**EN201 MCQs Collection Before Mid**

Question No: 10 ( Marks: 1 ) - Please choose one

Select the statement about the communication process that is NOT true.

1. Communication is vital to every part of business.
**2. Your performance in business will not be judged by your communication**
ability. Performance is judged by communication ability.
3. Communication takes many forms-oral, written and computer.

Question No: 11 ( Marks: 1 ) - Please choose one

Which of the following should be essentially considered during speeches and
presentations?

Dress
Time
**Appearance**
Microphone

Question No: 12 ( Marks: 1 ) - Please choose one

What is the extremely important implicit goal of a business document?

To provide information
**To establish a relationship**
To give instructions
To persuade the reader

Question No: 13 ( Marks: 1 ) - Please choose one

Which one is not an optional part of a letter?

**Attention line**
Subject Line
Enclosure
Salutation

Question No: 14 ( Marks: 1 ) - Please choose one

Which of the following three steps are involved in planning a sales letter?

Main idea, needs and appeals, logics
Define the audience, emotion and logic, main idea
Needs and appeals, chose the format, emotion and logic
**Determine the main idea, define the audience, chose the format**

Question No: 15 ( Marks: 1 ) - Please choose one

Communication can be defined as-----------

A sense of unshared understanding
The process of attempting to drop information
**The activity of conveying information**
Replacement of something

Question No: 16 ( Marks: 1 ) - Please choose one

Where can we apply seven C’s?

To Non verbal communication
To Oral communication
To Written communication
**To written and oral communication**

Question No: 1 ( Marks: 1 ) - Please choose one
Which one of these words is not a synonym for "business"?

1. Capital
2. Enterprise
3. Project
**4. Venture**

Question No: 2 ( Marks: 1 ) - Please choose one

Which of the following gives you an opportunity to get your message across to a
skeptical or hostile audience?

**Direct approach**
Indirect approach
Persuasive approach
Instructive approach

Question No: 3 ( Marks: 1 ) - Please choose one

Which of the following is the process of drafting your message?

**Planning**
Composing
Editing
Revising

Question No: 4 ( Marks: 1 ) - Please choose one

A sentence consists of two parts; one is a subject which is the second one?

preposition
**predicate**
adjective
adverb

Question No: 5 ( Marks: 1 ) - Please choose one

Which of the following ensures success to massage by leaving audience with a feeling of
their personal welfare in mind?

Abrupt close
Polite close
**Courteous close**
Gradual close

Question No: 6 ( Marks: 1 ) - Please choose one

Which question is used to ask about residential status?

What's your address?
**Where are you from?**
Where do you belong to?
Please sign here.

Question No: 7 ( Marks: 1 ) - Please choose one

Which of the following should NOT be used while answering the phone?
Ken speaking
This is Ken
**What do you want?**
Can you hold on?

Question No: 8 ( Marks: 1 ) - Please choose one

Which phrase is used during a presentation?

Thanks for giving me a hand.
**Thank you very much for your time today.**
Thank you for your quick response.
Thank you for your corporation.

Question No: 9 ( Marks: 1 ) - Please choose one

Which phrase should be used while making a presentation?

**1. Please feel free to interrupt me with questions.**
2. Don't disturb me while I'm presenting these statistics.
3. No, you're wrong. We need more staff.
4. Please! No interruptions during the presentation.

Question No: 1 ( Marks: 1 ) - Please choose one
Which one of these words is not a synonym for "business"?

capital
enterprise
project
**venture**

Question No: 2 ( Marks: 1 ) - Please choose one
Which format should be used if the document will be sent to outside individuals?

**Letter**
Presentation
Memorandum
Manuscript

Question No: 3 ( Marks: 1 ) - Please choose one
Which of the followings are like good mail order forms, although they also provide
more room for explaining special needs.

**Order letters**
Adjustment letters
Inquiry letters
Deposit letters

Question No: 4 ( Marks: 1 ) - Please choose one
Which question is used to ask about residential status?

What's your address?
**Where are you from?**
Where do you belong to?
Please sign here.

Question No: 5 ( Marks: 1 ) - Please choose one
Which is a correct response to the question: How do you do?

I'm fine.
I'm alright.
How do you do?
**I’m doing fine.**
Question No: 6 ( Marks: 1 ) - Please choose one
Which of the following should NOT be used while answering the phone?

Ken speaking
This is Ken
What do you want?
Can you hold on?

Question No: 7 ( Marks: 1 ) - Please choose one
Complete the question tag: They worked for Kaufman's,

**Did they?**
Haven't they?
Didn't they?
Had they?

Question No: 8 ( Marks: 1 ) - Please choose one
Which of the following is achieved through a balance between precise language and
familiar language?

**Clarity**
Correctness
Concreteness
Conciseness

Question No: 9 ( Marks: 1 ) - Please choose one
Which of the following is the first thing you must consider while writing a resume?

