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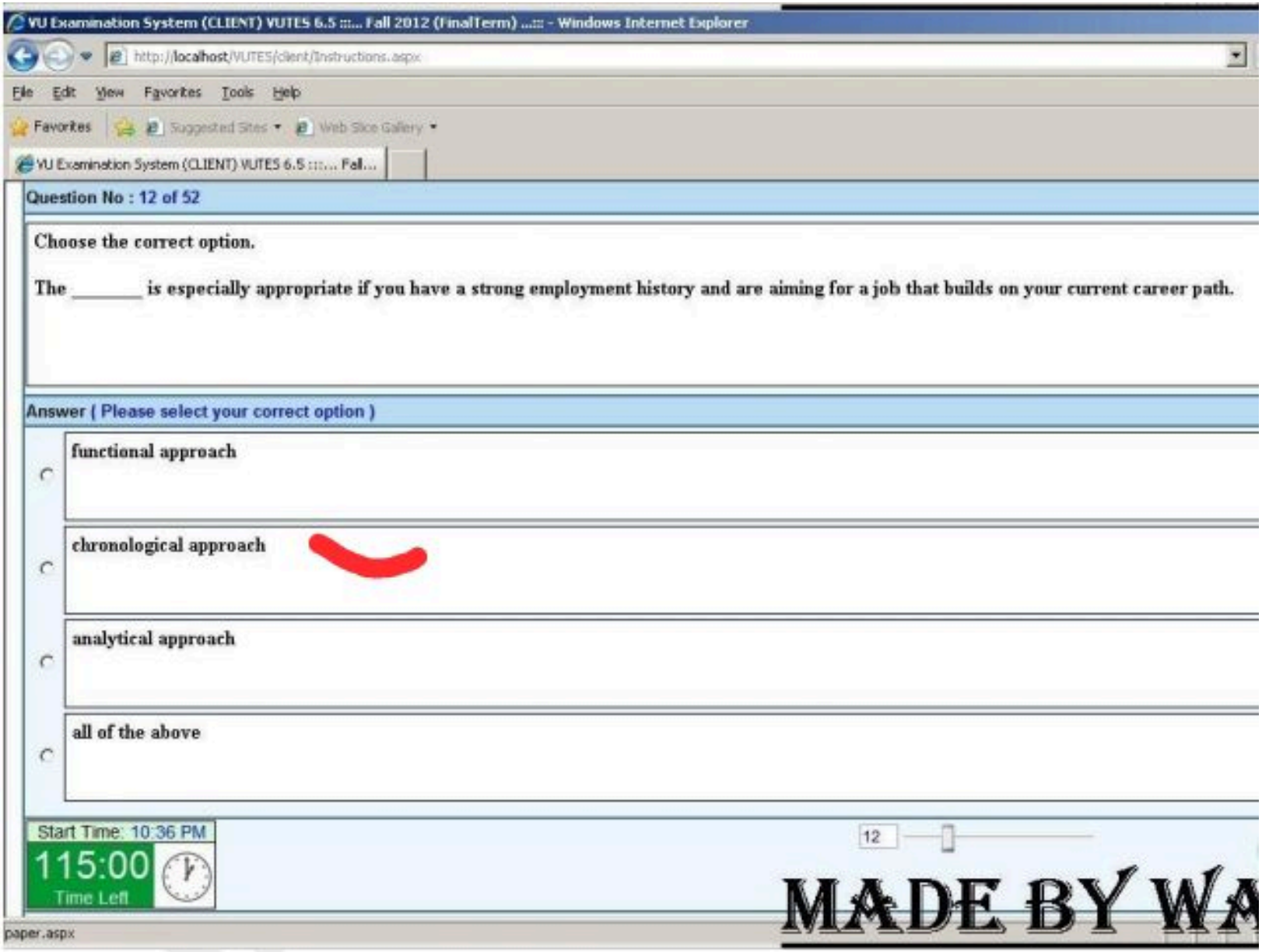

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Question No : 7 of 52
Choose the correct option from the following:
Being sincerely tactful, thoughtful, appreciative, respectful and non discriminatory means -----.
Answer (Please select your correct option)
courtesy
concreteness
completeness
conciseness
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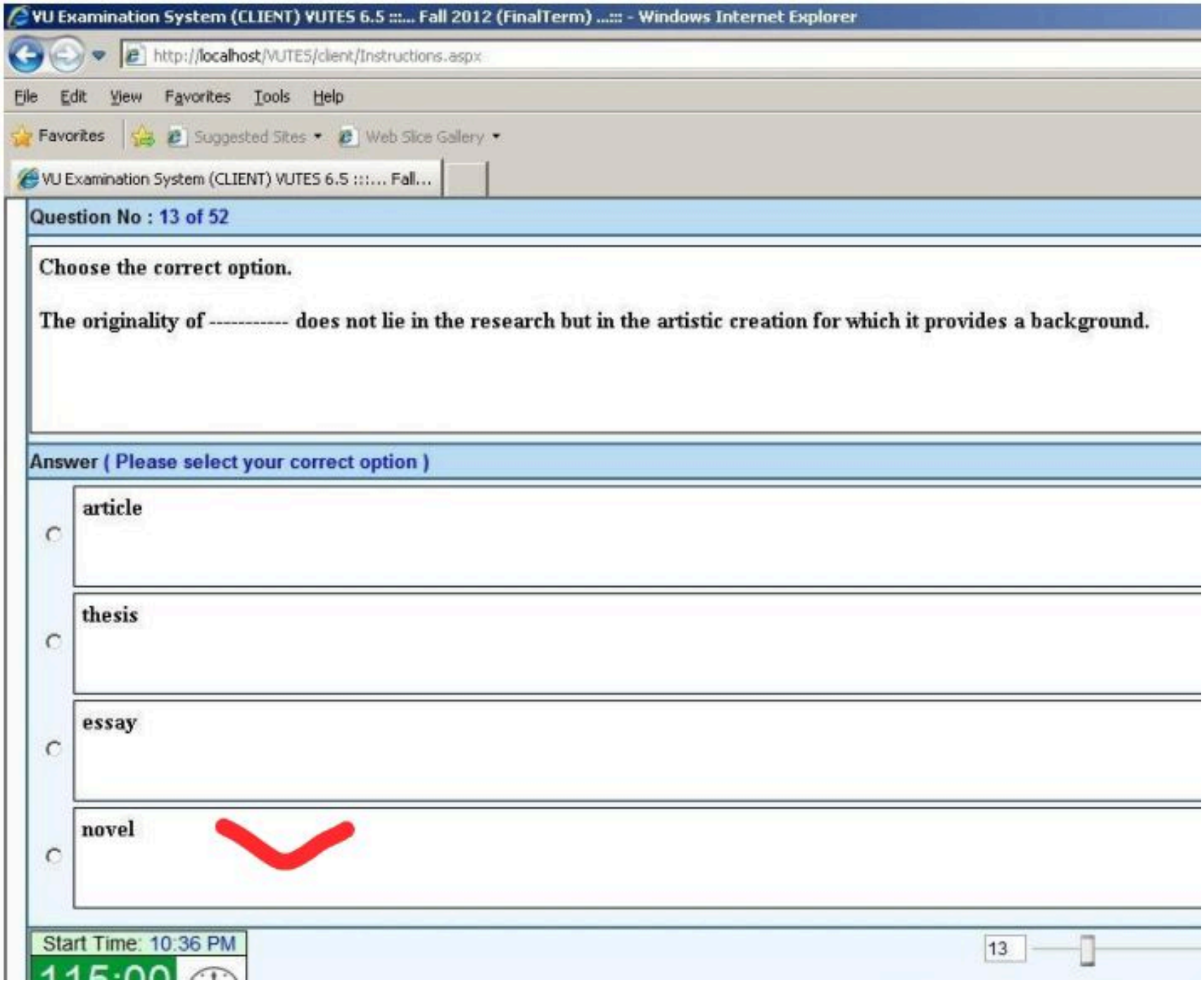

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Question No : 8 of 52
Marks: 1 (Budgeted Tim
"An attachment notation is included to remind the reader to check for additional pages of information. This is typed single or double space below the reference initials."
Match the above statement with one of the following:
Answer (Please select your correct option)
Enclosure(s)
Copy notation
Postscript
Attention line
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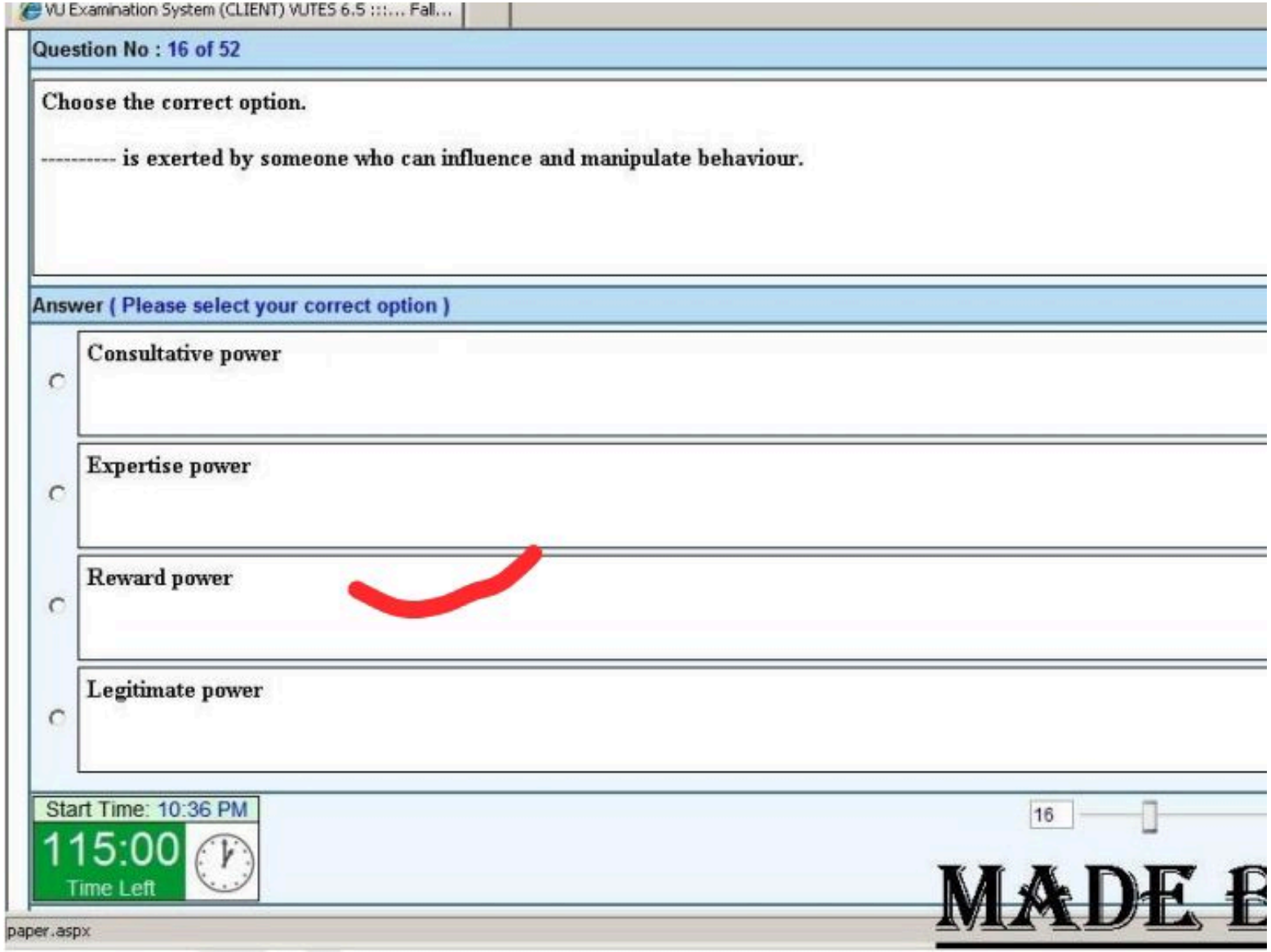

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Question No : 9 of 52
Choose the correct option:
A claim is written to_____the company of the problem.
Answer (Please select your correct option)
inform
complaint against
make claim
refuse
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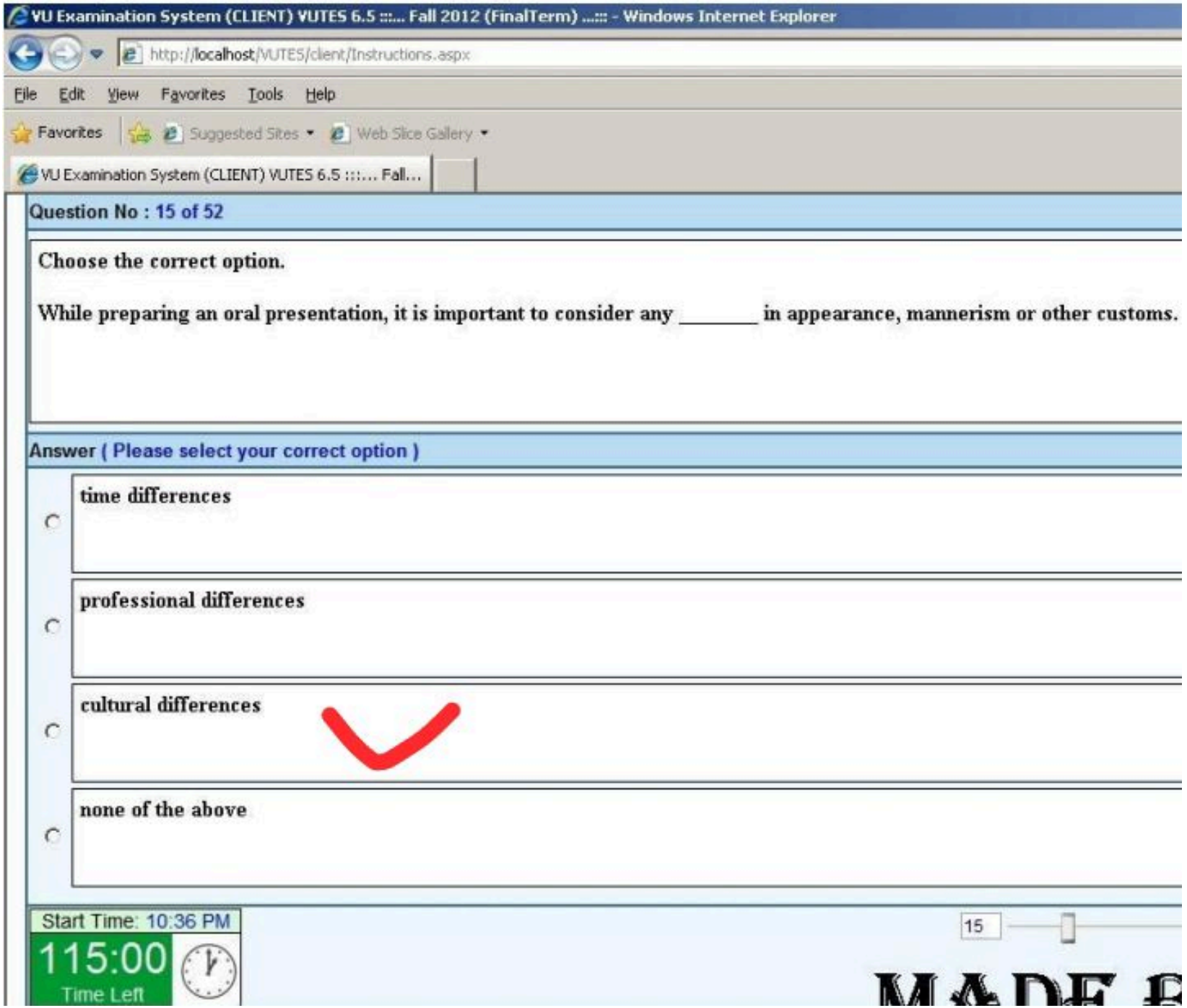

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Question No : 10 of 52
Choose the correct option from the following:
The resume should be relevant, to the point and -------.
Answer (Please select your correct option)
too long
repetitious
concise
complex
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Question No : 11 of 52
Choose the correct option from the following:
In which type of resume, the work-experience section dominates after name, address and objective?
Answer (Please select your correct option)
The Chronological Resume
The Functional Resume
The Combination Resume
Job oriented Resume


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Question No : 12 of 52
Choose the correct option.
The _____ is especially appropriate if you have a strong employment history and are aiming for a job that builds on your current career path.
Answer (Please select your correct option)
functional approach
chronological approach
analytical approach
all of the above
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Question No : 13 of 52
Choose the correct option.
The originality of ---------- does not lie in the research but in the artistic creation for which it provides a background.
Answer (Please select your correct option)
article
thesis
essay
novel
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Question No : 16 of 52
Choose the correct option.
---------- is exerted by someone who can influence and manipulate behaviour.
Answer (Please select your correct option)
Consultative power
Expertise power
Reward power
Legitimate power
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Question No : 15 of 52
Choose the correct option.
While preparing an oral presentation, it is important to consider any _____ in appearance, mannerism or other customs.
Answer (Please select your correct option)
time differences
professional differences
cultural differences
none of the above
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Question No : 14 of 52

Choose the correct option.

