ENG201 (Business & Technical Communication)

From 2008-2009-2010 midterm papers

By

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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: 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 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
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
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: 6 (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: 7 (Marks: 1) - Please choose one
Which of the following is used as brief, informal reports within an organization?
► Letter
► Memo
► Proposal
► Report

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
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: 11 (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: 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
If your message is specific, definite and vivid; which of the following principle has been applied?
► Completeness
► Correctness
► Conciseness

► **Concreteness**

Question No: 14 (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: 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 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: 17 (Marks: 1) - Please choose one
Which of the followings is an essential component of employment process?
► Reflections
► **References**
► Fractions
► **Recommendations**

Question No: 18 (Marks: 1) - Please choose one
Which of the following is the basis of Courtesy?
► Inclined attitude
► Biased attitude
► **You-attitude**
► Offensive attitude

Question No: 19 (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: 20 (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: 21 (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: 22 (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: 23 (Marks: 1) - Please choose one
Which of the followings are real but unnamed readers?
► **Phantom Readers**
► Future Readers
► Complex Readers
► Technical Readers

Question No: 24 (Marks: 1) - Please choose one
Why Comparison is useful for paragraph development?

► **It emphasizes similarities**
► It emphasizes differences

Question No: 25 (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: 26 (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: 27 (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: 28 (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: 30 (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: 31 (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: 32 (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: 33 (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: 34 (Marks: 1) - Please choose one
What is meant by the term 'Denotative'?
► It refers to the literal meaning of a word.
► It refers to the surface meaning of the word.
► It refers to cognitive meaning of words.
► It refers simple meaning of words.

Question No: 35 (Marks: 1) - Please choose one
Where can we apply seven Cs?
► To Non verbal communication
► To Oral communication
► To Written communication
► To written and oral communication

Question No: 36 (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: 37 (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: 38 (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: 39 (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: 40 (Marks: 1) - Please choose one
Which of the following is the primary vehicle for communication within an organization?
► Letter
► Report
► **Memorandum**
► Proposal

Question No: 41 (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: 42 (Marks: 1) - Please choose one
Which phrase is correct?
► **When were you born?**
►When you are born?
► When are you born?
► When you born?

Question No: 43 (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: 44 (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: 45 (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: 46 (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: 47 (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: 48 (Marks: 1) - Please choose one
Which is farthest in the past?
► couple of days
► last week
► a day before yesterday
► **a month ago**

Question No: 49 (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: 50 (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: 51 (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: 52 (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: 53 (Marks: 1) - Please choose one
Which of the following should be essentially considered during speeches and presentations?
► Dress
► Time
► Appearance
► Microphone

Question No: 54 (Marks: 1) - Please choose one
Which of the followings use Salutations?
► Memorandums
► **Letters**
► Informal speech
► Proposals

Question No: 55 (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: 56 (Marks: 1) - Please choose one
Claim letter is also called:
► Transmittal letter
► Credit refusing letter
► Adjustment letter
► **Complaint letter**

Question No: 57 (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: 58 (Marks: 1) - Please choose one
Which one of these words is not a synonym for "business"?

- capital
- enterprise
- **project**
- venture

Question No: 59 (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: 60 (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: 61 (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: 62 (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: 63 (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: 64 (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: 65 (Marks: 1) - Please choose one
How many steps are essential for successful oral statement?

- Five
- Six
- **Seven**
- Eight

Question No: 67 (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: 68 (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: 69 (Marks: 1) - Please choose one
How many aspects does Accuracy have?

- 6
- 5
- 4
- **3**

Question No: 70 (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: 71 (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: 72 (Marks: 1) - Please choose one
Which of the following is the process of drafting your message?

- Planning
- **Composing**
- Editing
- Revising

Question No: 73 (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: 74 (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: 75 (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: 76 (Marks: 1) - Please choose one
Which section of a résumé creates most disagreements among experts about its relative advantages and disadvantages?

- Skills
- Work experience
- **Career objective**
- Education

Question No: 77 (Marks: 1) - Please choose one

Which of the following should be done when writing recommendation letters?