**Defining your objectives**
Planning your objectives
Evaluating your objectives
Revising your objectives

Question No: 10 ( Marks: 1 ) - Please choose one
How many steps are essential for successful oral statement?

**Five**
Six
Seven
Eight

Question No: 11 ( Marks: 1 ) - Please choose one
Which of the following is the main task of a Conventional Résumé?

Provide functions and tasks the applicant can perform
**Make your name and professional achievements prominent**
Put the most important information first
Place the name and professional objectives at the top

Question No: 12 ( Marks: 1 ) - Please choose one
What kind of paper can be used for a Conventional Résumé?

White paper
Buff paper
Gray paper
**All of the above**

Question No: 13 ( Marks: 1 ) - Please choose one
What strategies should be opted for writing to Technicians?
Keep introductions and background information brief
Make information accessible
Provide short definitions or explanations of any unfamiliar term
All of the above

Question No: 14 ( Marks: 1 ) - Please choose one
How many aspects does Accuracy have?

6
5
**4**
3

Question No: 15 ( Marks: 1 ) - Please choose one
Which type of letter not only conveys information, but also establishes a contractual
relationship between you and the organization or person offering you the position?

Job application letter
**Acceptance letter**
Inquiry letter
Transmittal letter

Question No: 16 ( Marks: 1 ) - Please choose one
Communication can be defined as-----------

A sense of unshared understanding
The process of attempting to drop information
The activity of conveying information
Replacement of something

Question No: 1 ( Marks: 1 ) - Please choose one
Which of the following is the process of drafting your message?

**Planning**
Composing
Editing
Revising

Question No: 2 ( Marks: 1 ) - Please choose one
Which of the followings are like good mail order forms, although they also provide
more room for explaining special needs.

**Order letters**
Adjustment letters
Inquiry letters
Deposit letters

Question No: 3 ( Marks: 1 ) - Please choose one
Which of the following consists of four parts: a buffer, reasons supporting the
negative decision, clear, diplomatic statement of the negative decision and a helpful,
friendly, and positive close?

Direct plan
**Indirect plan**
Business plan
Strategic plan

Question No: 4 ( Marks: 1 ) - Please choose one
Which of the following presents the main idea before the supporting data?

Strategic plan
Indirect plan
**Direct plan**
Business plan

Question No: 5 ( Marks: 1 ) - Please choose one
Which of the following is best when you don’t need immediate feedback, but you do
need speed?

**Written massage**
Electronic message
Oral massage
informal massage

Question No: 6 ( Marks: 1 ) - Please choose one
Which question asks for advice?

What would you like to know?
**What should I do with my plastic bottles?**
I'm afraid I don't know where the entrance is.
May I help you in any way?

Question No: 7 ( Marks: 1 ) - Please choose one
Which of the following should NOT be used while answering the phone?

Ken speaking
This is Ken
**What do you want?**
Can you hold on?

Question No: 8 ( Marks: 1 ) - Please choose one
Which phrase is correct?

When you born?
**When were you born?**
When you are born?
When are you born?

Question No: 9 ( Marks: 1 ) - Please choose one
Which of the following is the primary vehicle for communication within an
organization?

Letter
Report
**Memorandum**
Proposal

Question No: 10 ( Marks: 1 ) - Please choose one
How can you make the following statement Concise?

‘There are only four rules of our company and every employee
is bound to follow these rules.’

Four rules must be observed.
There are four rules that must be observed.
You must follow the rules.
**Follow the rules.**

Question No: 11 ( Marks: 1 ) - Please choose one

Biased language that might offend the audience is based on ---------------

**Cultural bias, gender bias**
Cultural bias, nationality bias
Unity bias, nationality bias
None of them

Question No: 12 ( Marks: 1 ) - Please choose one
Which of the following is the main task of a Conventional Résumé?
Provide functions and tasks the applicant can perform
**Make your name and professional achievements prominent**
Put the most important information first
Place the name and professional objectives at the top

Question No: 13 ( Marks: 1 ) - Please choose one
Which Three roles does an audience play?

**Decision makers, Implementers, Managers**
Decision makers, Advisors, Implementers
Decision makers, Advisors, Lawyers
Advisors, Implementers, Players

Question No: 14 ( Marks: 1 ) - Please choose one
“An attachment notation is included to remind the reader to check additional pages
of information. This is typed single or double space below the reference initials.”
Match the above statement with one of the followings:

Copy Notation
**Enclosure(s)**
Attention line
Postscript

Question No: 15 ( Marks: 1 ) - Please choose one
Communication can be defined as-----------

A sense of unshared understanding
The process of attempting to drop information
**The activity of conveying information**
Replacement of something

Question No: 16 ( Marks: 1 ) - Please choose one
What is meant by the term 'Connotative'?