Letter refusing adjustment is written when:

Answer (Please select your correct option)

- the seller is at fault
- the buyer is at fault
- nobody is at fault
- the third party is at fault

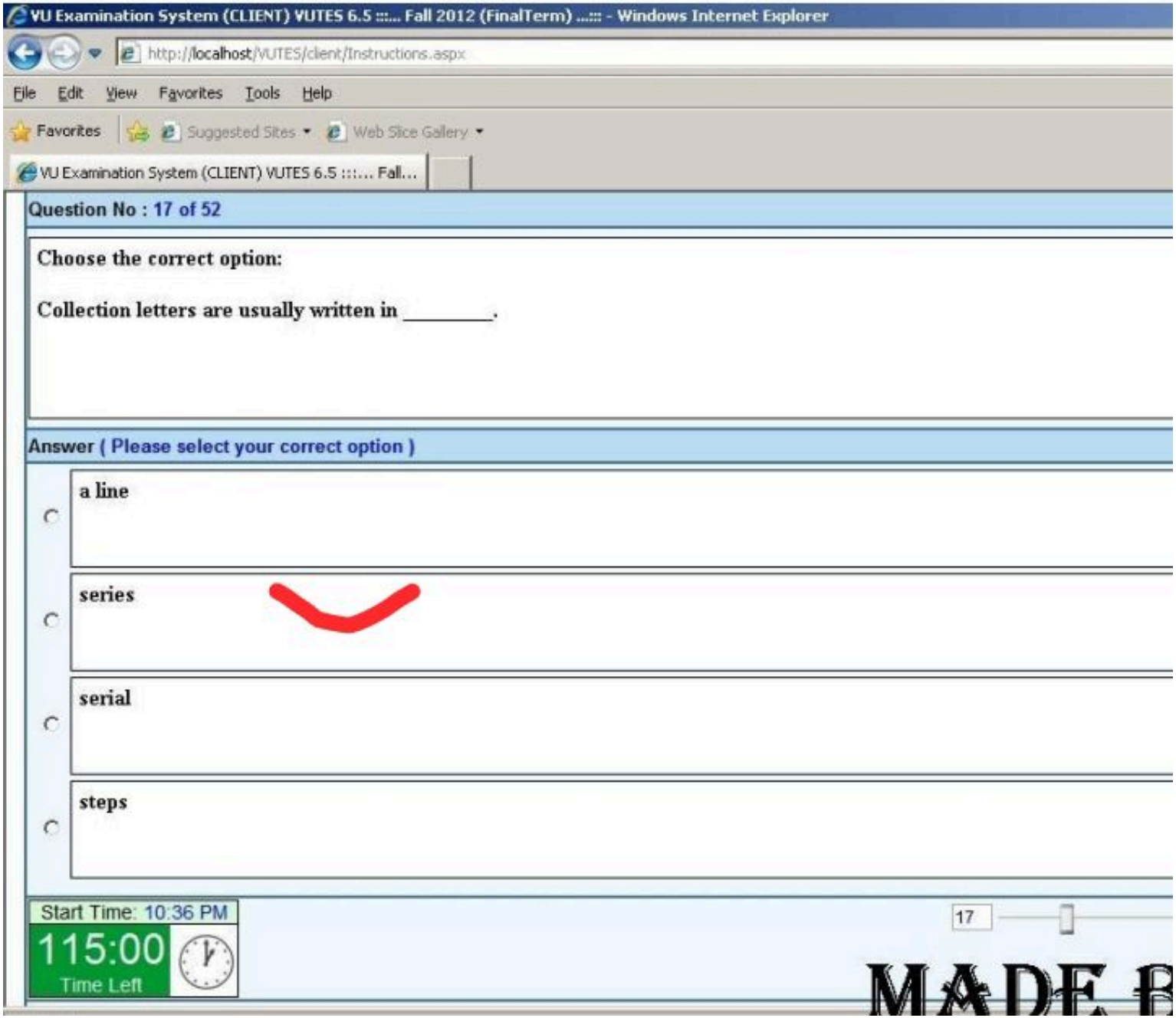
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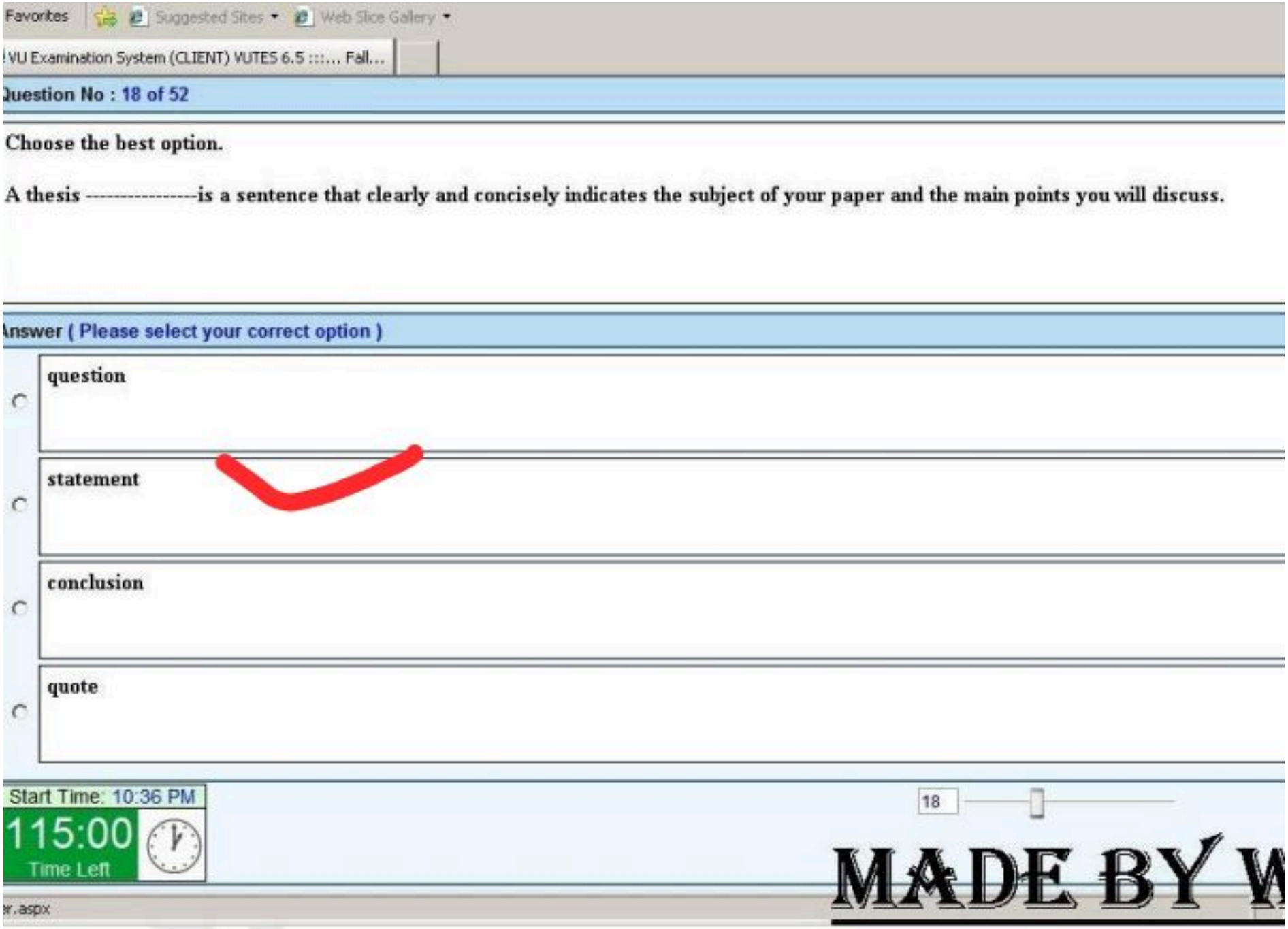
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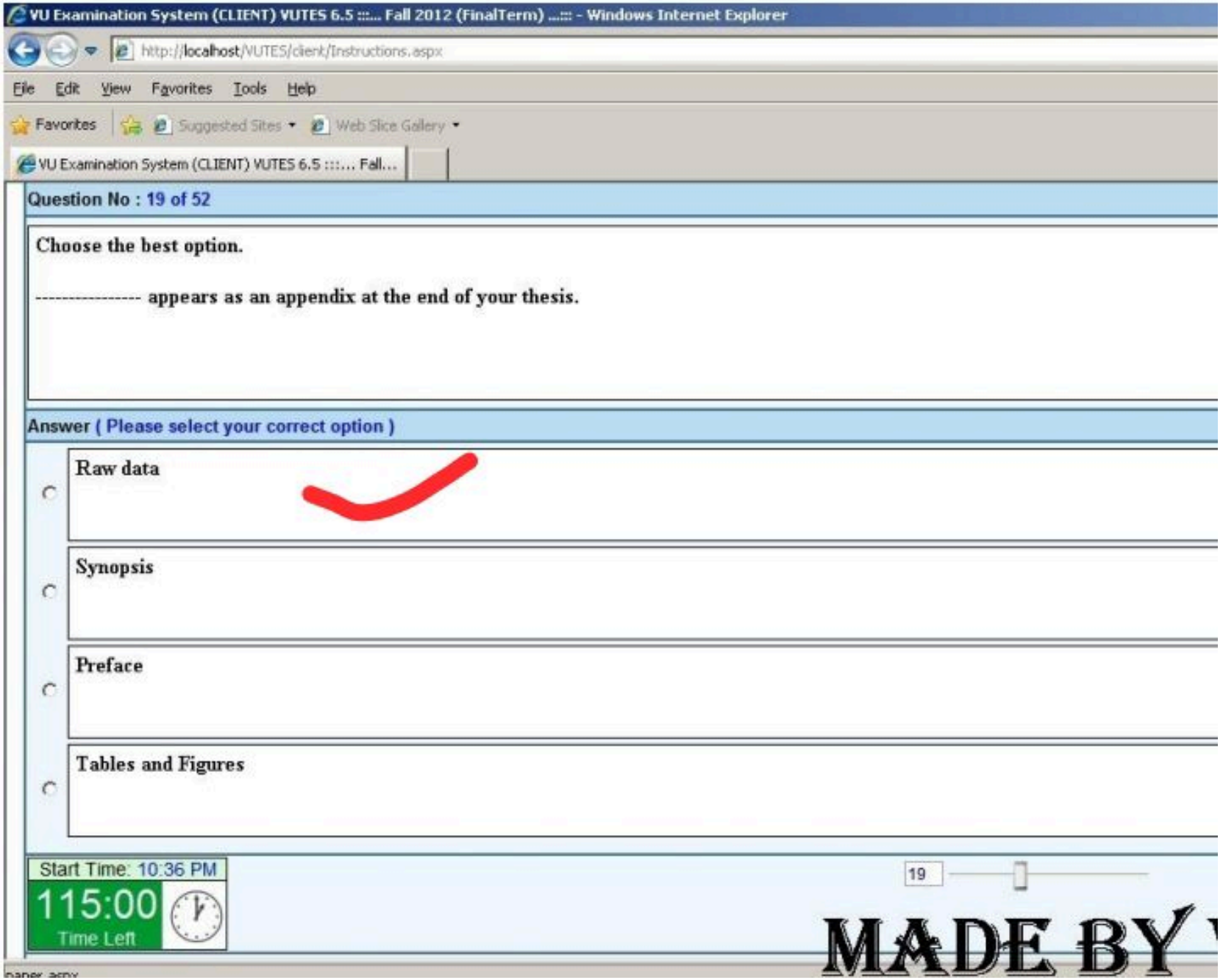
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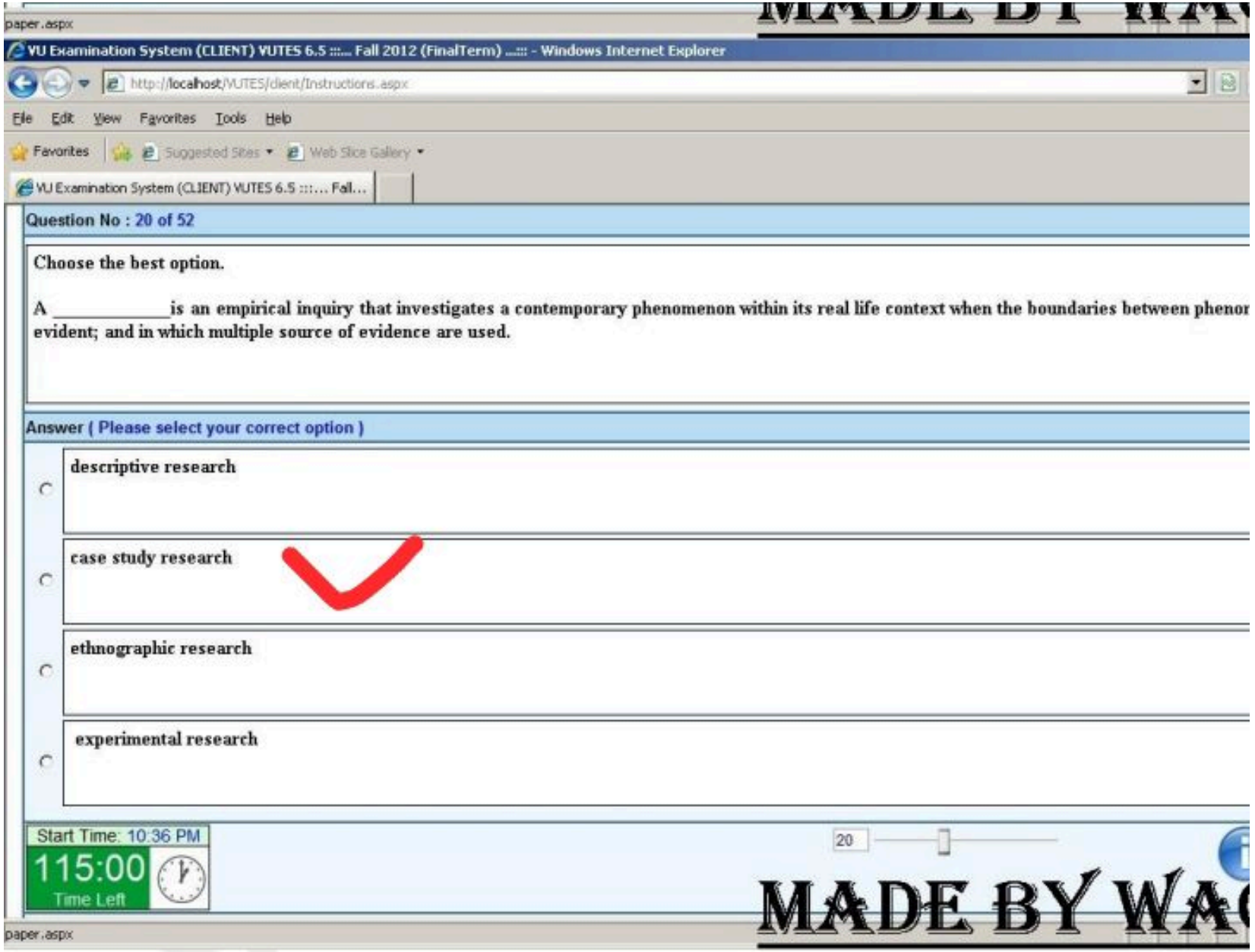
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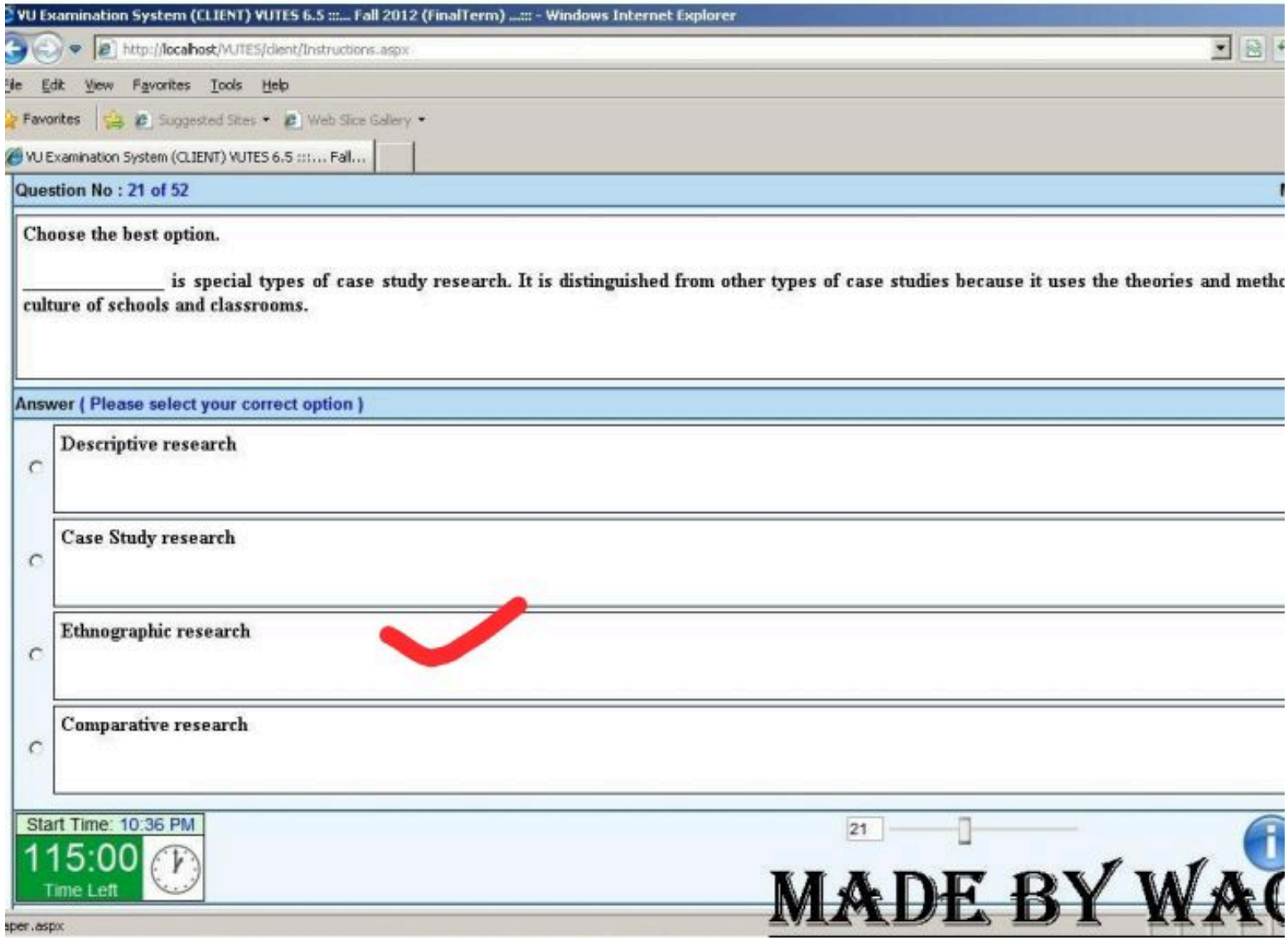

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Question No : 17 of 52
Choose the correct option:
Collection letters are usually written in _____.
Answer (Please select your correct option)
a line
series
serial
steps
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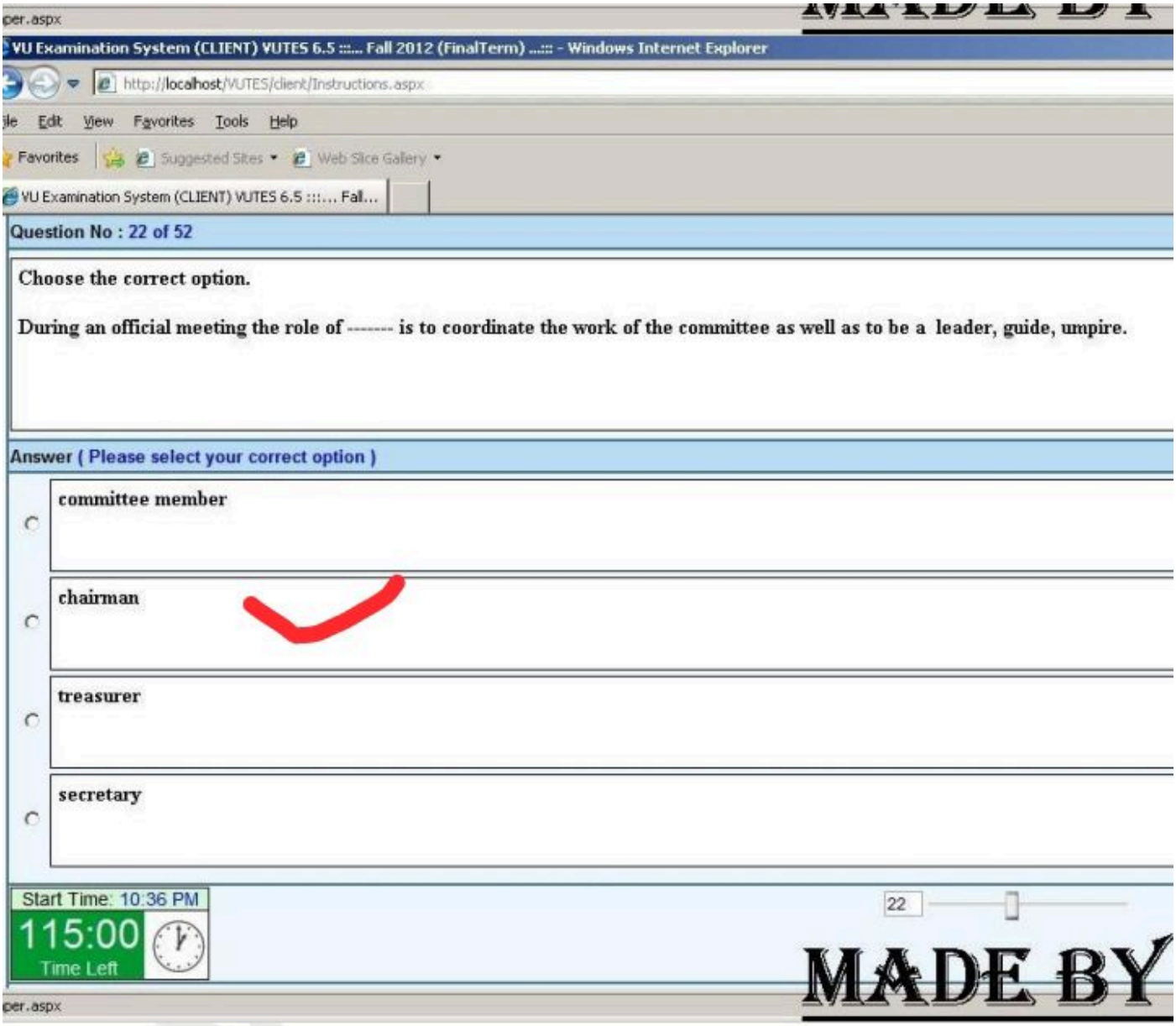