► **Include only relevant and factual information.**
► Avoid value judgments.
► Balance criticisms with favorable points.
► All of the above

Question No: 78 (Marks: 1) - Please choose one

Which one of the following options should be used during business correspondence?

► Choppy sentences
► Passive sentences
► **Bias-free language**
► Clichés

Question No: 79 (Marks: 1) - Please choose one
Which one of the following can create immense difference between class room communication and job communication?

► Age of audience
► Behavior of udience
► **Size of audience**
► **None of the above**

Question No: 80 (Marks: 1) - Please choose one
Which of the following is generally organized by direct approach and receives a favorable reaction?

► Business message
► Bad news message
► **Good news message**
► Routine message

Question No: 81 (Marks: 1) - Please choose one
What is the last thing you need to do before you get ready to distribute your document?
► Designing

► Revising
► **Proofreading**
► All of the above

Question No: 82 (Marks: 1) - Please choose one
Which of the followings are an essential component of employment process?
► Reflections
► References
► Fractions
► Recommendations

Question No: 83(Marks: 1) - Please choose one
Which of the following is the basis of Courtesy?
► Inclined attitude
► Biased attitude
► You-attitude
► Offensive attitude

Question No: 84 (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: 85 (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: 86 (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: 87 (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: 89 (Marks: 1) - Please choose one
Which of the followings are real but unnamed readers?
► Phantom Readers
► Future Readers
► Complex Readers
► Technical Readers

Question No: 90 (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: 91 (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: 91 (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: 92 (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: 93(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: 94 (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: 95 (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: 96 (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: 97 (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: 98 (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: 99 (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: 100 (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: 101 (Marks: 1) - Please choose one
Which phrase is correct?
► When were you born?
► When you are born?
► When are you born?
► When you born?

Question No: 102 (Marks: 1) - Please choose one
Which is farthest in the past?
► couple of days

► last week
► a day before yesterday
► a month ago

Question No: 103 (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: 104 (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: 105 (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: 106 (Marks: 1) - Please choose one
Which of the following should be essentially considered during speeches and
presentations?
► Dress
► Time
► Appearance
► Microphone

Question No: 107 (Marks: 1) - Please choose one
Which of the followings use Salutations?
► Memorandums

► Letters
► Informal speech
► Proposals

Question No: 108 (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: 109 (Marks: 1) - Please choose one
Claim letter is also called:
► Transmittal letter
► Credit refusing letter
► Adjustment letter
► Complaint letter

Question No: 110 (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: 111 (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: 112 (Marks: 1) - Please choose one
What is meant by the term 'Denotative'?
► It refers to the literal meaning of a word.

► It refers to the surface meaning of the word.
► It refers to cognitive meaning of words.
► It refers simple meaning of words.

Question No: 113 (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: 114 (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: 115 (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: 116 (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
► Transmittaltter

Question No: 117 (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: 118 (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: 119 (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: 120 (Marks: 1) - Please choose one
Which of the following is used as brief, informal reports within an organization?
► Letter
► Memo
► Proposal
► Report

Question No: 121 (Marks: 1) - Please choose one
Which of the following is the primary vehicle for communication within an
organization?
► Letter
► Report
► Memorandum
► Proposal

Question No: 122 (Marks: 1) - Please choose one
Which phrase is correct?
► When were you born?

►When you are born?
► When are you born?
► When you born?

Question No: 123 (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: 124 (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: 125 (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: 126 (Marks: 1) - Please choose one
Which format should be used if the document will be sent to outside individuals?
► Letter
► Memorandum
► Manuscript

Question No: 127 (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: 128 (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: 129 (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: 130 (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: 131 (Marks: 1) - Please choose one
Which of the following is used as brief, informal reports within an organization?
► Letter
► Memo
► Proposal
► Report

Question No: 132 (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: 133 (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: 134 (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: 135 (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: 136 (Marks: 1) - Please choose one
To whom usually good will letters are written?

► Customer
► Manager
► Director
► Chairman

Question No: 137 (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: 138(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: 139 (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: 140 (Marks: 1) - Please choose one
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