It refers to the literal meaning of words.
**It refers to the associations that are connected to a certain word.**
It refers to general meaning of words.
It refers to cognitive meaning of words.

Question No: 1 ( Marks: 1 ) - Please choose one
Whose needs are most important to be fulfilled while composing a document?

speakers'
readers'
**listeners'**
writers'

Question No: 2 ( Marks: 1 ) - Please choose one
Which phrase is correct?

He's worked at that company for fifteen years.
**He's working at that company for fifteen years.**
He works at that company for fifteen years
He works at that company for fifteen years

Question No: 3 ( Marks: 1 ) - Please choose one
Which sentence is incorrect?

He lives in London.
I arrived at home at 6 o'clock.
**They drove to San Francisco on Saturday.**
Where do you live?

Question No: 4 ( Marks: 1 ) - Please choose one
Which of the following should NOT be used while answering the phone?

Ken speaking
This is Ken
**What do you want?**
Can you hold on?

Question No: 6 ( Marks: 1 ) - Please choose one
Which of the following should be adopted to compose concrete, convincing
messages?

Use specific figures
Put action to words
**All of the above**
Use vivid image building words

Question No: 7 ( Marks: 1 ) - Please choose one
A fault in the communication procedure where the meaning of the  message is lost ‘in translation’ from intention to language or from  language to understanding is called............

**Distortion**
Noise
Redundancy
Feedback

Question No: 9 ( Marks: 1 ) - Please choose one
Letters are usually just one page and consist of three sections ---------------

**Salutation, subject matter, references**
Front matter, summary, conclusion
Body, references, end matter
Front matter, body, end matter

Question No: 10 ( Marks: 1 ) - Please choose one
Which of the following is used in a letter to emphasize a point or to include a brief
personal message?

Foot notes

Post script
End notes
**All of the above**

Question No: 11 ( Marks: 1 ) - Please choose one
Why document objective should be stated at the beginning?

To motivate readers to read further
To gain readers’ attention
**Both i & ii**
To impress readers

Question No: 12 ( Marks: 1 ) - Please choose one
Why style guides are widely used in organizations?

To achieve a uniform document
To achieve consistency of style
To achieve good results
**Both i & ii**

Question No: 14 ( Marks: 1 ) - Please choose one
While writing persuasive messages which four things should be kept in mind about
your audience?

Main idea, consideration, needs and appeals, logic
Semantics, emotion and logics, clarity, consideration
**Needs and appeals, emotion and logic, credibility, semantics**
Credibility, logics, main idea, emotion

Question No: 15 ( Marks: 1 ) - Please choose one
While communicating, when you are aware not only of the perspective of others but
also their feelings, which principle of communication you are utilizing?

Concreteness
Completeness
**Courtesy**
Correctness

Question No: 16 ( Marks: 1 ) - Please choose one
Which of the following can be defined as follows

“It is not merely politeness with mechanical insertion of
‘please’ and ‘thank you’, rather it is politeness that grows out
of respect and concern for others.”

Clarity
**Courtesy**
Consideration
Credibility

Question No: 2 ( Marks: 1 ) - Please choose one
Which of the following suggests the following statement? "First group the ideas and
then put them in sequence."

Revising a message
Editing a message
**Organizing a message**
Planning a message

Question No: 3 ( Marks: 1 ) - Please choose one
Which of the following aims at gathering specific information?

Letter of claim
Letter of request
**Letter of inquiry**
Letter of information

Question No: 4 ( Marks: 1 ) - Please choose one
Which format should be used if the document will be sent to outside individuals?

**Letter**

Presentation

Memorandum

Manuscript

Question No: 5 ( Marks: 1 ) - Please choose one
Which of the followings are like good mail order forms, although they also provide
more room for explaining special needs.

**Order letters**

Adjustment letters

Inquiry letters

Deposit letters

Question No: 6 ( Marks: 1 ) - Please choose one
Which of the following presents supporting data before the main idea?

Business plan

**Direct plan**

Indirect plan

Successful plan

Question No: 7 ( Marks: 1 ) - Please choose one
'Employment History' means:

Which schools you have attended.

Which diplomas and certificates you have.

**Where you have worked.**

Which disciplines you had opted.

Question No: 8 ( Marks: 1 ) - Please choose one
Which question is used to ask about residential status?

What's your address?

**Where are you from?**

Where do you belong to?

Please sign here.

Question No: 9 ( Marks: 1 ) - Please choose one
Complete the question tag: They worked for Kaufman's,

**Did they?**

Haven't they?

Didn't they?

Had they?

Question No: 10 ( Marks: 1 ) - Please choose one
Which of the followings are included in Functional words?
**Conjunctions, prepositions, nouns, pronouns**

Conjunctions, prepositions, articles, pronouns

Conjunctions, prepositions, articles, adjectives

Conjunctions, interjections, articles, pronouns

Question No: 11 ( Marks: 1 ) - Please choose one
Which of the following is a nonverbal communication conveyed by posture and
movement?