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Question No : 18 of 52
Choose the best option.
A thesis ----------is a sentence that clearly and concisely indicates the subject of your paper and the main points you will discuss.
Answer (Please select your correct option)
question
statement
conclusion
quote
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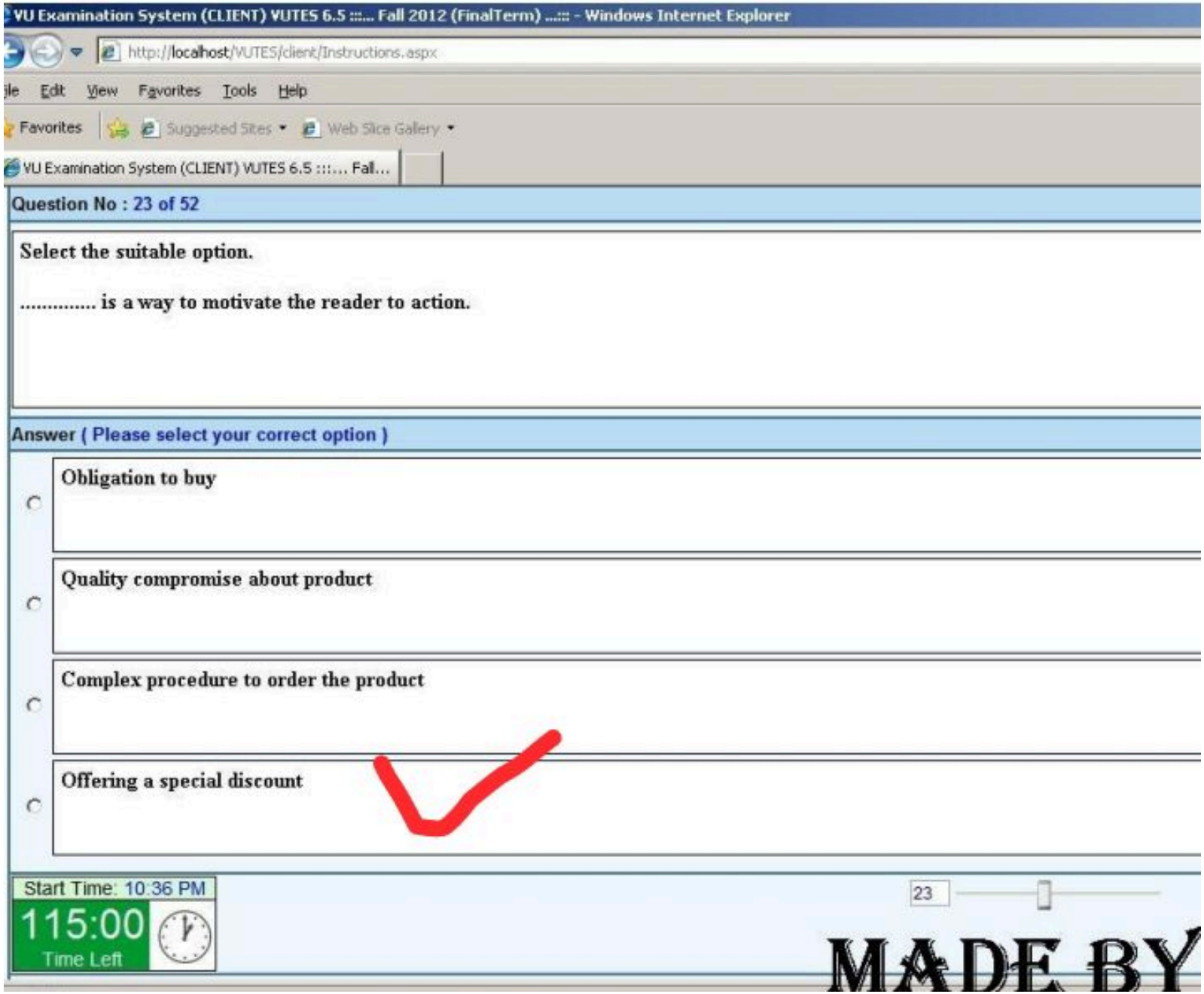

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Question No : 19 of 52
Choose the best option.
---------- appears as an appendix at the end of your thesis.
Answer (Please select your correct option)
Raw data
Synopsis
Preface
Tables and Figures
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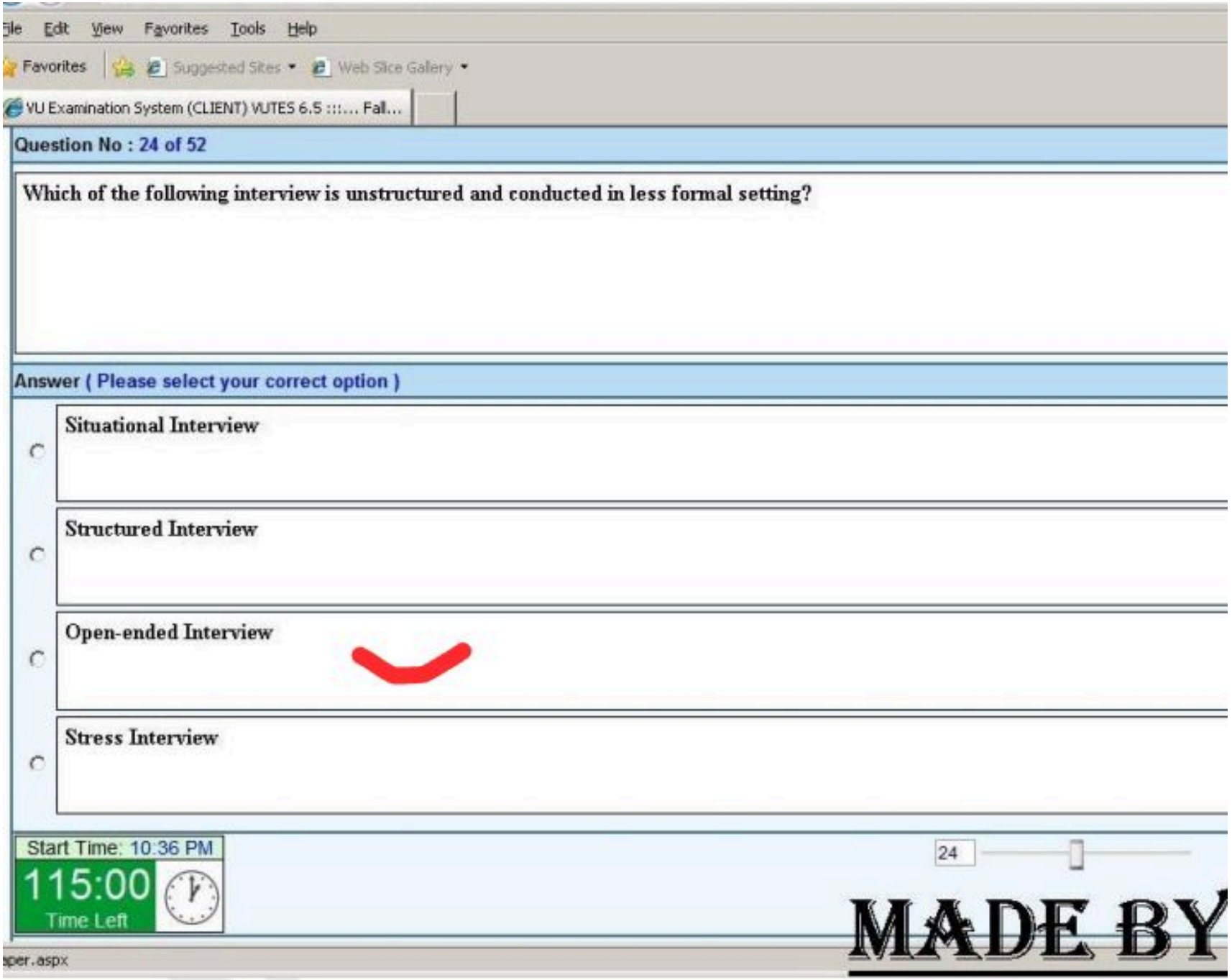

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Question No : 20 of 52
Choose the best option.
A _____is an empirical inquiry that investigates a contemporary phenomenon within its real life context when the boundaries between phenor
evident; and in which multiple source of evidence are used.
Answer (Please select your correct option)
descriptive research
case study research
ethnographic research
experimental research
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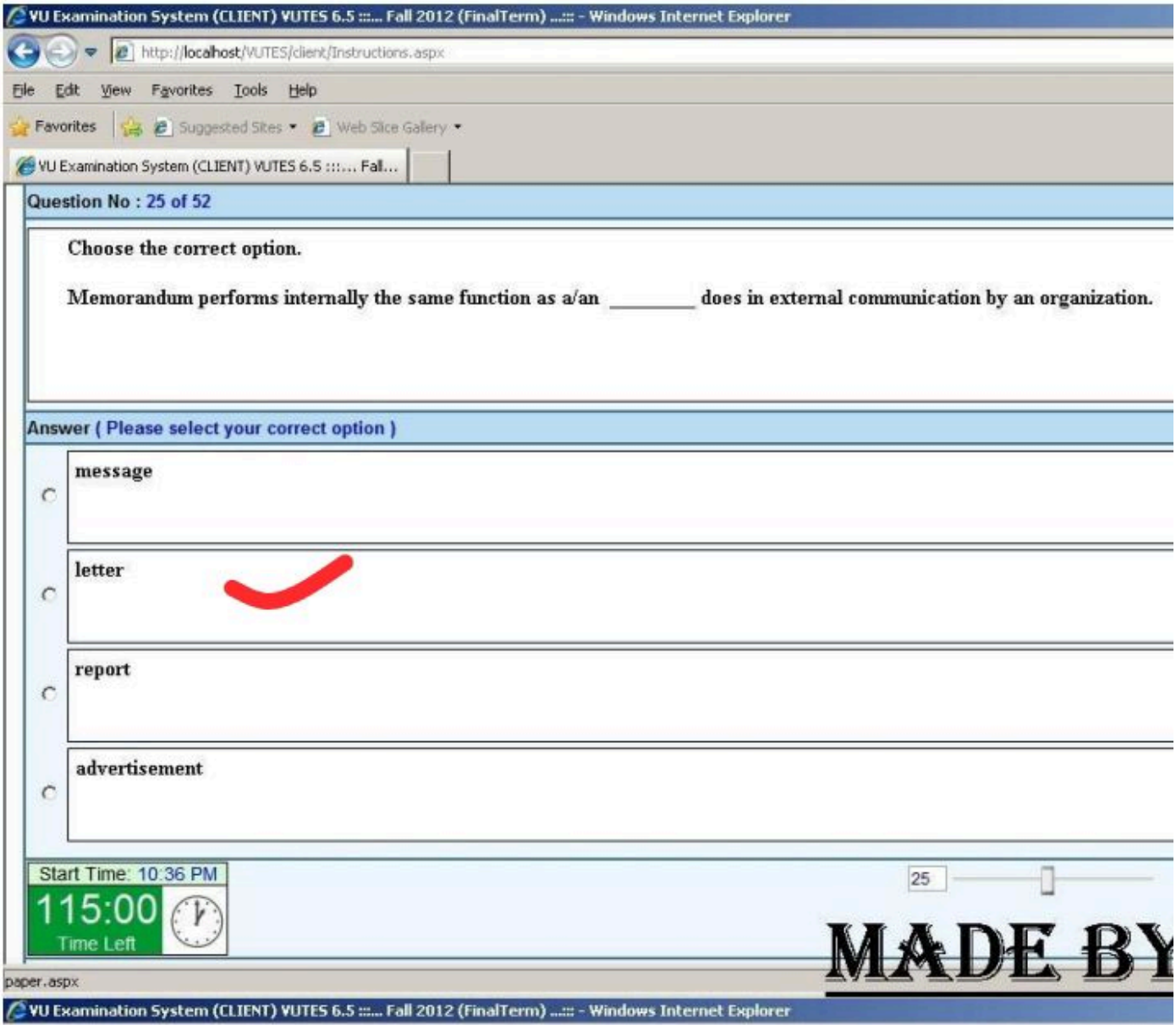


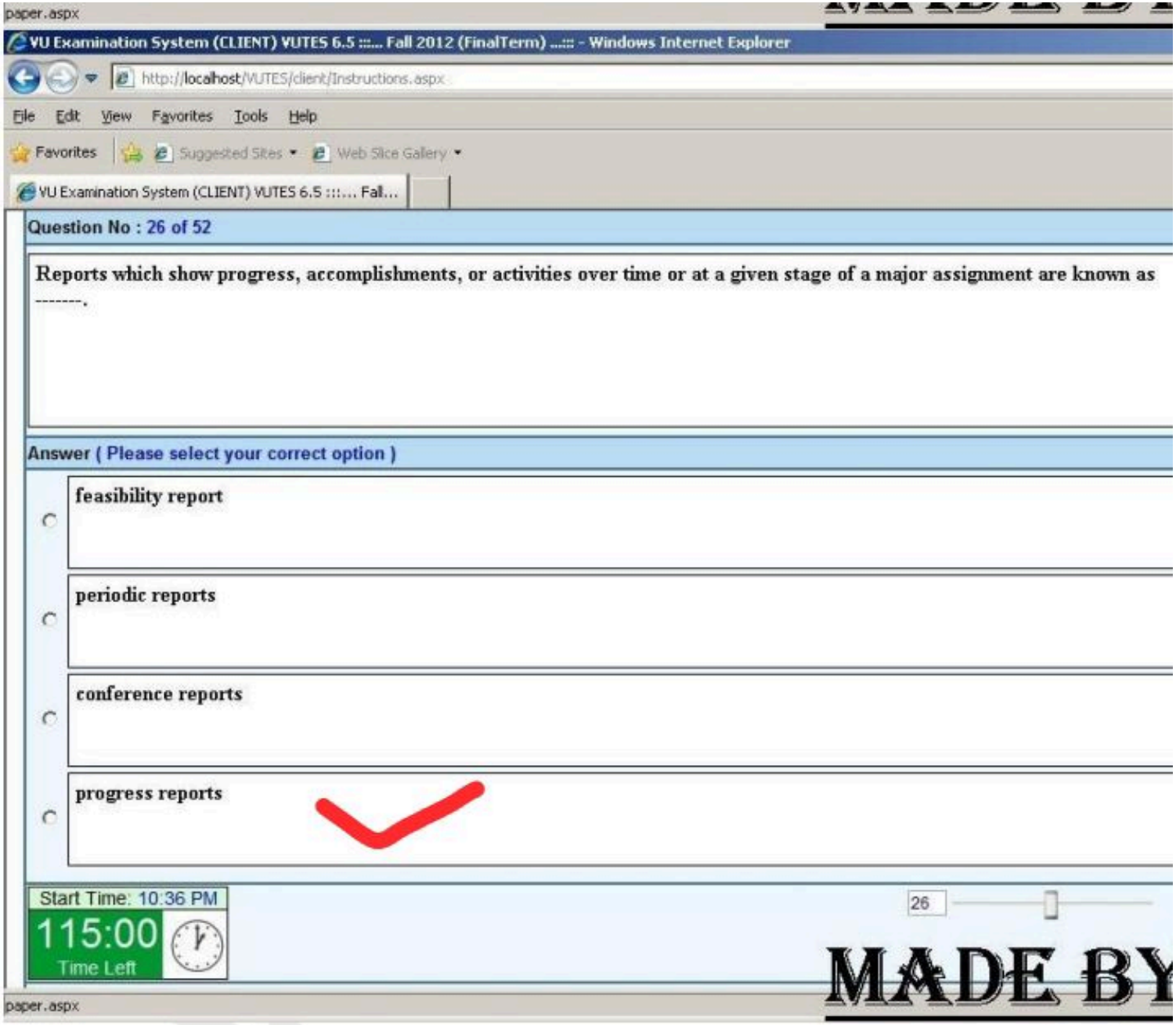

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Question No : 22 of 52
Choose the correct option.
During an official meeting the role of ------- is to coordinate the work of the committee as well as to be a leader, guide, umpire.
Answer (Please select your correct option)
committee member
chairman
treasurer
secretary
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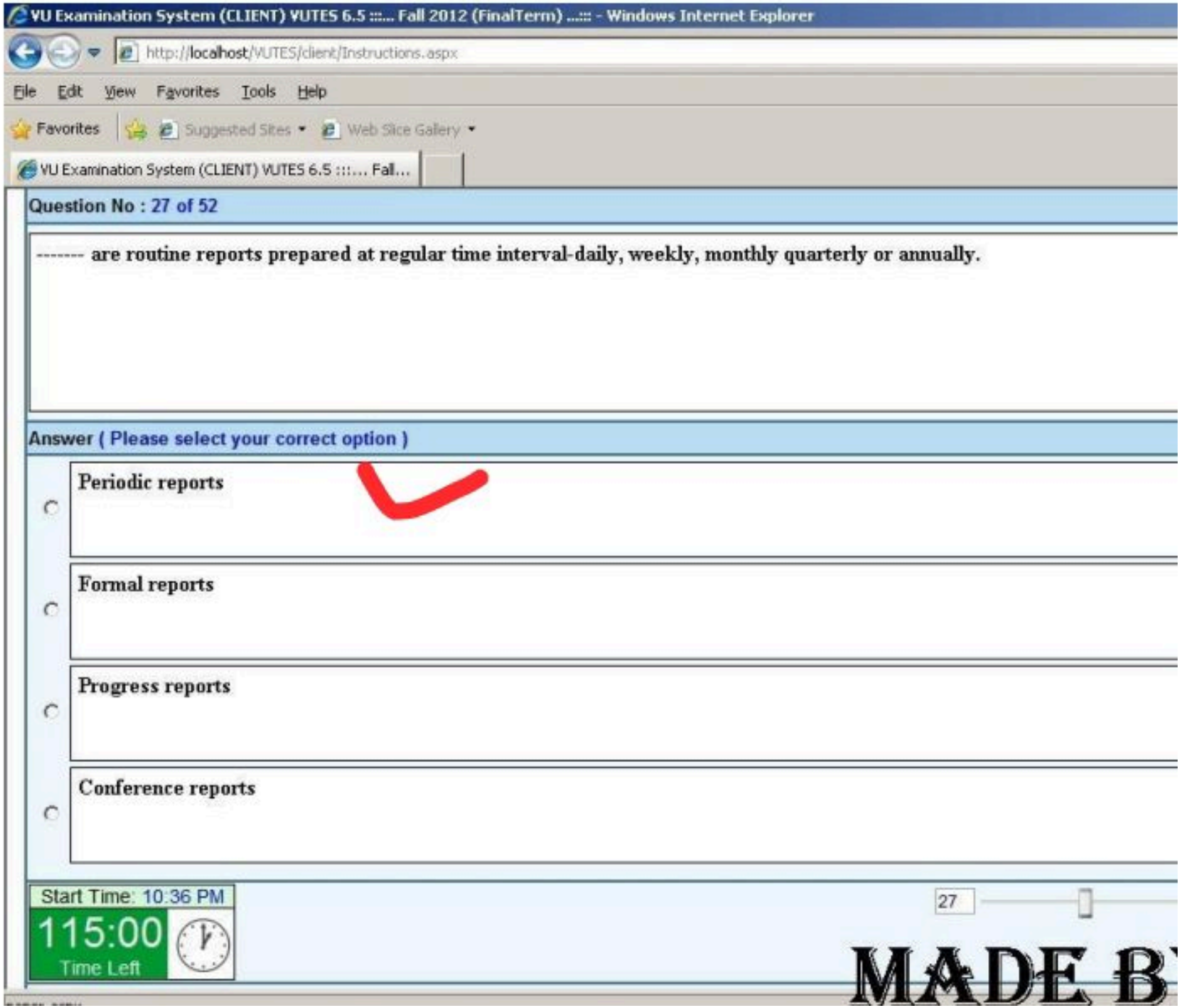