Expressions

**Body language**

Nodding of head

Smile
Question No: 12 ( Marks: 1 ) - Please choose one
Which of the followings use Salutations?

Memorandums

**Letters**

Informal speech

Proposals
Question No: 13 ( Marks: 1 ) - Please choose one
How can you target your audience?
By identifying your audience type

Level of expertise your audience

Audiences’ attitude towards you and the content of document

**All of the above**

Question No: 14 ( Marks: 1 ) - Please choose one
Which Three roles does an audience play?

**Decision makers, Implementers, Managers**

Decision makers, Advisors, Implementers

Decision makers, Advisors, Lawyers

Advisors, Implementers, Players

Question No: 15 ( Marks: 1 ) - Please choose one
Which of the following letter is the reply to a complaint?

Inquiry letter

**Adjustment letter**

Collection letter

Transmittal letter

Question No: 16 ( Marks: 1 ) - Please choose one
While writing persuasive messages which four things should be kept in mind about
your audience?

Main idea, consideration, needs and appeals, logic

Semantics, emotion and logics, clarity, consideration

**Needs and appeals, emotion and logic, credibility, semantics**

Credibility, logics, main idea, emotion

Question No: 1 ( Marks: 1 ) - Please choose one
Which of the following has audience learning as its primary goal?

Instructive speaking

**Informative speaking**

Persuasive speaking

Influential speaking

Question No: 2 ( Marks: 1 ) - Please choose one
Which of the following gives you an opportunity to get your message across to a
skeptical or hostile audience?

**Direct approach**

Indirect approach

Persuasive approach

Instuctive approach

Question No: 3 ( Marks: 1 ) - Please choose one
Where letters are used to communicate?

inside your organization

**outside your organization**

within your organization

around your organization
Question No: 6 ( Marks: 1 ) - Please choose one
Which phrase is correct?

**He's worked at that company for fifteen years.**

He's working at that company for fifteen years.

He works at that company for fifteen years

He works at that company for fifteen years

Question No: 7 ( Marks: 1 ) - Please choose one
Which phrase is NOT correct?
I have put you through.

**I'll put you through.**

I'm putting you through.

I'm going to put you through.

Question No: 8 ( Marks: 1 ) - Please choose one
Complete the question tag: They worked for Kaufman's,

**Did they?**

Haven't they?

Didn't they?

Had they?

Question No: 9 ( Marks: 1 ) - Please choose one
Which of the following is the primary vehicle for communication within an
organization?

Letter

Report

**Memorandum**

Proposal

Question No: 10 ( Marks: 1 ) - Please choose one
Why do Experts read technical and scientific documents?

To maintain and expand their own general expertise

To obtain specific answers to their own research and writing

To evaluate a document's technical or scientific content.

**All of the above**

Question No: 11 ( Marks: 1 ) - Please choose one
Which of the followings are real but unnamed readers?

**Phantom Readers**

Future Readers

Complex Readers

Technical Readers

Question No: 12 ( Marks: 1 ) - Please choose one
To whom usually good will letters are written?
**Customer**

Manager

Director

Chairman

Question No: 13 ( Marks: 1 ) - Please choose one
AIDA plan stands for:
**Authority, Interest, Disclose, Accuracy**

Attention, Interest, Desire, Action

Accuracy, Internal, Diction, Attention

Action, Interest, Desire, Authority

Question No: 14 ( Marks: 1 ) - Please choose one
If your message is specific, definite and vivid; which of the following principle has
been applied?

Completeness

Correctness

Conciseness

**Concreteness**

Question No: 15 ( Marks: 1 ) - Please choose one
Where can we apply seven C’s?

To Non verbal communication

To Oral communication

To Written communication

**To written and oral communication**

Question No: 16 ( Marks: 1 ) - Please choose one
Which of the following indicates Consideration?

Focus on negative aspects of words

Focus on vivid image building words.

Focus on denotative rather than connotative words.

**Focus on ‘you’ instead of ‘I’ or ‘we’.**
Question No: 1 ( Marks: 1 ) - Please choose one
Which of the following significantly improves the interest of a presentation?

Illustration

**Visual aids**

Image

Reflection

Question No: 2 ( Marks: 1 ) - Please choose one
Which of the following has audience learning as its primary goal?

Instructive speaking

**Informative speaking**

Persuasive speaking

Influential speaking

Question No: 3 ( Marks: 1 ) - Please choose one
Which of the followings get straight to the point because the audience usually wants
to respond?

Credit requests

**Direct requests**

Plain requests

Formal requests
Question No: 4 ( Marks: 1 ) - Please choose one
Which of the following motivates the audience to accept your message?

Graphics

Good organization

Better use of visual aids

**All of the above**

Question No: 5 ( Marks: 1 ) - Please choose one
Which question is used to ask about residential status?

What's your address?

**Where are you from?**

Where do you belong to?

Please sign here.

Question No: 6 ( Marks: 1 ) - Please choose one
Which is the most polite expression?

**Can I help you?**

Could I help you?

May I help you?

Should I help you?

Question No: 7 ( Marks: 1 ) - Please choose one
Which signature is the most formal?
Love,

Yours faithfully,

Best wishes,

**Best regards,**

Question No: 8 ( Marks: 1 ) - Please choose one
Which phrase is NOT correct?

I have put you through.

I'll put you through.

I'm putting you through.

**I'm going to put you through.**

Question No: 9 ( Marks: 1 ) - Please choose one
Which of the followings are often required by federal, state, or local law, by-laws,
charters, or regulations?

**Formal minutes**

Informal minutes

Meeting minutes

Meeting documents

Question No: 10 ( Marks: 1 ) - Please choose one
Which of the following is used as brief, informal reports within an organization?
Letter

**Memo**

Proposal

Report

Question No: 11 ( Marks: 1 ) - Please choose one
Which of the following is the main task of a Conventional Résumé?

1. Provide functions and tasks the applicant can perform

2. Make your name and professional achievements prominent

3. Put the most important information first

**4. Place the name and professional objectives at the top**

Question No: 12 ( Marks: 1 ) - Please choose one
How can you target your audience?

1. By identifying your audience type

2. Level of expertise your audience

3. Audiences’ attitude towards you and the content of document

**4. All of the above**

Question No: 13 ( Marks: 1 ) - Please choose one
Which of the followings are real but unnamed readers?

**Phantom Readers**

Future Readers

Complex Readers

Technical Readers

Question No: 14 ( Marks: 1 ) - Please choose one
Which of the following elements relate to the organizing direct requests?

General rule, main idea and cordial request

**Main idea, necessary detail and specific action**

Necessary detail, general rule and main idea

Specific action, cordial request and general rule

Question No: 15 ( Marks: 1 ) - Please choose one
Which of the following term can be defined as follows;
"It means getting your message across so that the receiver will
understand what you are trying to convey. "

Conciseness

Clarity

**Consideration**

Concreteness

Question No: 16 ( Marks: 1 ) - Please choose one
What is meant by the term 'Connotative'?

It refers to the literal meaning of words.

**It refers to the associations that are connected to a certain word.**

It refers to general meaning of words.

Question No: 1 ( Marks: 1 ) - Please choose one
Which of the following gives you an opportunity to get your message across to a
skeptical or hostile audience?

**Direct approach**

Indirect approach

Persuasive approach

Instuctive approach

Question No: 2 ( Marks: 1 ) - Please choose one
Where letters are used to communicate?

inside your organization

**outside your organization**

within your organization

around your organization

Question No: 3 ( Marks: 1 ) - Please choose one
Which of the followings are an essential component of employment process?

Reflections

References

Fractions

**Recommendations**

Question No: 5 ( Marks: 1 ) - Please choose one
Which type of English is used while speaking to a friend?
Formal

**Informal**

Polite

Impolite

Question No: 6 ( Marks: 1 ) -
Please choose one 'Employment
History' means:

Which schools you have attended.

Which diplomas and certificates you have.

**Where you have worked.**

Which disciplines you had opted.

Question No: 7 ( Marks: 1 ) - Please choose one
Which phrase is NOT correct?

I have put you through.

I'll put you through.

I'm putting you through.

**I'm going to put you through.**

Question No: 8 ( Marks: 1 ) - Please choose one
Which phrase is correct?
When you born?

**When were you born?**

When you are born?

When are you born?

Question No: 9 ( Marks: 1 ) - Please choose one
A fault in the communication procedure where the meaning of the message is lost
‘in translation’ from intention to language or from language to understanding is
called............
**Distortion**

Noise

Redundancy

Feedback

Question No: 10 ( Marks: 1 ) - Please choose one
Which of the following is a nonverbal communication conveyed by posture and
movement?

Expressions

**Body language**

Nodding of head

Smile

Question No: 13 ( Marks: 1 ) - Please choose one
Which of the following complimentary close is accurate in general letter writing?

Yours sincerely,

Sincerely,

Yours respectfully,

**All of the above**

Question No: 14 ( Marks: 1 ) - Please choose one
Which type of letter provides the recipient with a specific context in which to place
the larger document and simultaneously gives the sender a permanent record of
having sent the material?

Letter of recommendation

**Transmittal letter**

Technical-information letter

Acceptance letter

Question No: 15 ( Marks: 1 ) - Please choose one
Which of the following letter is the reply to a complaint?

Inquiry letter

**Adjustment letter**

Collection letter

Transmittal letter

Question No: 16 ( Marks: 1 ) - Please choose one
If your message is specific, definite and vivid; which of the following principle has
been applied?