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Question No : 23 of 52
Select the suitable option.
..... is a way to motivate the reader to action.
Answer (Please select your correct option)
Obligation to buy
Quality compromise about product
Complex procedure to order the product
Offering a special discount
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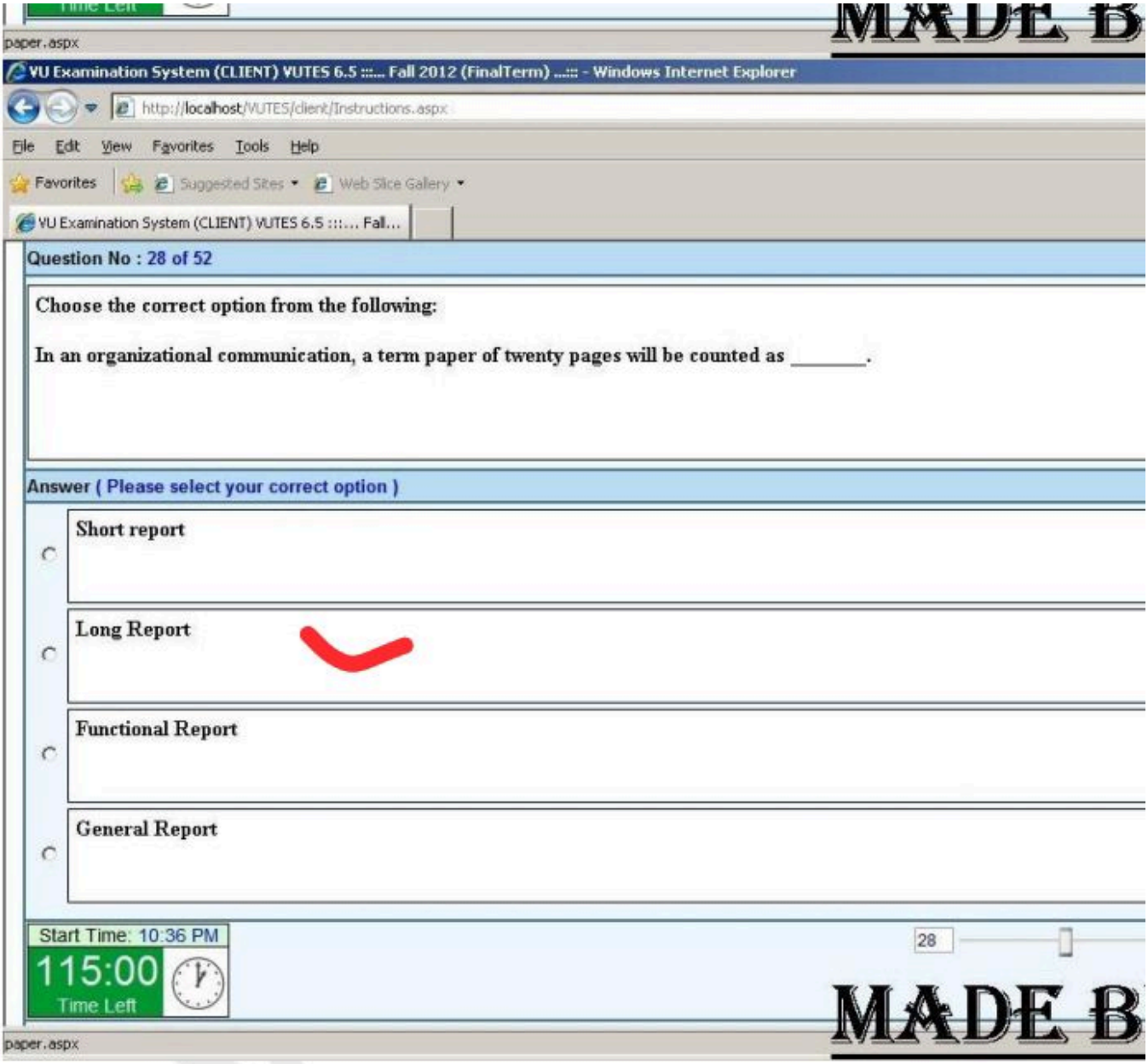

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Question No : 24 of 52
Which of the following interview is unstructured and conducted in less formal setting?
Answer (Please select your correct option)
Situational Interview
Structured Interview
Open-ended Interview
Stress Interview
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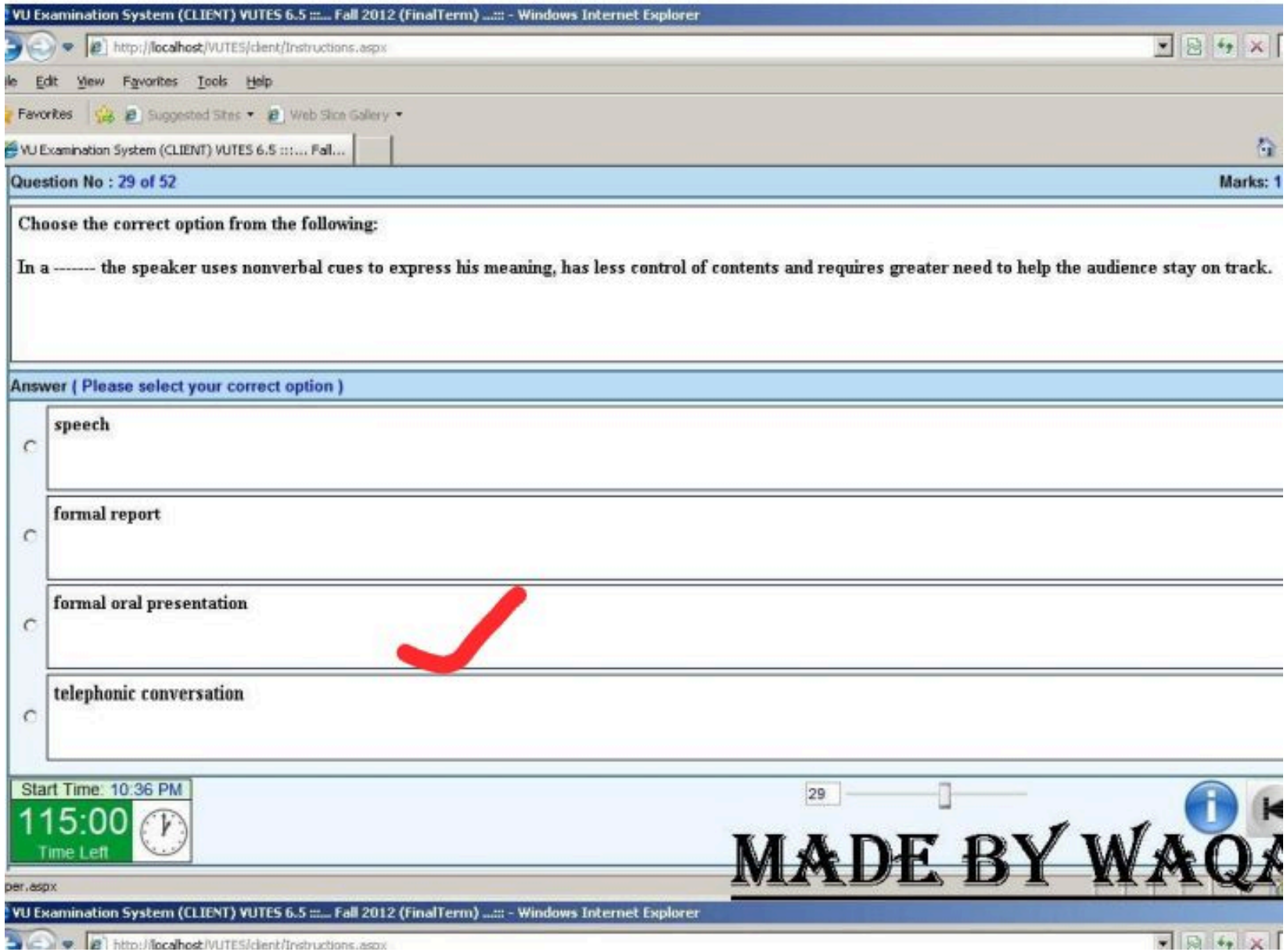


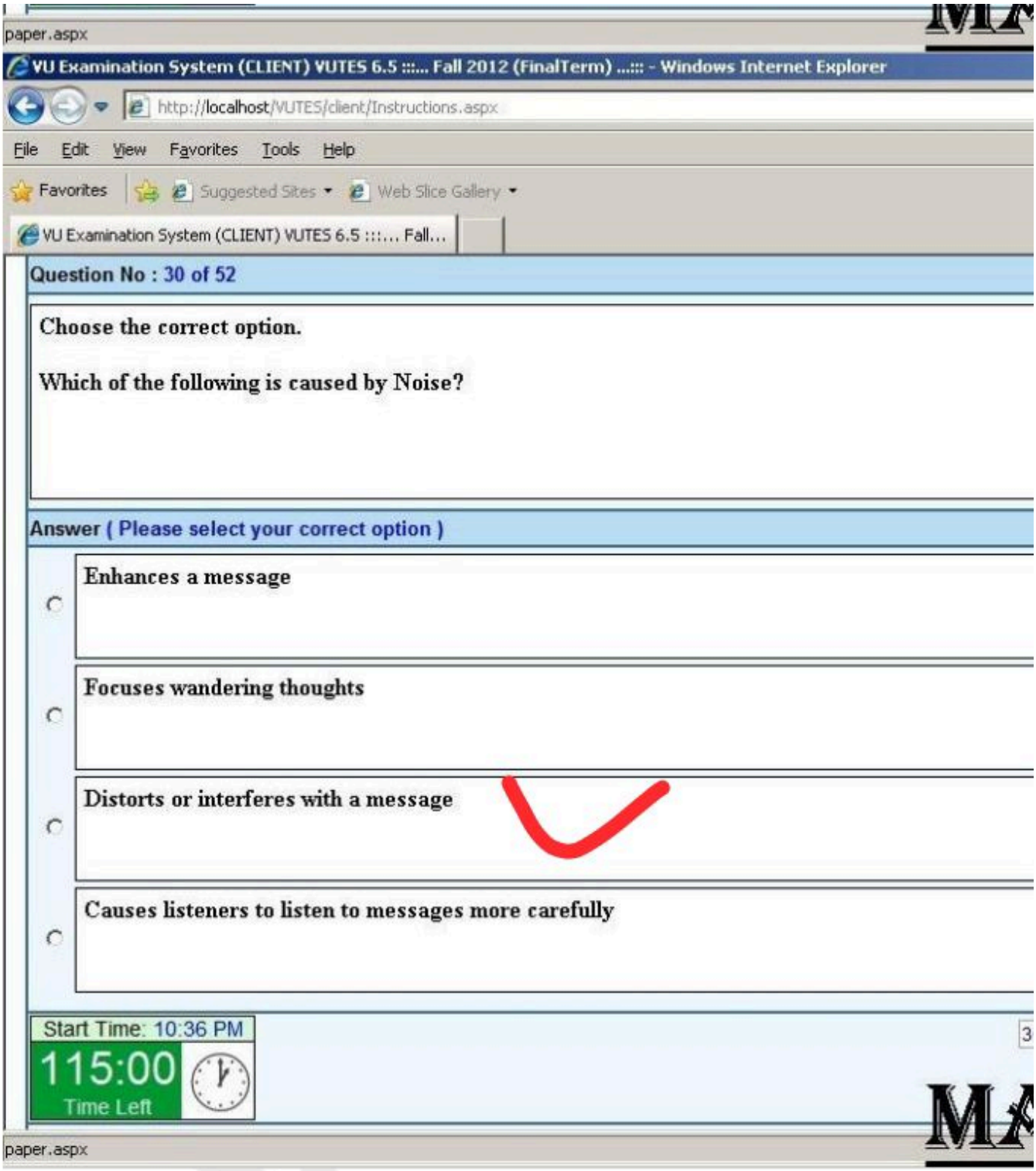

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Question No : 26 of 52
Reports which show progress, accomplishments, or activities over time or at a given stage of a major assignment are known as -------.
Answer (Please select your correct option)
feasibility report
periodic reports
conference reports
progress reports
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Question No : 27 of 52
------- are routine reports prepared at regular time interval-daily, weekly, monthly quarterly or annually.
Answer (Please select your correct option)
Periodic reports
Formal reports
Progress reports
Conference reports
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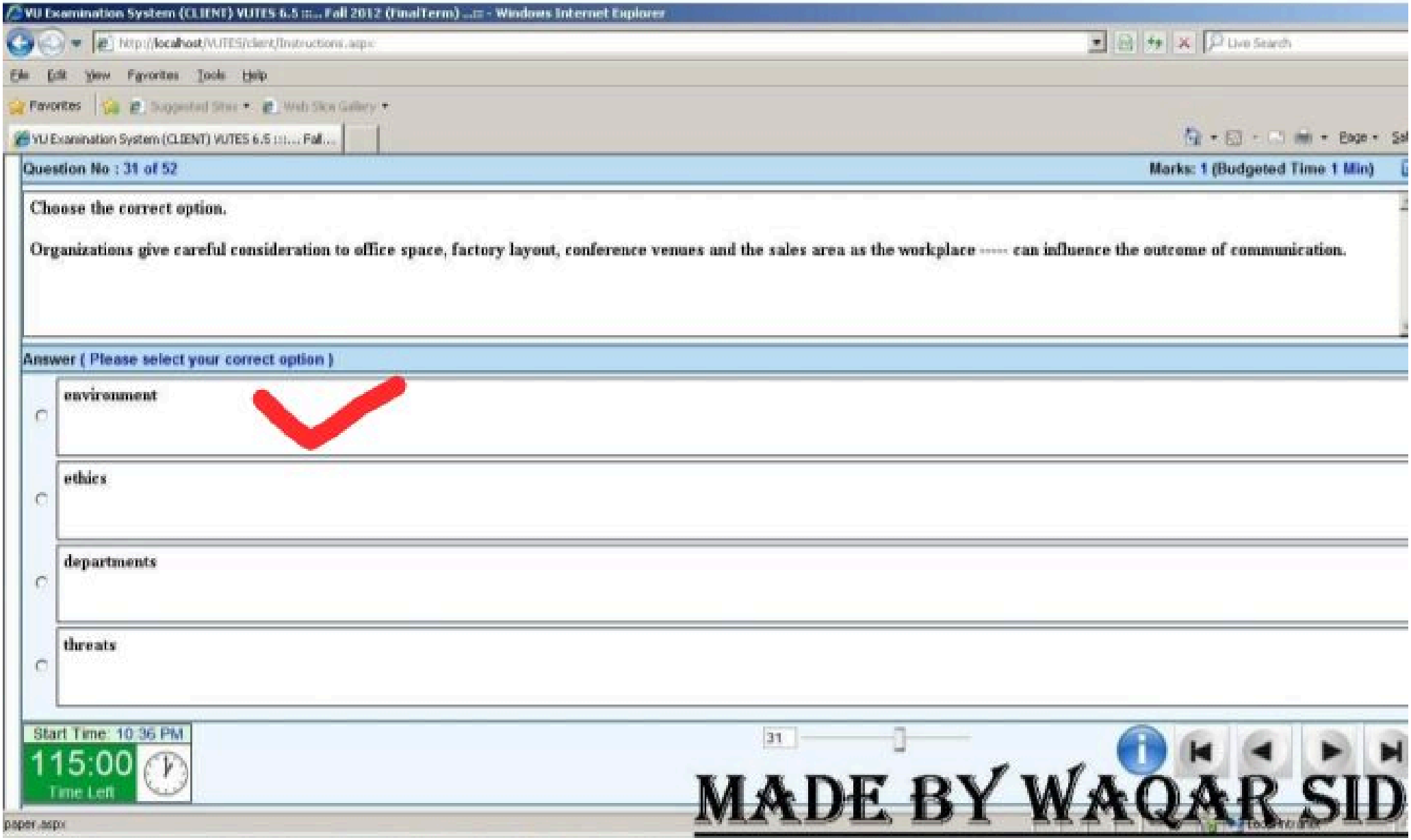