Completeness

Correctness

Conciseness

**Concreteness**

Question No: 2 ( Marks: 1 ) - Please choose one
Which of the following gives you an opportunity to get your message across to a
skeptical or hostile audience?

**Direct approach**

Indirect approach

Persuasive approach

Instuctive approach

Question No: 3 ( Marks: 1 ) - Please choose one
Which of the following is the process of drafting your message?

**Planning**

Composing

Editing

Revising

Question No: 5 ( Marks: 1 ) - Please choose one
Which of the following is extremely important in decisions to hire, admit an
individual and to award a scholarship?
**Letter of Recommendation**

Letter of Acceptance

Joining Letter

Appointment Letter
Question No: 6 ( Marks: 1 ) - Please choose one
Which question is used to ask about residential status?

What's your address?

**Where are you from?**

Where do you belong to?

Please sign here.

Question No: 8 ( Marks: 1 ) - Please choose one
Which of the following is promoted by simple, direct language?

Structural clarity

Stylistic clarity

Contextual clarity

**Textual clarity**

Question No: 9 ( Marks: 1 ) - Please choose one
Which of the following is a nonverbal communication conveyed by posture and
movement?
Expressions

**Body language**

Nodding of head

Smile

Question No: 10 ( Marks: 1 ) - Please choose one
Which of the following should be essentially considered during speeches and
presentations?
Dress

Time

**Appearance**

Microphone

Question No: 11 ( Marks: 1 ) - Please choose one
What is the emphasis of a Functional resume?

Place the name and professional objectives at the top

**Provide functions and tasks the applicant can perform**

Put the most important information first

Make your name and professional achievements prominent

Question No: 12 ( Marks: 1 ) - Please choose one
What is the extremely important implicit goal of a business document?

To provide information

**To establish a relationship**

To give instructions

To persuade the reader

Question No: 13 ( Marks: 1 ) - Please choose one
Why important observations, suggestions, or objections should be written?

To persuade the reader

**To create permanent records**

To make communication more effective

To establish credibility

Question No: 14 ( Marks: 1 ) - Please choose one
How many punctuation styles are usually used in business communication?
One

**Two**

Three

Four

Question No: 16 ( Marks: 1 ) - Please choose one
Which guideline should be followed to ensure Courtesy?

Be sincerely tactful, thoughtful and appreciative

Use expressions that show respect

Omit irritating expressions

**All of the above**

Question No: 2 ( Marks: 1 ) - Please choose one
Which of the following motivates the audience to accept your message?

Graphics

Good organization

Better use of visual aids

**All of the above**

Question No: 4 ( Marks: 1 ) - Please choose one
Which of the following is extremely important in decisions
to hire, admit an individual and to award a scholarship?

**Letter of Recommendation**

Letter of Acceptance

Joining Letter

Appointment Letter

Question No: 5 ( Marks: 1 ) - Please choose one
A customer is entitled to request an adjustment whenever he receives a product or
experience service that doesn’t live up to the -------------------------- .

**trader’s demands**
supplier’s standards
seller’s demands
trader’s standards

Question No: 7( Marks: 1 ) - Please choose one

Which form is correct in most situations?

**Could you help me?**

Help me?

Excuse me; I was wondering if you could possibly help me?

I need help.

Question No: 9 ( Marks: 1 ) - Please choose one
Which of the following has a single subject and a single predicate?

Complicated sentence

**Simple sentence**

Complex sentence

Compound sentence

Question No: 10 ( Marks: 1 ) - Please choose one
Which of the following is associated with scholarly writing?

Informal writing

**Formal writing**

Archaic writing

Technical writing

Question No: 12 ( Marks: 1 ) - Please choose one
What strategies should be opted for writing to Technicians?
Keep introductions and background information brief

Make information accessible

Provide short definitions or explanations of any unfamiliar term

**All of the above**

Question No: 14 ( Marks: 1 ) - Please choose one
To whom usually good will letters are written?
**Customer**

Manager

Director

Chairman

Question No: 16 ( Marks: 1 ) - Please choose one
What is meant by the term 'Connotative'?

It refers to the literal meaning of words.

**It refers to the associations that are connected to a certain word.**

It refers to general meaning of words.

It refers to cognitive meaning of words.

Question No: 2 ( Marks: 1 ) - Please choose one

Where can we apply seven C’s?

► To Non verbal communication
► To Oral communication
► To Written communication
**► To written and oral communication**

Question No: 3 ( Marks: 1 ) - Please choose one

How the credibility of the communicator can be systematically analyzed?

► Through written communication
**► Through communication probe**
► Through oral communication
► Through non verbal communication

Question No: 4 ( Marks: 1 ) - Please choose one

While writing persuasive messages which four things should be kept in mind about
your audience?