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Question No : 28 of 52
Choose the correct option from the following:
In an organizational communication, a term paper of twenty pages will be counted as _____.
Answer (Please select your correct option)
Short report
Long Report
Functional Report
General Report
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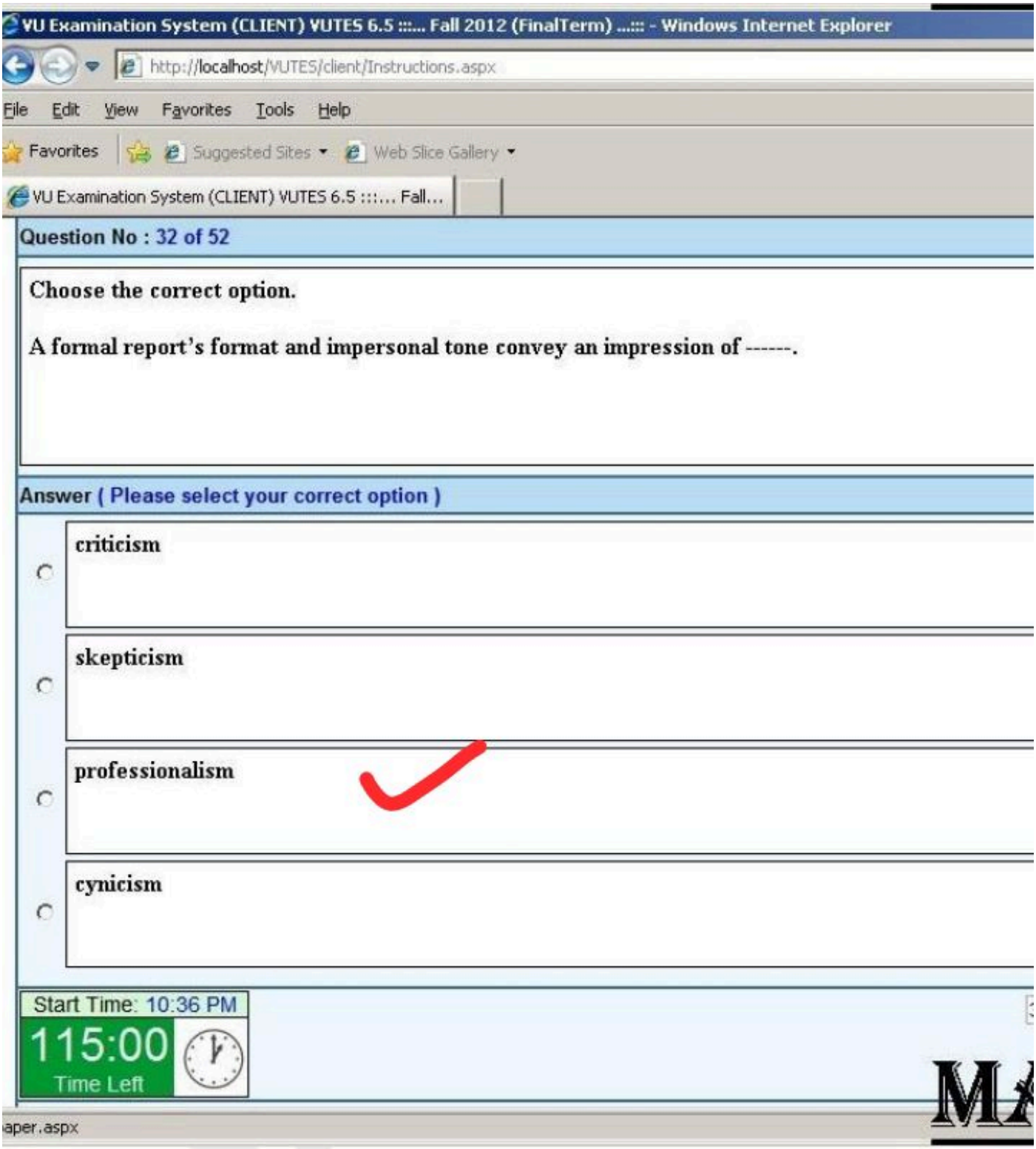
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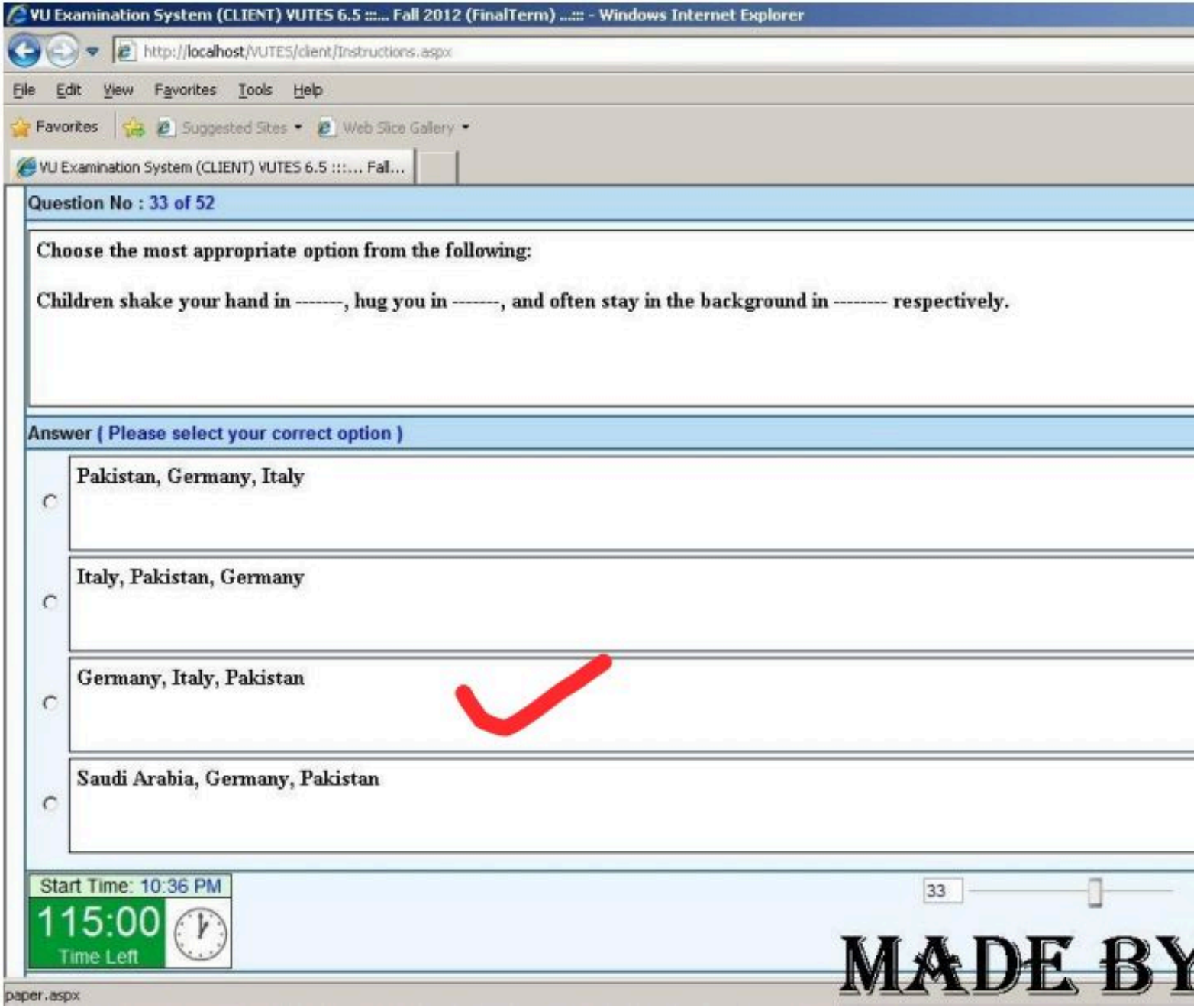


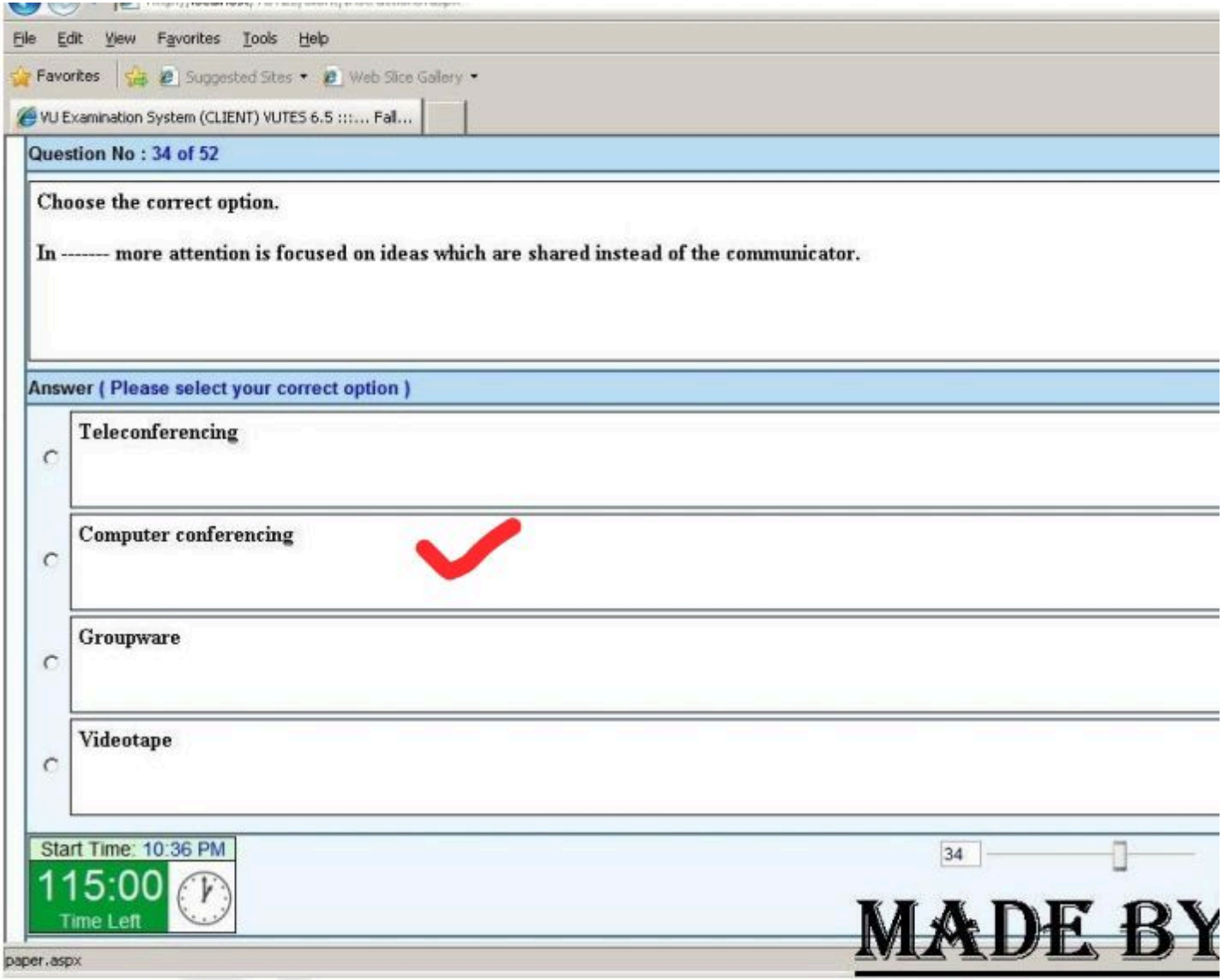

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Question No : 30 of 52
Choose the correct option.
Which of the following is caused by Noise?
Answer (Please select your correct option)
Enhances a message
Focuses wandering thoughts
Distorts or interferes with a message
Causes listeners to listen to messages more carefully
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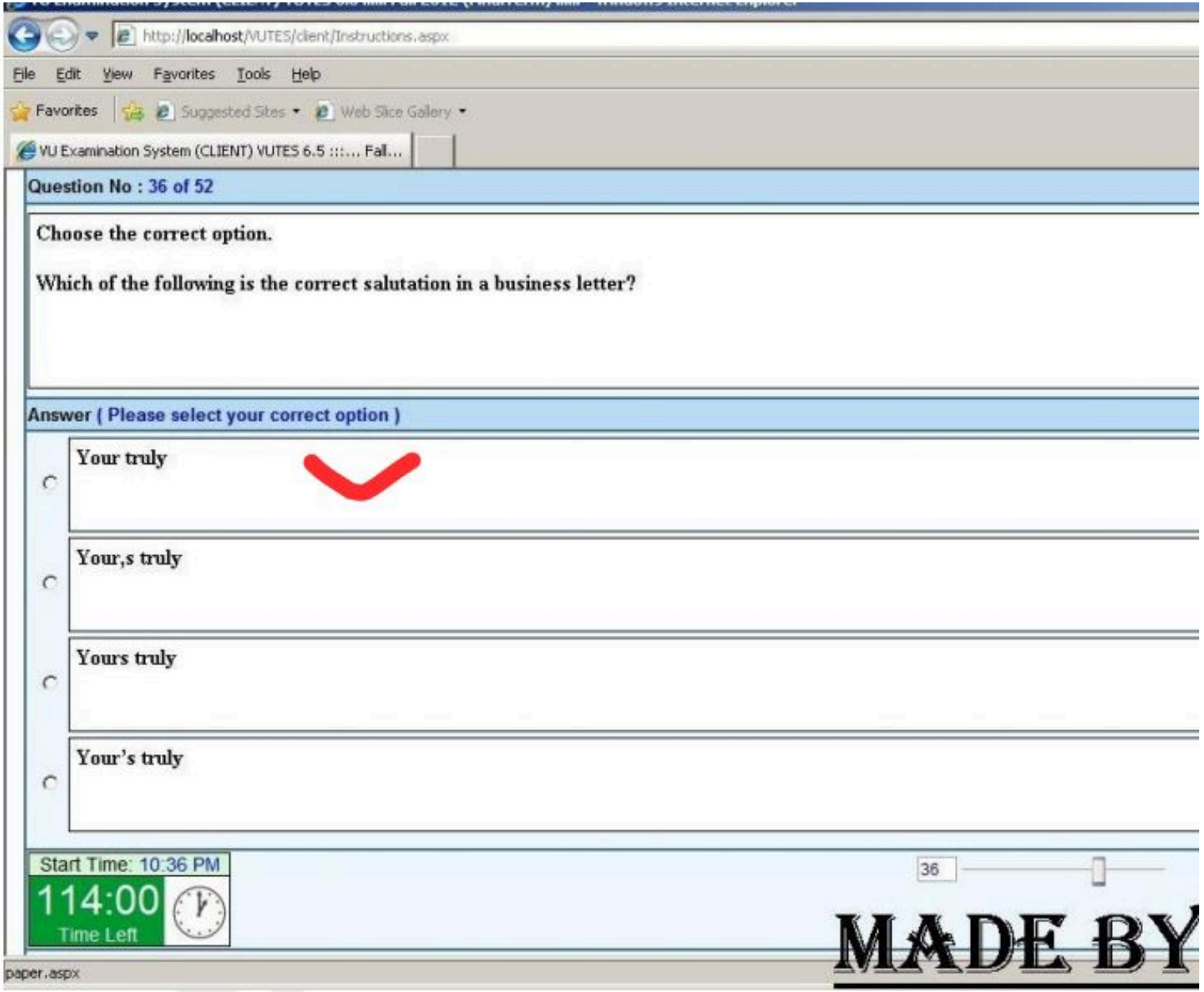
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Question No : 32 of 52
Choose the correct option.
A formal report's format and impersonal tone convey an impression of ------.
Answer (Please select your correct option)
criticism
skepticism
professionalism
cynicism
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Question No : 33 of 52
Choose the most appropriate option from the following:
Children shake your hand in -------, hug you in -------, and often stay in the background in -------- respectively.
Answer (Please select your correct option)
Pakistan, Germany, Italy
Italy, Pakistan, Germany
Germany, Italy, Pakistan
Saudi Arabia, Germany, Pakistan
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Question No : 34 of 52
Choose the correct option.
In ------- more attention is focused on ideas which are shared instead of the communicator.
Answer (Please select your correct option)
Teleconferencing
Computer conferencing
Groupware
Videotape
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Question No : 36 of 52
Choose the correct option.
Which of the following is the correct salutation in a business letter?
Answer (Please select your correct option)
Your truly
Your,s truly
Yours truly
Your's truly
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Question No : 37 of 52

Choose the correct option.

What is meant by job interview?

Answer (Please select your correct option)

- To respond the company for general information regarding application
- To answer all the questions asked by the employer in an honest and convincing way
- To provide you an opportunity to tell the employer about your qualifications and to do the best job of selling yourself
- To enable both the organization and potential employee to obtain the information needed to make an informed decision

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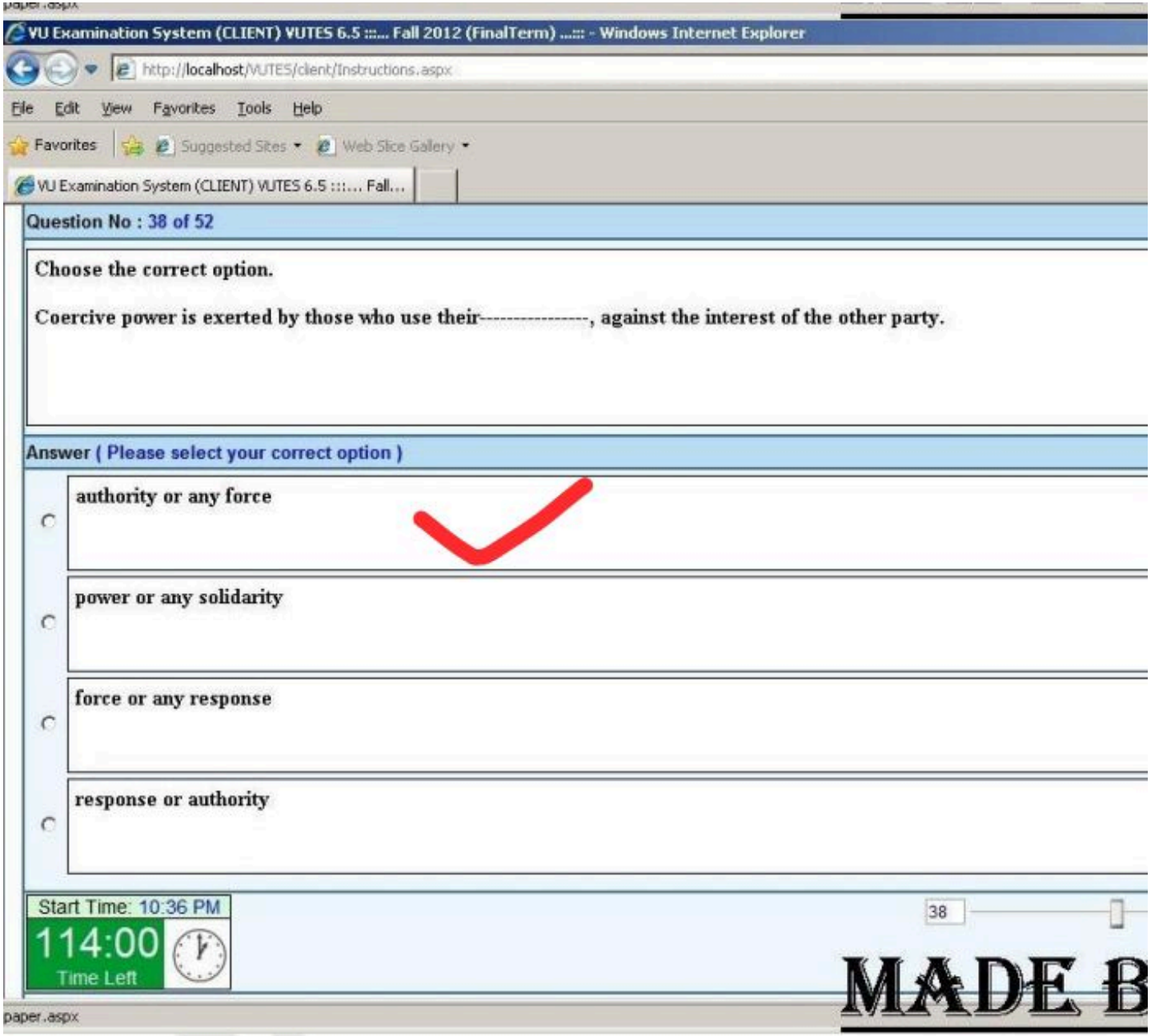
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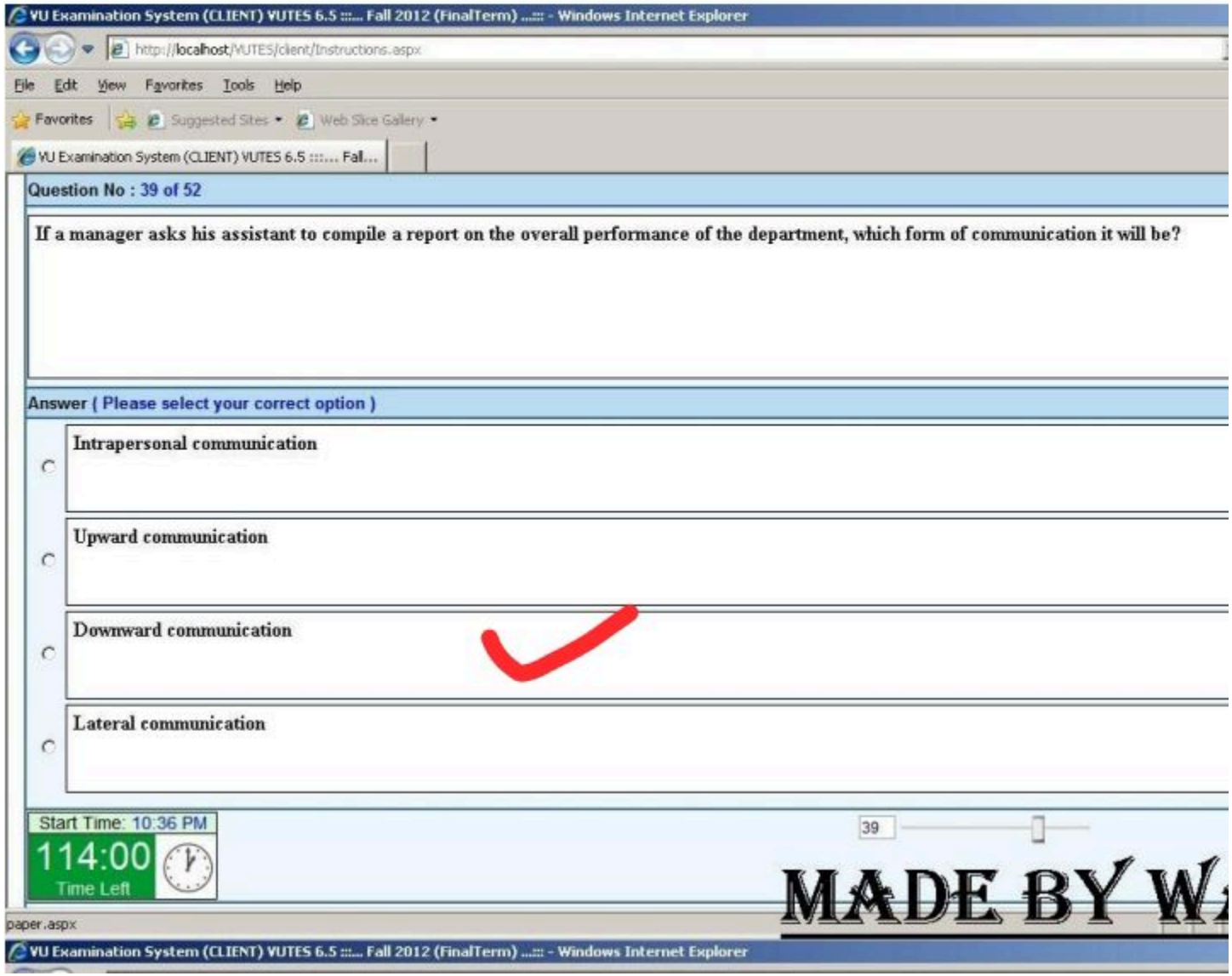
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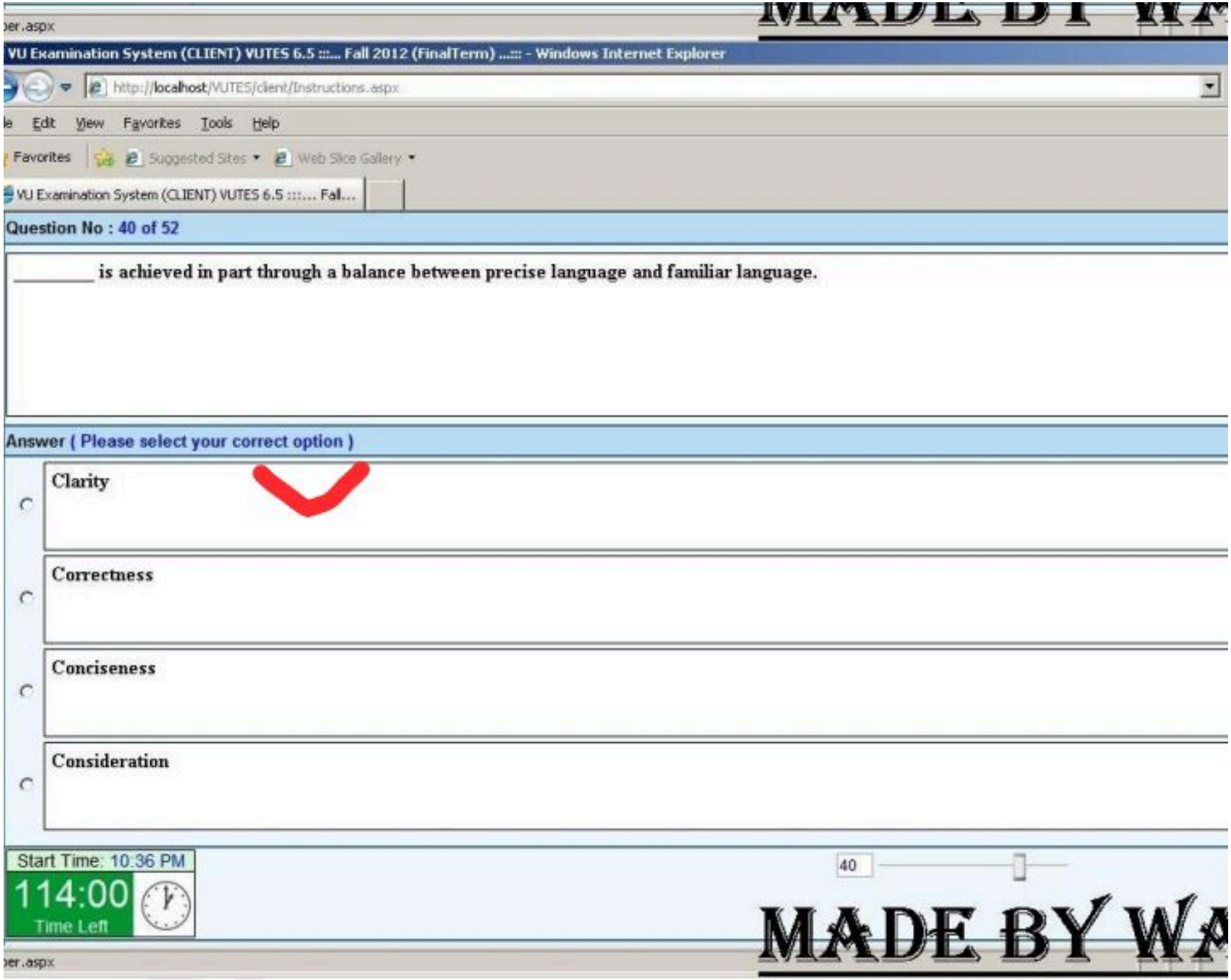
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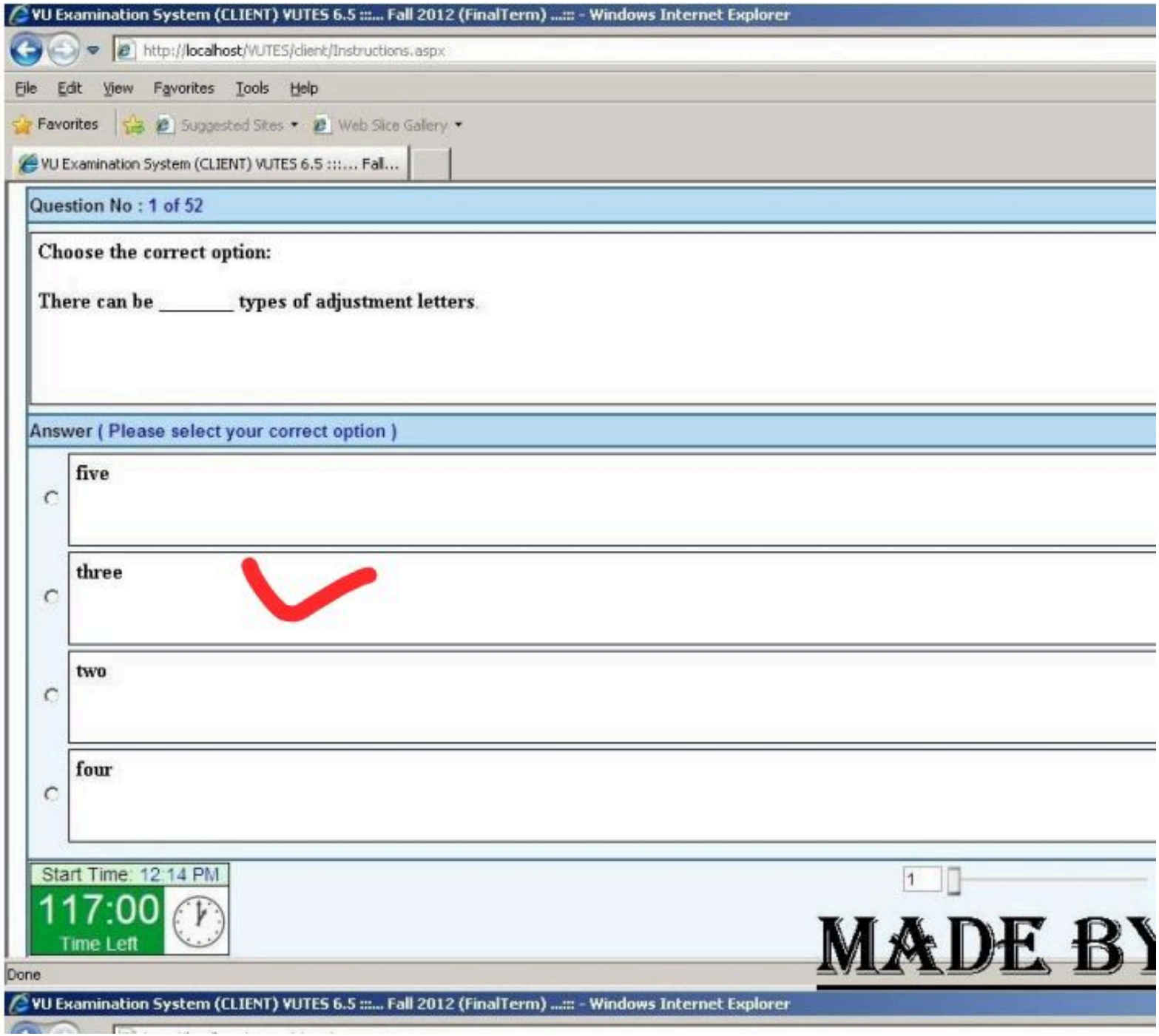
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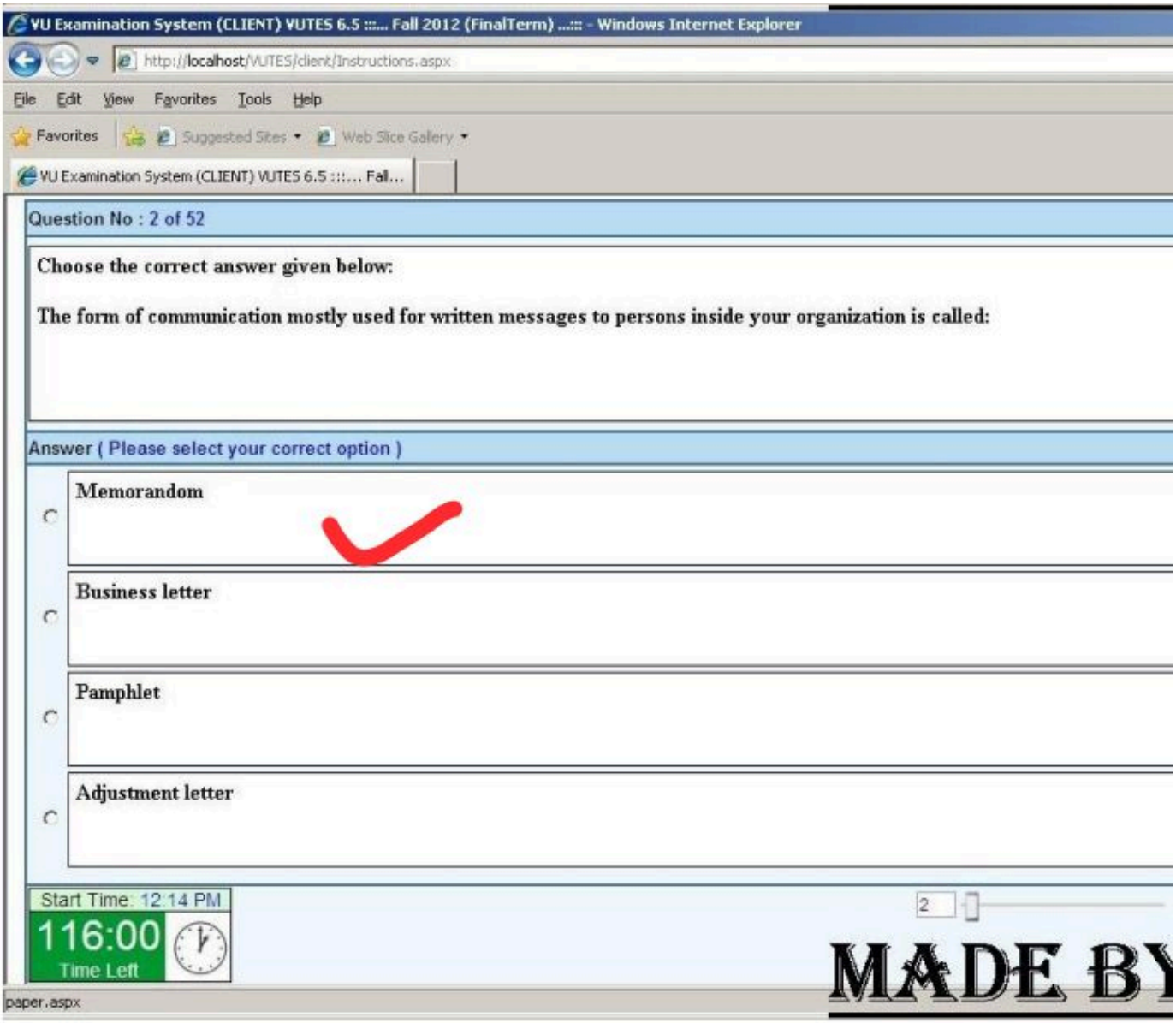

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Question No : 38 of 52
Choose the correct option.
Coercive power is exerted by those who use their----------, against the interest of the other party.
Answer (Please select your correct option)
authority or any force
power or any solidarity
force or any response
response or authority
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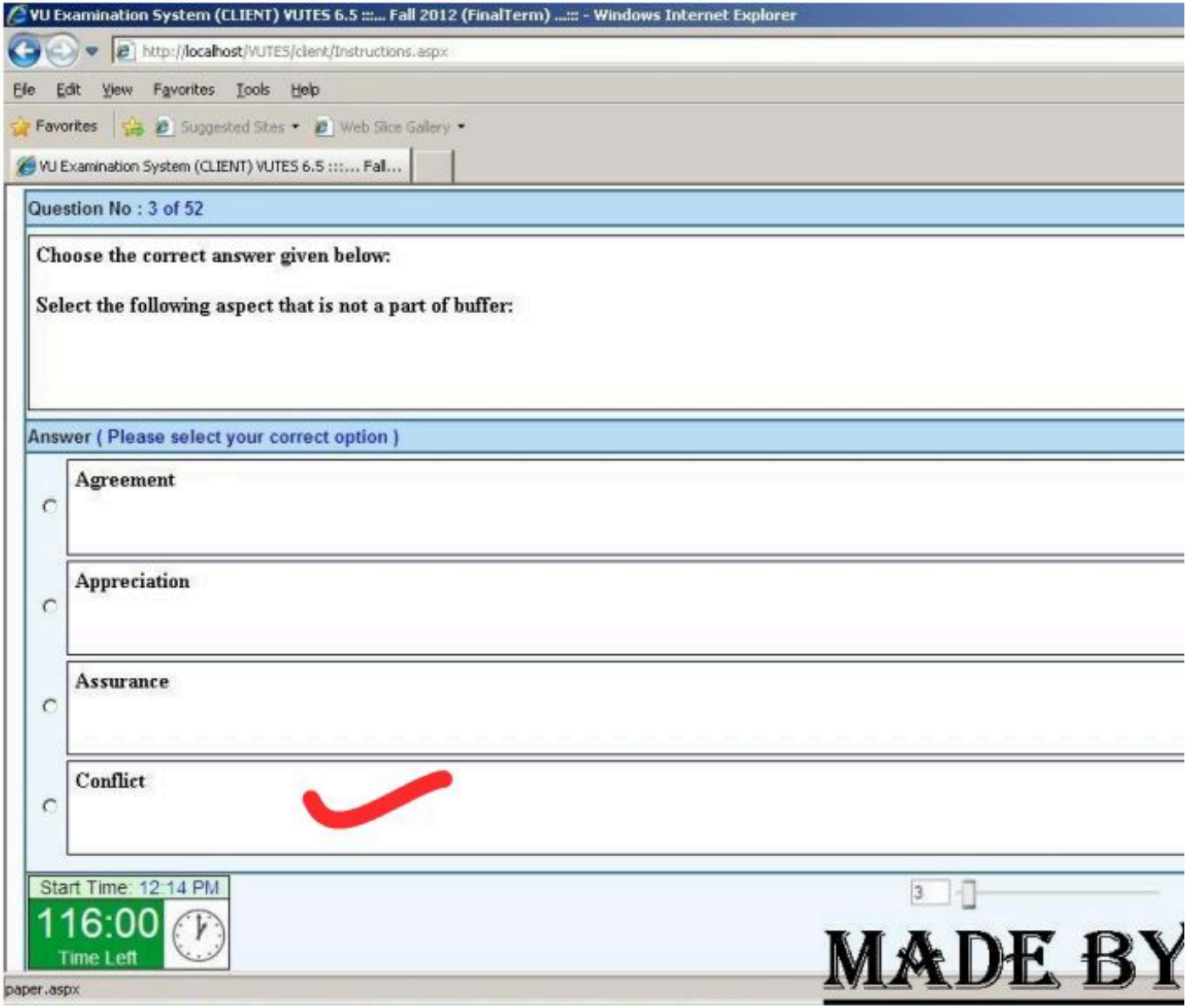