► Main idea, consideration, needs and appeals, logic
► Semantics, emotion and logics, clarity, consideration
**► Needs and appeals, emotion and logic, credibility, semantics**
► Credibility, logics, main idea, emotion

Question No: 6 ( Marks: 1 ) - Please choose one

Which type of letter not only conveys information, but also establishes a
contractual relationship between you and the organization or person offering you
the position?

► Job application letter
**► Acceptance letter**
► Inquiry letter
► Transmittal letter

Question No: 7 ( Marks: 1 ) - Please choose one

Why do Experts read technical and scientific documents?

► To maintain and expand their own general expertise
► To obtain specific answers to their own research and writing
► To evaluate a document's technical or scientific content.
**► All of the above**

Question No: 8 ( Marks: 1 ) - Please choose one

What is the emphasis of a Functional resume?

► Place the name and professional objectives at the top
**► Provide functions and tasks the applicant can perform**
► Put the most important information first
► Make your name and professional achievements prominent

Question No: 9 ( Marks: 1 ) - Please choose one

How many steps are essential for successful oral statement?

**► Five**
► Six
► Seven
► Eight

Question No: 10 ( Marks: 1 ) - Please choose one

Which of the following suggests ‘Implication of a word or a suggestion separate
from the usual definition’?

► Denotation
► Connotation
**► Implementation**
► Abstraction

Question No: 13 ( Marks: 1 ) - Please choose one

Which phrase should be used while making a presentation ?

**► Please feel free to interrupt me with questions.**
► Don't disturb me while I'm presenting these statistics.
► No, you're wrong. We need more staff.
► Please! No interruptions during the presentation.

Question No: 15 ( Marks: 1 ) - Please choose one

Which of the following is best when you don’t need immediate feedback, but
you do need speed?

► Written massage
**► Electronic message**
► Oral massage
► informal massage

Question No: 16 ( Marks: 1 ) - Please choose one

Which of the following suggests the following statement?
"First group the ideas and then put them in sequence."

► Revising a message
► Editing a message
**► Organizing a message**
► Planning a message

Question No: 1 ( Marks: 1 ) - Please choose one

Which of the followings are an essential component of employment process?
► Reflections
► References
► Fractions
**► Recommendations**

Question No: 2 ( Marks: 1 ) - Please choose one

Which of the following is the basis of Courtesy?

► Inclined attitude

► Biased attitude

**► You-attitude**
► Offensive attitude

Question No: 3 ( Marks: 1 ) - Please choose one

Which of the followings are included in Functional words?

► Conjunctions, prepositions, nouns, pronouns
**► Conjunctions, prepositions, articles, pronouns**
► Conjunctions, prepositions, articles, adjectives
► Conjunctions, interjections, articles, pronouns

Question No: 4 ( Marks: 1 ) - Please choose one

A fault in the communication procedure where the meaning of the message is lost
‘in translation’ from intention to language or from language to understanding is
called............

**► Distortion**
► Noise
► Redundancy
► Feedback

Question No: 6 ( Marks: 1 ) - Please choose one

What is the goal of a Non-conventional resume?

**► Provide functions and tasks the applicant can perform**
► Place the name and professional objectives at the top
► Put the most important information first
► Make your name and professional achievements prominent

Question No: 8 ( Marks: 1 ) - Please choose one

Why Comparison is useful for paragraph development?

**► It emphasizes similarities**
► It emphasizes differences
► It emphasizes advantages
► It emphasizes disadvantages

Question No: 12 ( Marks: 1 ) - Please choose one

In which of the following message categories would you place sales and marketing
messages?

**► Persuasive**
► Positive
► Negative
► Routine

Question No: 13 ( Marks: 1 ) - Please choose one

Which plan or model is mostly used in business messages?

► The logical plan or its variation
► The emotional appeal or its variation
► The AIDA model or its variation
**► All of the above**

Question No: 14 ( Marks: 1 ) - Please choose one

What can be considered as the heart of a report?

► A variety of components
**► Introduction, body, and a close**
► Only the body of the report
► The introduction of a report

Question No: 15 ( Marks: 1 ) - Please choose one

When you are writing a routine message, what kind of approach will be used?

**► The direct approach**
► The indirect approach
► The long approach
► None of the above

Question No: 16 ( Marks: 1 ) - Please choose one

Which of the following you should avoid when writing a claim letter?

► Direct request
► Professional tone
**► A complaining tone**
► Specific details

Question No: 1 ( Marks: 1 ) - Please choose one

A letter or report to a customer from an employer belongs to which kind of
communication?
**► official communication**
► officer communication
► administrator communication
► manager communication

Question No: 2 ( Marks: 1 ) - Please choose one

Which of the following aims at gathering specific information?

► Letter of claim
► Letter of request
**► Letter of inquiry**
► Letter of information

Question No: 3 ( Marks: 1 ) - Please choose one

Which of the following is best when you want immediate feedback?