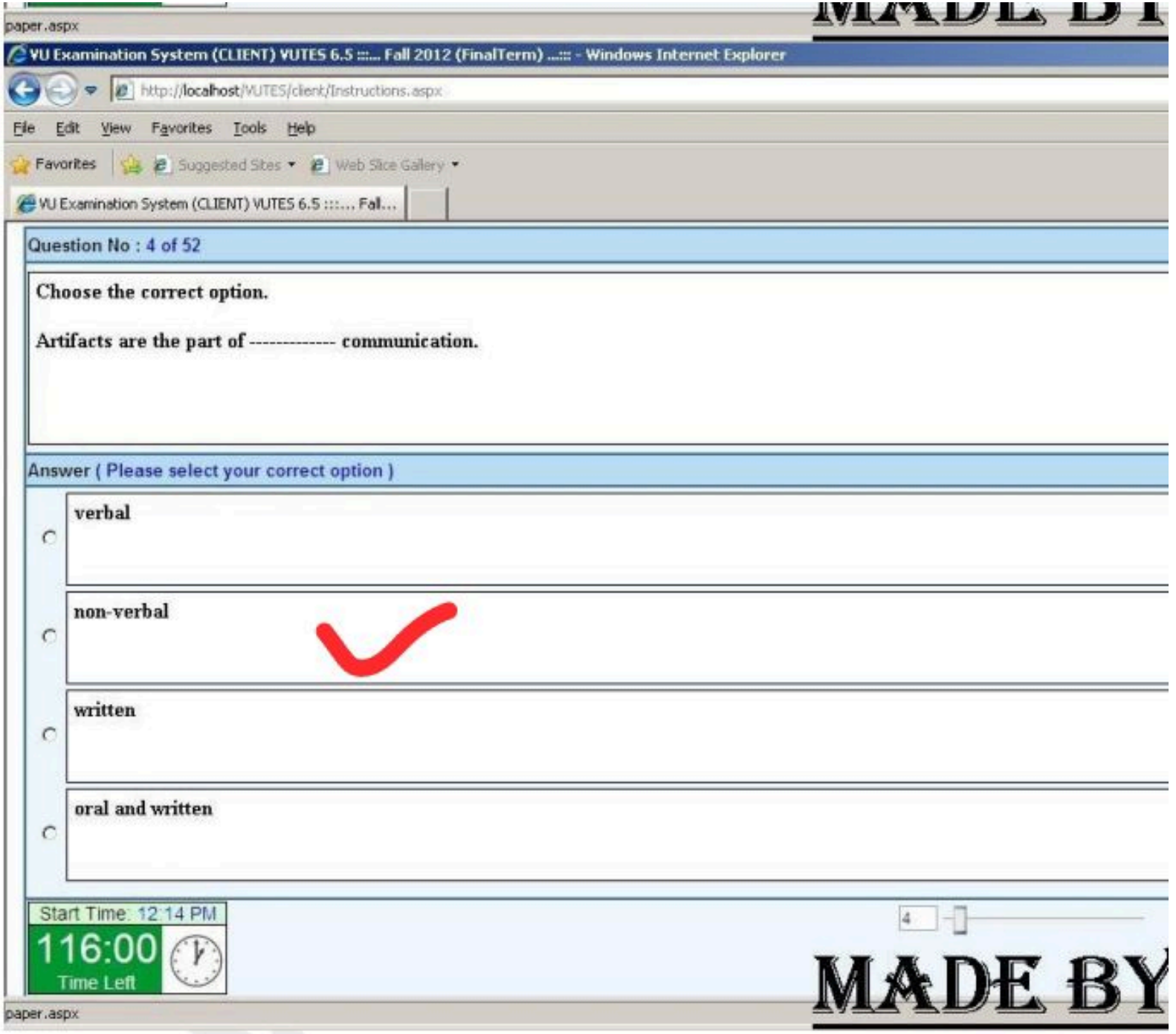

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Question No : 40 of 52
_____ is achieved in part through a balance between precise language and familiar language.
Answer (Please select your correct option)
Clarity
Correctness
Conciseness
Consideration
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Question No : 1 of 52
Choose the correct option:
There can be _____ types of adjustment letters.
Answer (Please select your correct option)
five
three
two
four
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Question No : 2 of 52
Choose the correct answer given below:
The form of communication mostly used for written messages to persons inside your organization is called:
Answer (Please select your correct option)
Memorandom
Business letter
Pamphlet
Adjustment letter
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Question No : 4 of 52
Choose the correct option.
Artifacts are the part of ---------- communication.
Answer (Please select your correct option)
verbal
non-verbal
written
oral and written
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Question No : 5 of 52

Choose the best option.

..... letter is written to ask a piece of information about a product or services.

Answer (Please select your correct option)

- Order letter
- Sales letter
- Inquiry letter
- Request letter

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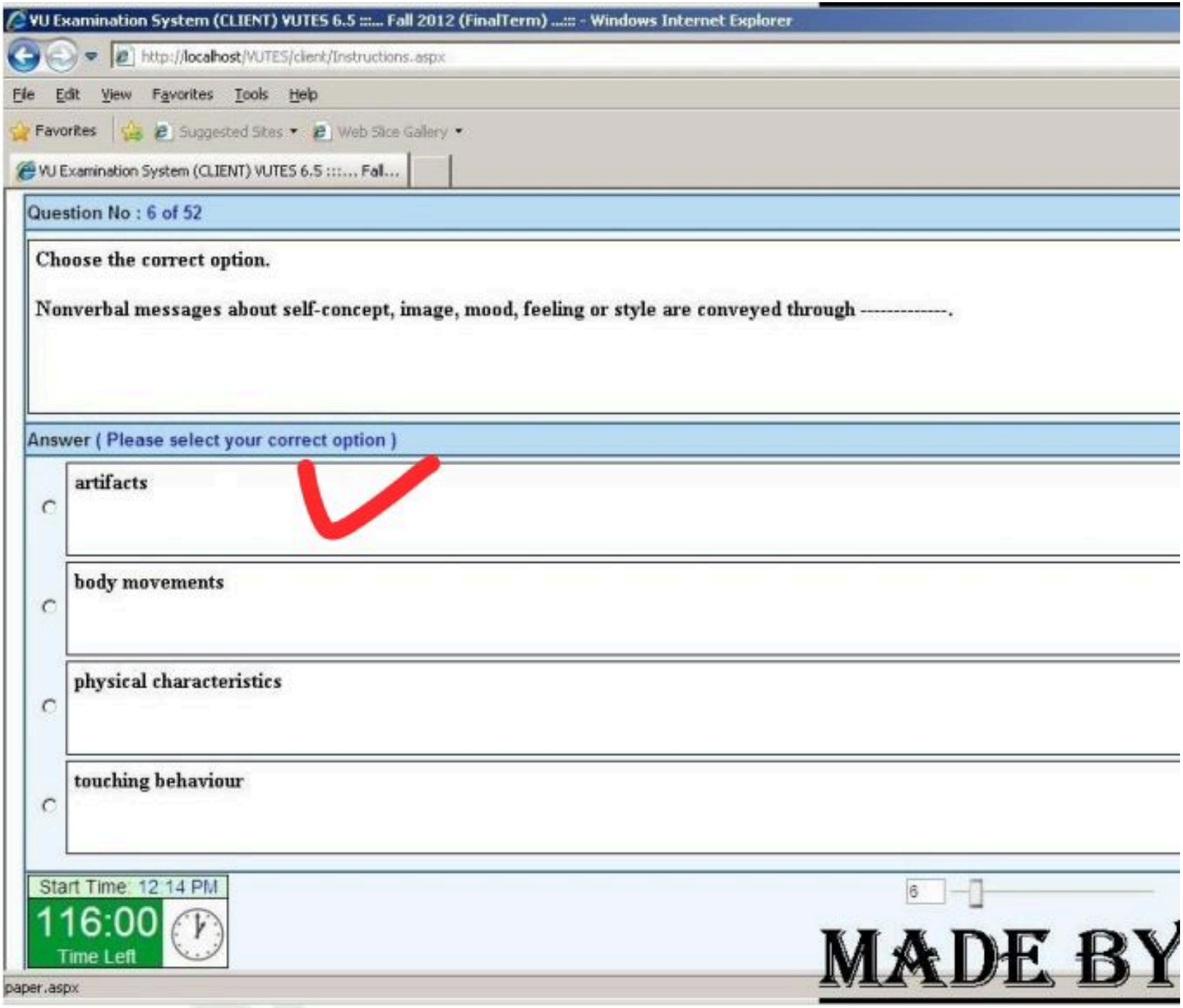
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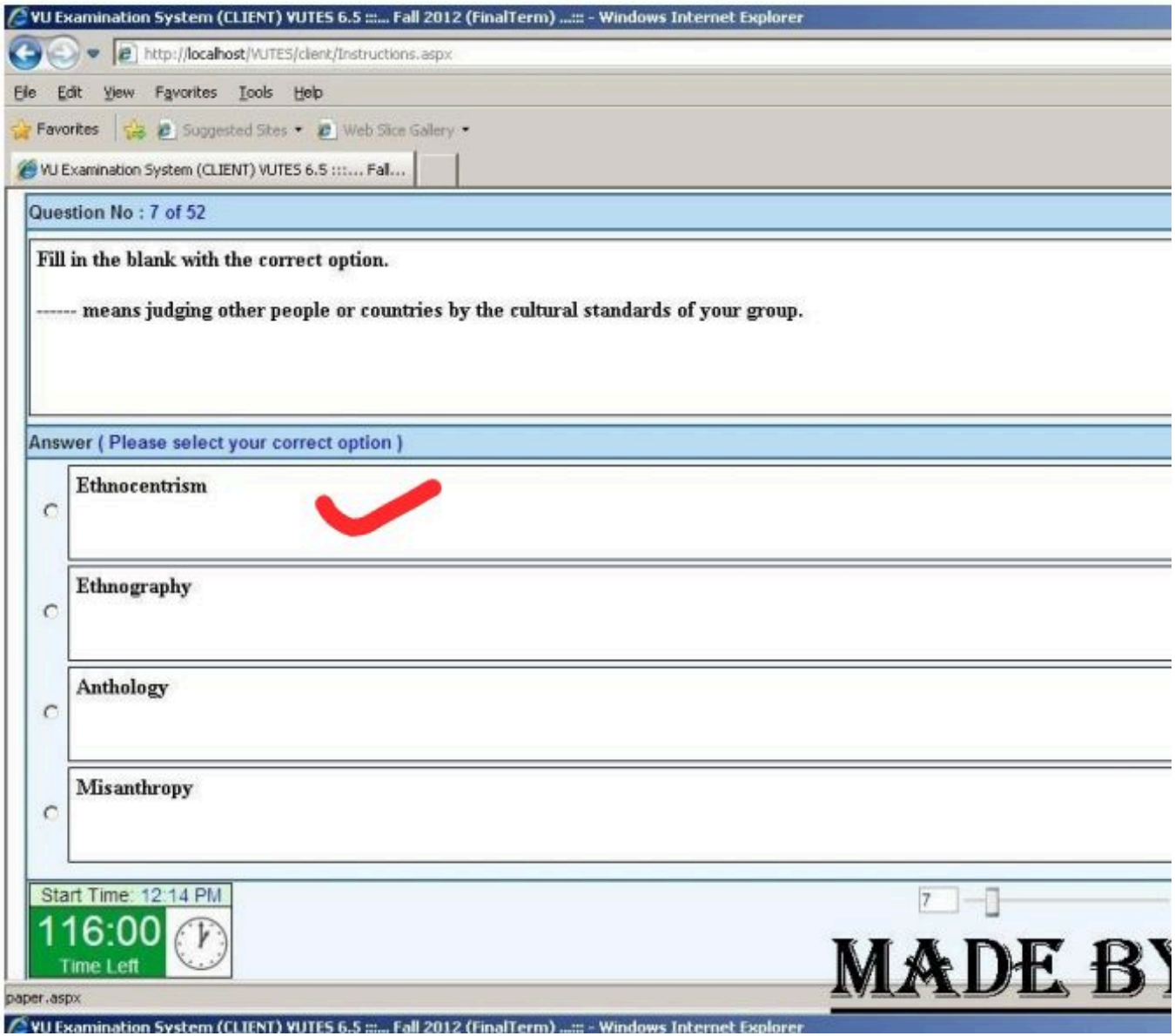
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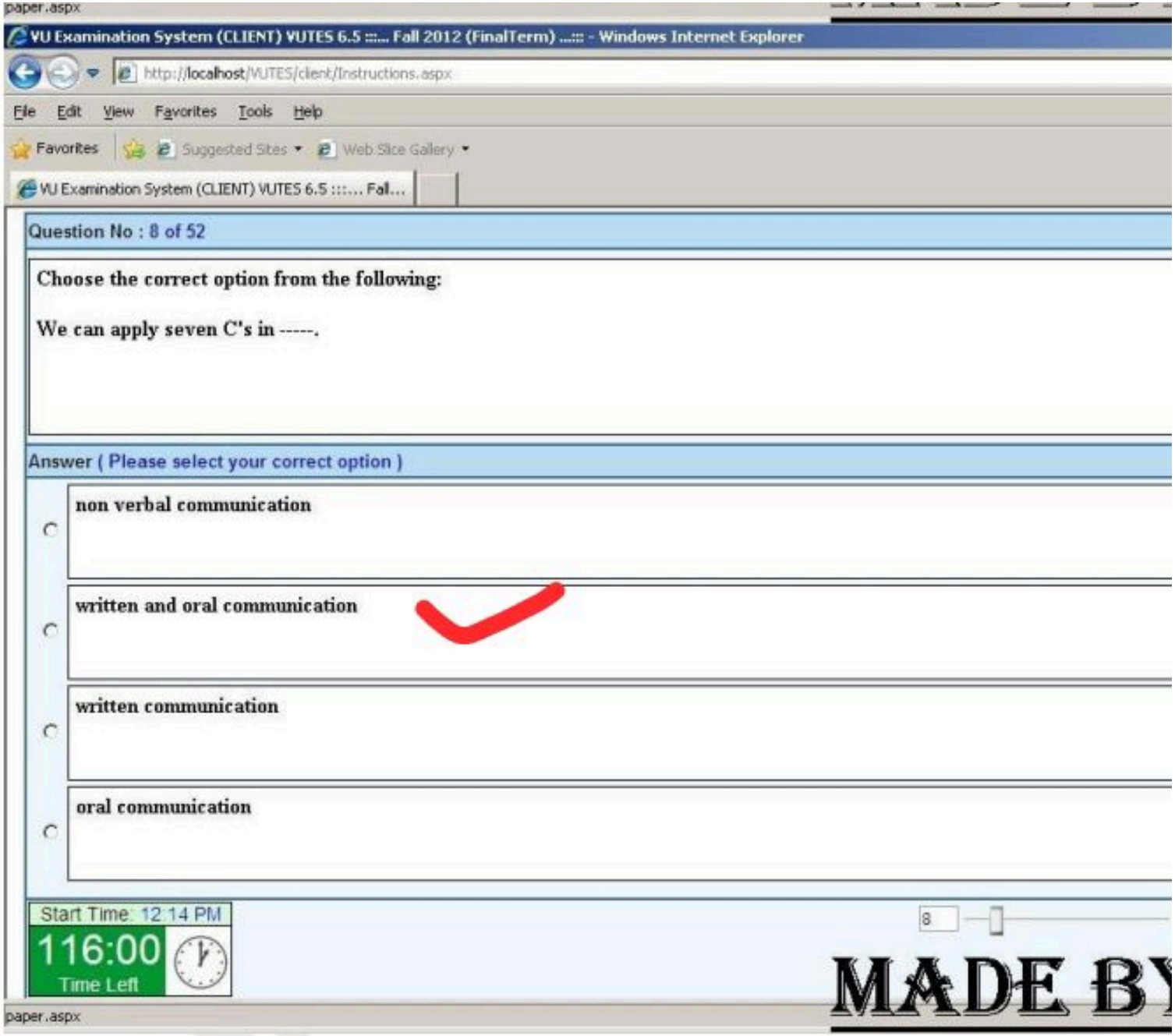
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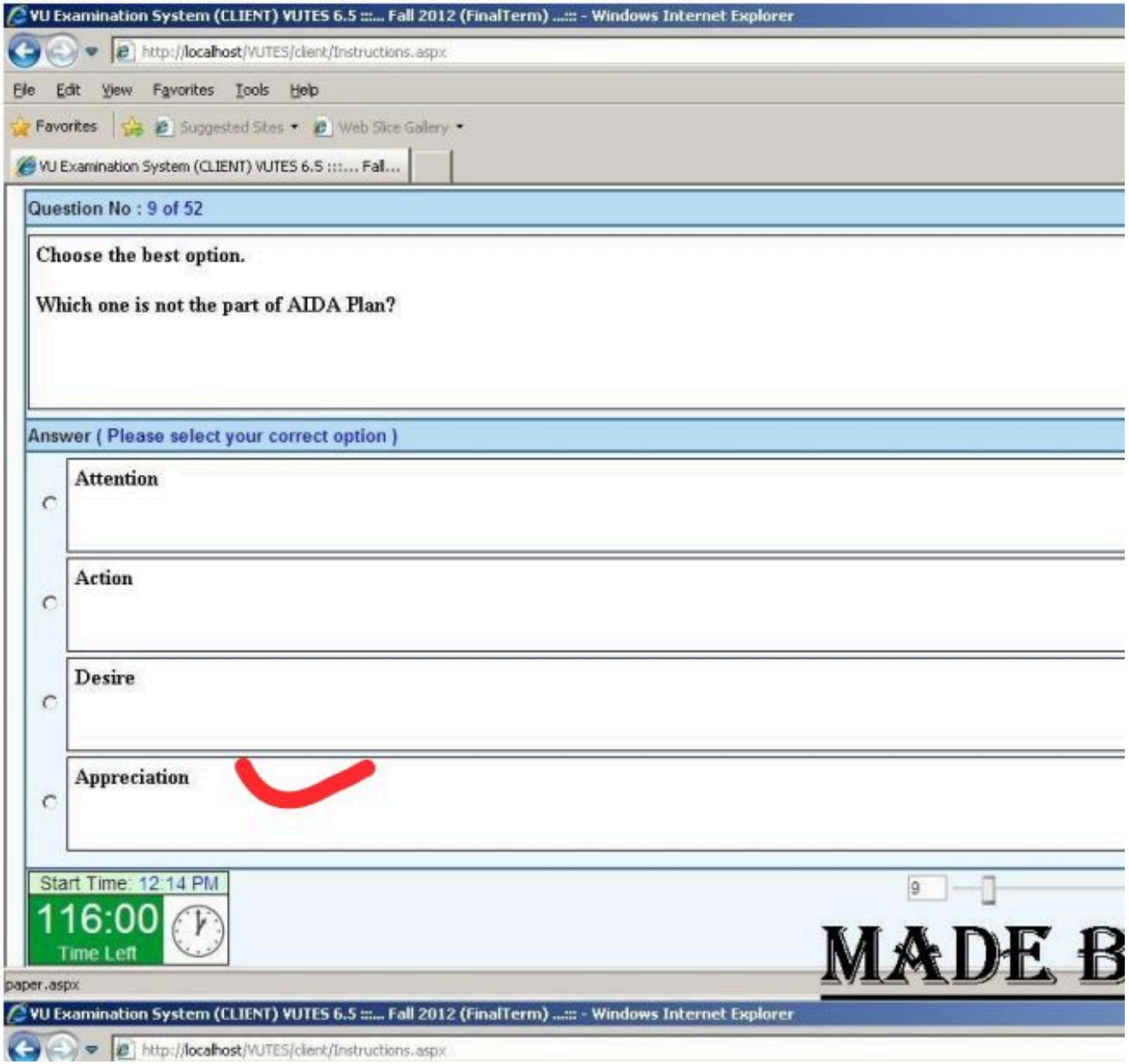