**► Oral medium**
► Written medium
► Electronic medium
► All of the above

Question No: 5 ( Marks: 1 ) - Please choose one

Which is farthest in the past?

► couple of days
► last week
► a day before yesterday
**► a month ago**
► Thank you for your corporation.

Letters are usually just one page and consist of three sections ---------------

**► Salutation, subject matter, references**
► Front matter, summary, conclusion
► Body, references, end matter
► Front matter, body, end matter

Question No: 10 ( Marks: 1 ) - Please choose one

Which of the following is used in a letter to emphasize a point or to include a brief
personal message?

► Foot notes
► Post script
► End notes
**► All of the above**

Question No: 12 ( Marks: 1 ) - Please choose one

Which of the followings use Salutations?

► Memorandums
**► Letters**
► Informal speech
► Proposals

Question No: 13 ( Marks: 1 ) - Please choose one

What strategies should be opted for writing to Technicians?

► Keep introductions and background information brief
► Make information accessible
► Provide short definitions or explanations of any unfamiliar term
**► All of the above**

Question No: 15 ( Marks: 1 ) - Please choose one

While writing persuasive messages which four things should be kept in mind about
your audience?

► Main idea, consideration, needs and appeals, logic
► Semantics, emotion and logics, clarity, consideration
**► Needs and appeals, emotion and logic, credibility, semantics**
► Credibility, logics, main idea, emotion

Question No: 16 ( Marks: 1 ) - Please choose one

Which of the following can be defined as follows

“It is not merely politeness with mechanical insertion of ‘please’ and ‘thank you’,
rather it is politeness that grows out of respect and concern for others.”
► Clarity
► Courtesy
► Consideration
► Credibility

Question No: 3 ( Marks: 1 ) - Please choose one

Which of the following can be defined as "the words one chooses to state one’s
message, say much more than their dictionary definitions".

**► Semantics**
► Phonetics
► Synonyms
► Phonemes

Question No: 4 ( Marks: 1 ) - Please choose one

Why important observations, suggestions, or objections should be written?

► To persuade the reader
**► To create permanent records**
► To make communication more effective
► To establish credibility

Question No: 5 ( Marks: 1 ) - Please choose one

How can you make the following statement Concise?

‘There are only four rules of our company and every employee is bound to follow
these rules.’

► Four rules must be observed.
► There are four rules that must be observed.
► You must follow the rules.
**► Follow the rules.**

Question No: 7 ( Marks: 1 ) - Please choose one

Which Three types of readers usually exist?

► Phantom Readers, Future Readers, Complicated Readers
► Future Readers, Complex Readers, Complicated Readers
► Future Readers, Complex Readers, Technical Readers
**► Phantom Readers, Future Readers, Complex Readers**

Question No: 8 ( Marks: 1 ) - Please choose one
Select the statement about the communication process that is NOT true.

► Communication takes many forms-oral, written and computer.
► Communication is vital to every part of business.
**► Your performance in business will not be judged by your communication  ability.**
► Performance is judged by communication ability.

Question No: 9 ( Marks: 1 ) - Please choose one

Biased language that might offend the audience is based on ---------------

**► Cultural bias, gender bias**
► Cultural bias, nationality bias
► Unity bias, nationality bias
► None of them

Question No: 10 ( Marks: 1 ) - Please choose one

Which of the followings are usually more vivid than long ones and improve the
readability of a document?

► Short words
► Content words
**► Structure words**
► Practical words

Question No: 11 ( Marks: 1 ) - Please choose one

Which of the following is used as brief, informal reports within an organization?

► Letter
**► Memo**
► Proposal
► Report

Question No: 14 ( Marks: 1 ) - Please choose one

Above Which of the following can make a meeting unsuccessful?

► Deciding on purpose before the meeting
► Selecting participants for the meeting
► Holding a meeting when a memo or other business message would have done the  job
**► All of the above**

Question No: 15 ( Marks: 1 ) - Please choose one

Which of the following factors enables you to evaluate the effectiveness of your
message?

**► Feedback**
► Encoding
► Transmission
► Decoding

Question No: 16 ( Marks: 1 ) - Please choose one

Which guideline should be followed to ensure Courtesy?
► Be sincerely tactful, thoughtful and appreciative
► Use expressions that show respect
► Omit irritating expressions
**► All of the**
Question No: 1 ( Marks: 1 ) - Please choose one
Which of the followings are usually more vivid than long ones and improve
the readability of a document?

► Short words
► Content words
**► Structure words**
► Practical words

Question No: 3 ( Marks: 1 ) - Please choose one
Which of the following can be defined as "the words one chooses to state
one’s message, say much more than their dictionary definitions".

► Phonetics
**► Semantics**
► Synonyms
► Phonemes