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Question No : 6 of 52
Choose the correct option.
Nonverbal messages about self-concept, image, mood, feeling or style are conveyed through ----------.
Answer (Please select your correct option)
artifacts
body movements
physical characteristics
touching behaviour
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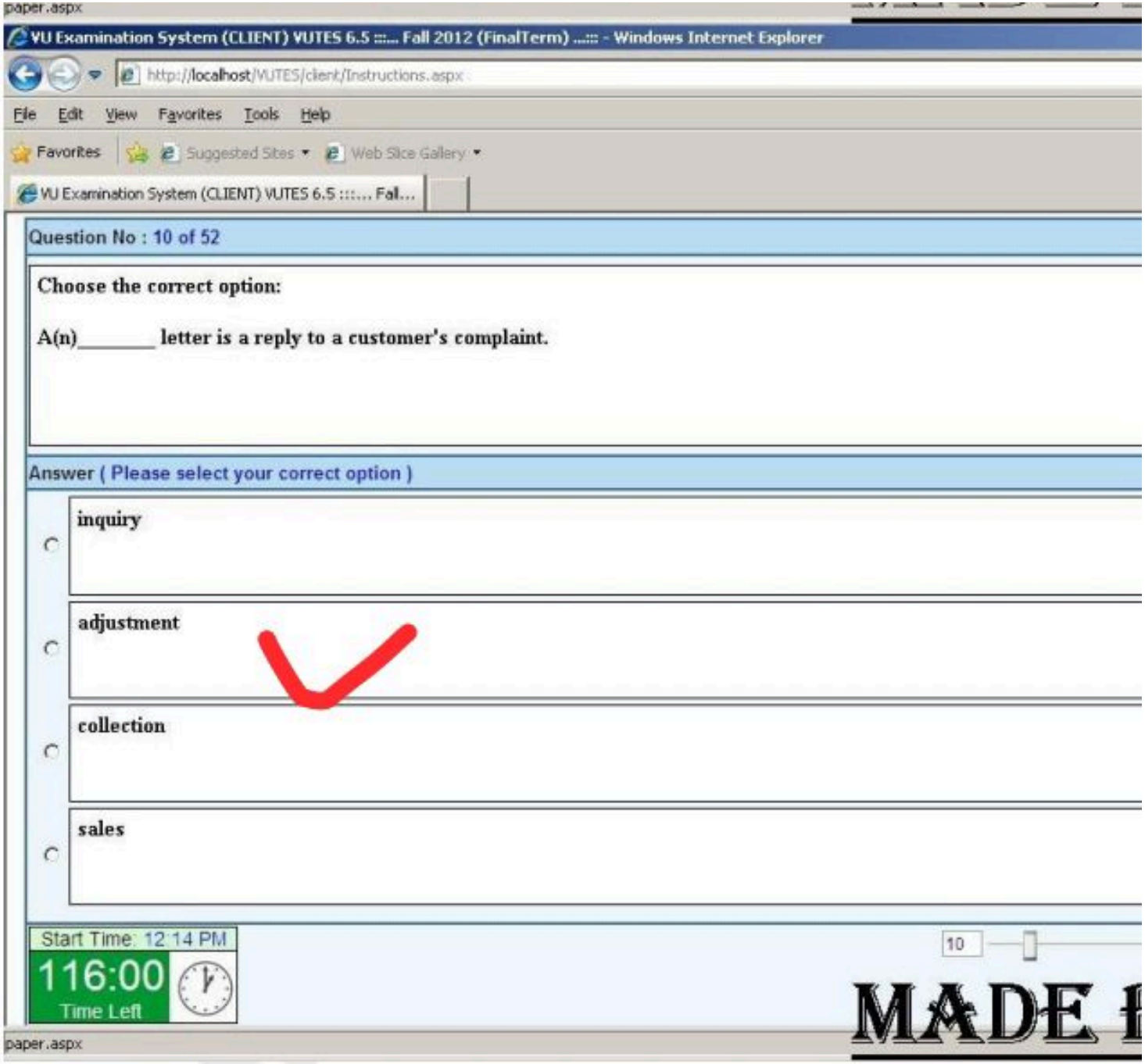
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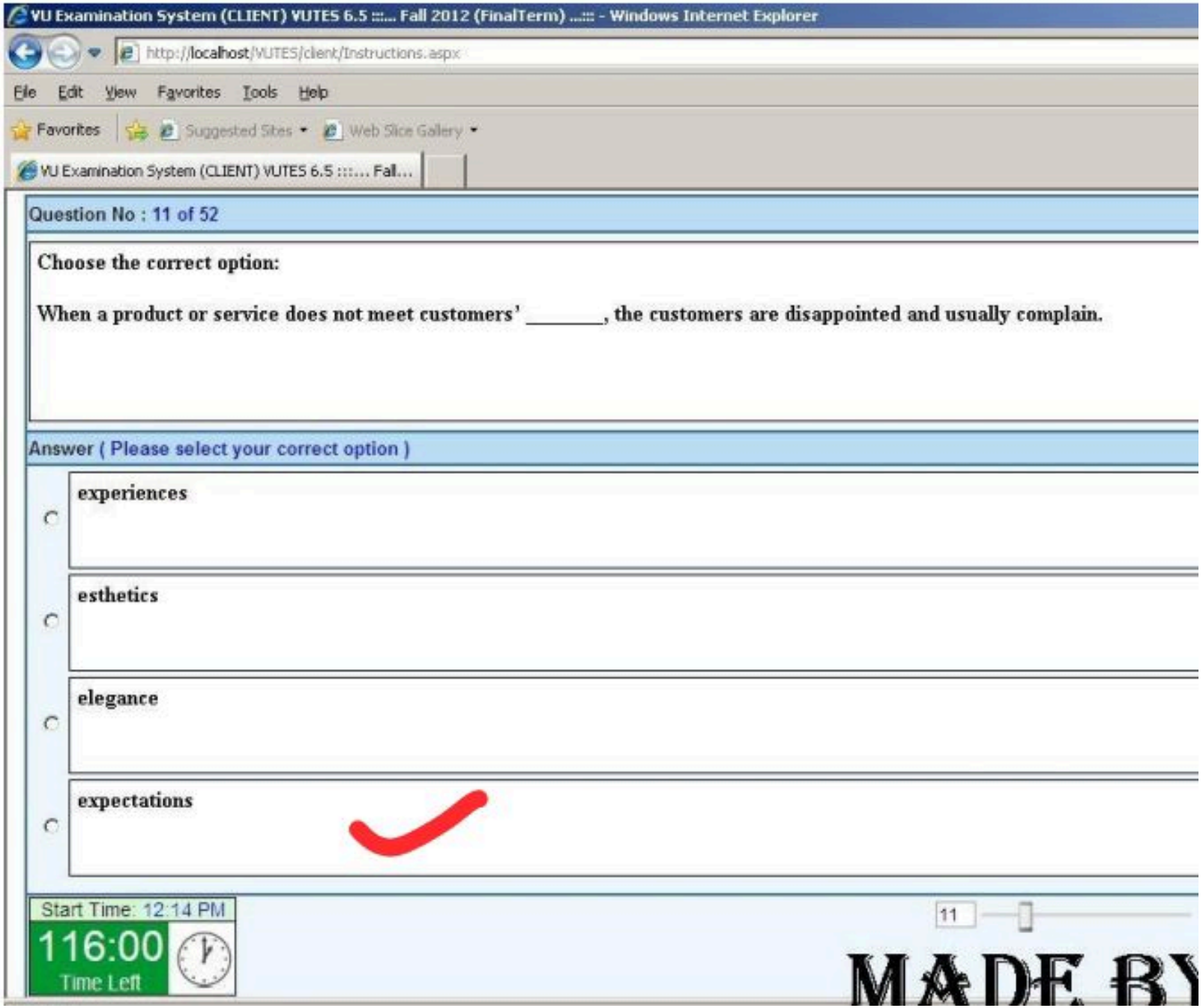


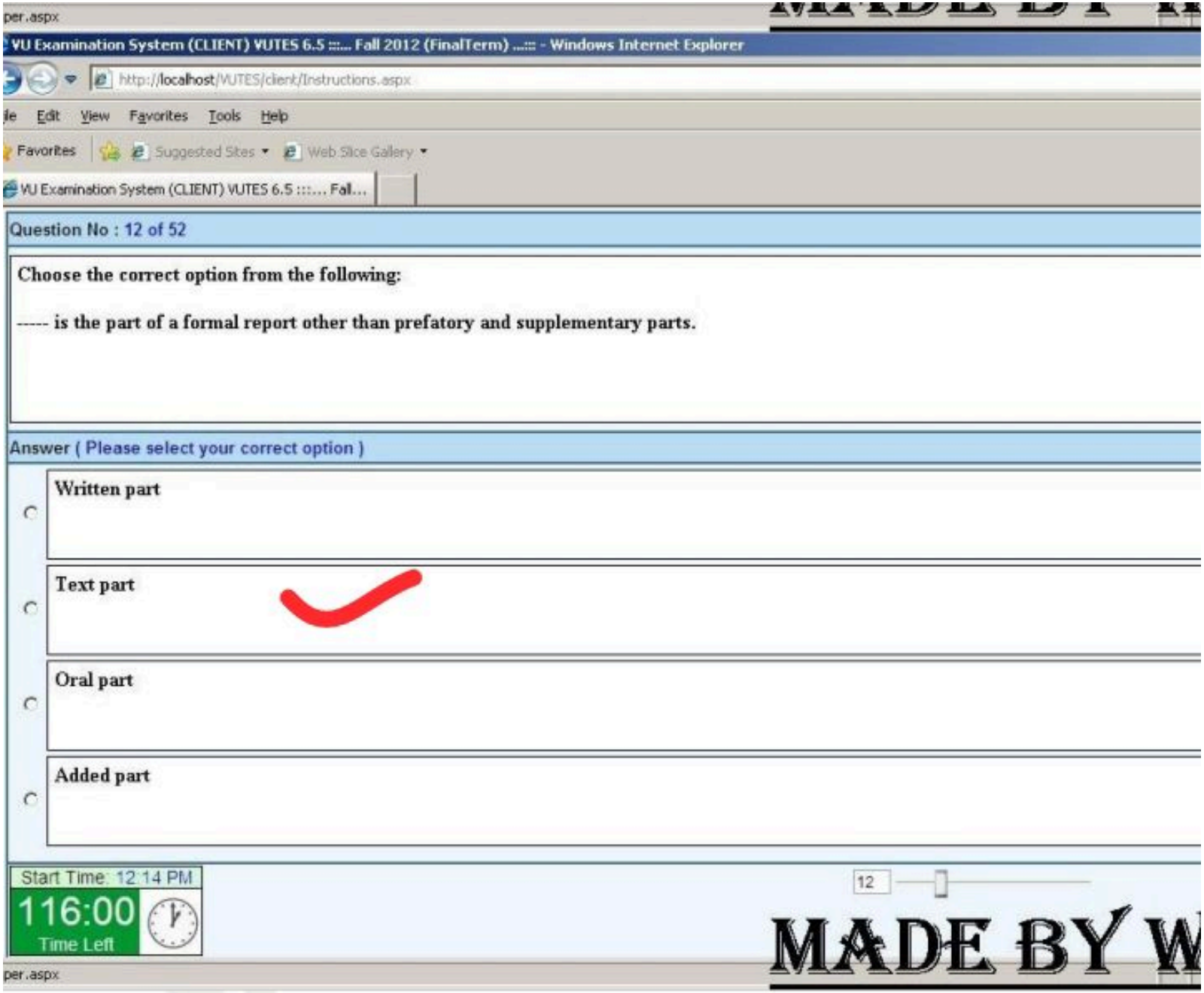

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Question No : 8 of 52
Choose the correct option from the following:
We can apply seven C's in -----.
Answer (Please select your correct option)
non verbal communication
written and oral communication
written communication
oral communication
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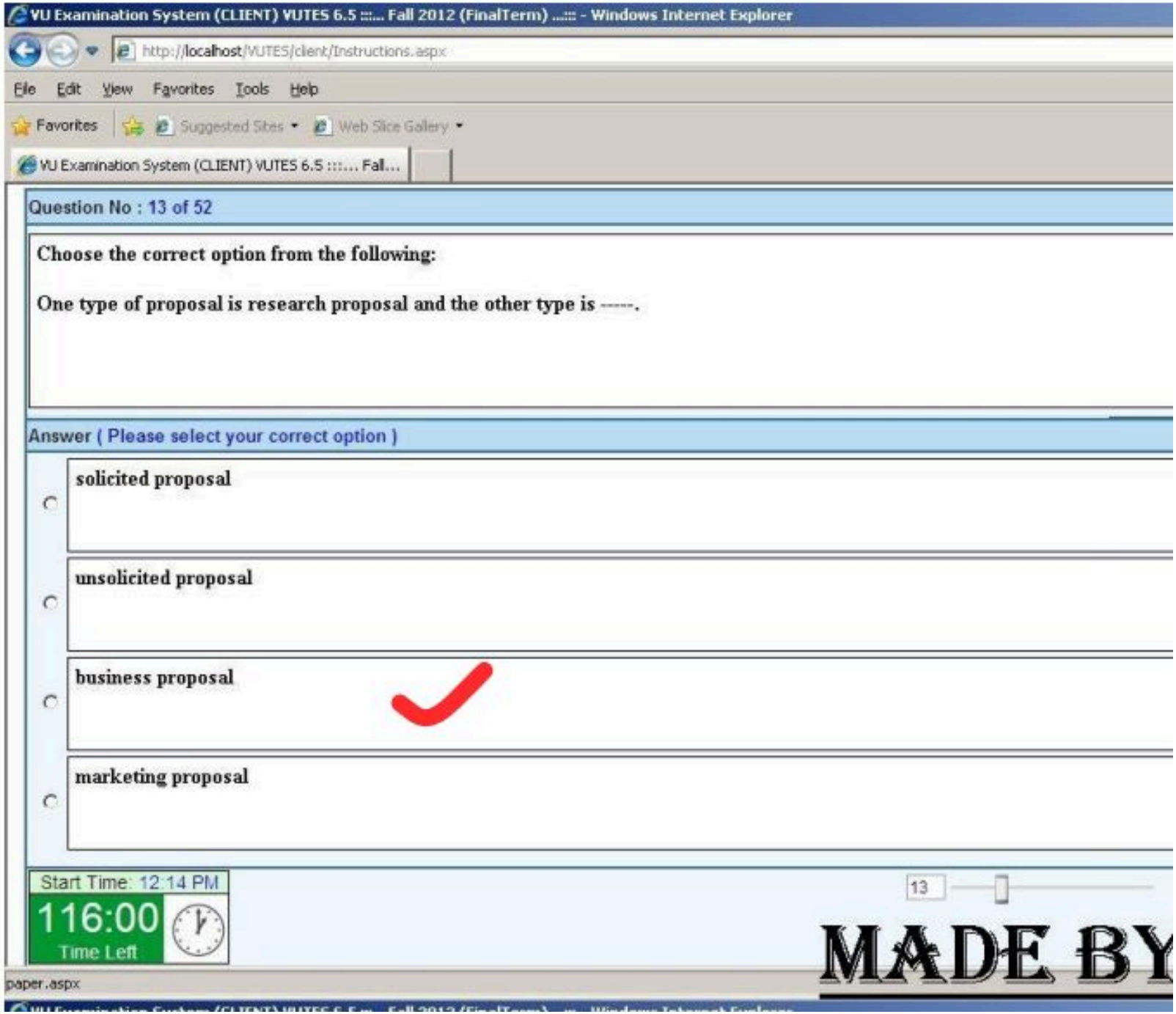
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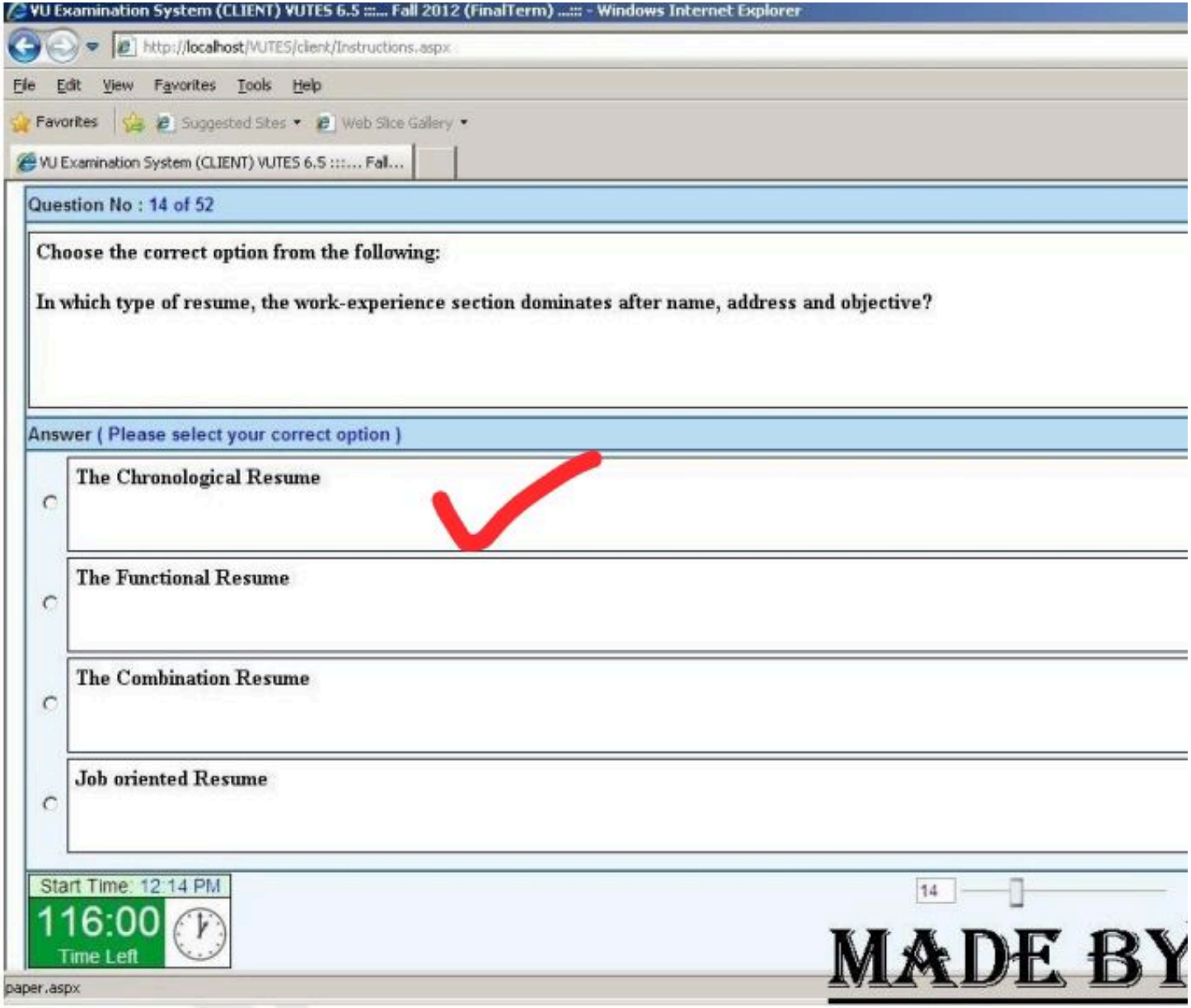



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Question No : 10 of 52
Choose the correct option:
A(n)_____ letter is a reply to a customer's complaint.
Answer (Please select your correct option)
inquiry
adjustment
collection
sales
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Question No : 11 of 52
Choose the correct option:
When a product or service does not meet customers' _____, the customers are disappointed and usually complain.
Answer (Please select your correct option)
experiences
esthetics
elegance
expectations
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Question No : 12 of 52
Choose the correct option from the following:
----- is the part of a formal report other than prefatory and supplementary parts.
Answer (Please select your correct option)
Written part
Text part
Oral part
Added part
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Question No : 13 of 52
Choose the correct option from the following:
One type of proposal is research proposal and the other type is -----.
Answer (Please select your correct option)
solicited proposal
unsolicited proposal
business proposal
marketing proposal
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Question No : 14 of 52
Choose the correct option from the following:
In which type of resume, the work-experience section dominates after name, address and objective?
Answer (Please select your correct option)
The Chronological Resume
The Functional Resume
The Combination Resume
Job oriented Resume
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