Business Communication

1) Which of the following is not included in business communication

1) reciting poetry
2) formal meetings
3) advertisement
4) conference

2) The process of communication is successful only when

1) the receiver understands an idea as the sender intended it
2) the receiver does not understand the idea as the sender intended it
3) the receiver understands an idea as the sender has not intended it
4) the receiver does not understand the idea as the sender has not intended it

3) ‘a fax message wrongly delivered as a wrong number is dialed’ creates _____ type of barrier to communication

1) semantic
2) language
3) physical
4) socio-psychological

4) ______ means aspects of the voice; the way we use our voice

1) timbre
2) paralanguage
3) acoustics
4) perception

5) One way communication follows a linear model of communication that is represented as

1) S-R-M-C
2) S-M-C-R
3) C-S-R-M
4) C-M-S-R

6) Communication that tries to increase the number of receivers is

1) group communication
2) oral communication
3) mass communication
4) internal communication
7) ______ communication requires that both parties should be present and attentive at the same time

1) oral
2) written
3) mass
4) graphic

8) Cellular phones operate through ______

1) cables
2) cells
3) electronic circuits
4) airways

9) Information does not include ______

1) data
2) emotion
3) files
4) facts and figures

10) There are ______ courses for the more experienced personnel

1) short term
2) induction
3) refresher
4) old

11) Organisations connected by electronic network, _____ is the most effective method of communication

1) intercom
2) public address system
3) fax
4) email

12) Public opinion is formed by the ______ of people about the behaviour of the organisation as a whole and of the individuals who are its members

1) attitude
2) outlook
3) perception
4) impression
13) A survey says that managers spend over ___% of their time on Communication

   1)  7
   2)  49
   3)  90
   4)  38

14) Suresh Nair here” could be the sentence said when

   1) making a call
   2) taking a call
   3) in between a call
   4) ending a call

15) Non-verbal communication can be independent of verbal communication but verbal communication is always accompanied by verbal communication

   1) true
   2) False

16) Non-verbal communication is mostly

   1) voluntary
   2) involuntary
   3) conscious
   4) intended

17) When we want to solve a problem, we exclude all other thoughts and concentrate on just those ideas or thoughts related to the issue. This happens at ______ level

   1) superficial
   2) unconscious
   3) conscious
   4) personal

18) ‘a person who finds technology of computing boring ‘ is an example of attitude towards

   1) computers
   2) subject matter
   3) computing
   4) technology
19) According to Johari Window, the things known to self as well as others is

1) hidden
2) blind
3) **open**
4) unknown

20) When you are pretending to be attentive, your listening will face problems due to

1) **lack of interest**
2) emotional blocks
3) tendency to criticise
4) impatience

21) Intranet operates through

1) email
2) **LAN**
3) WAN
4) Internet

22) Internal communications policy needs to be carefully planned to prevent spread of ________ information

1) necessary
2) important
3) illegible
4) **needless**

23) Which of the following is not one of the Cs of good communication

1) correctness
2) **courage**
3) clarity
4) courtesy

24) What should you say instead of “mental state of mind”

1) state mind
2) mental
3) **mental state**
4) mental mind
25) Which word a person who knows computers may not know

1) 64K
2) reinstallation
3) megabytes
4) double entry

26) A letter makes a visual impression before it is read

1) true
2) false

27) Provident Fund, Pension and Gratuity benefits applicable to the post are mentioned in

1) warning memo
2) interview letter
3) appointment letter
4) voluntary retirement letter by an employee

28) In an appointment letter, TA stands for

1) Travelling Allowance
2) Total Allowance
3) Travelling Assignment
4) Total Agreement

29) We shall give you a discount on orders of Rs. 50,000/- or more within the same calendar month”. This sentence can from _____ letter

1) quotation request
2) quotation reply
3) inquiry
4) substitute

30) “If you purchase above Rs. 3000/- on or before 31st March, you are entitled of a free gift – wrist watch as a festival offer.” The sentence could be from _____ letter

1) inquiry
2) firm offer
3) offering a substitute
4) quotation request
31) Which of the following letters contains apologies

1) **changes in order**
   2) routine order
   3) trial order
   4) repeat order

32) Order letters can be divided into three groups first order, _____ order and routine order

1) rescue
2) cancellation
3) **repeat**
4) trial

33) “Although we cannot replace the clocks in this case, we shall make The required repairs, charging you only 30% of the cost of repair.”
   This sentence will appear in a letter

1) refusing adjustment
2) offering refund
3) **offering a compromise**
4) informing the customer that the investigation is being made

34) Which of the following is the written method for internal Communication

1) intercom
2) **fax**
3) face-to-face
4) public address system

35) In horizontal format, the “Date” and “Subject” lines begin at the _____ margin

1) bottom
2) top
3) left
4) **right**
36) A memo is always official even if it is not _______

1) handed over
2) signed
3) official
4) complete

37) Which of the following is the special report

1) progress
2) performance
3) periodical
4) F.I.R.

38) An FIR is always written by

1) a group
2) a policeman
3) an individual
4) an HOD

39) ______ letter usually accompanies the report

1) A thanking
2) An appointment
3) A resignation
4) A covering

40) An acknowledgment of any significant help for preparing the report is mentioned in the letter of transmittal

1) true
2) false

41) The executive summary is not longer than _____ % of the full report

1) 10
2) 25
3) 50
4) 92.5
42) The report has to present the facts in a simple, concise and _____ manner, in words which the reader will follow

1) straightforward
2) complicated
3) descriptive
4) tangled

43) The phrase “in most cases” can be reduced to one word

1) most of the cases
2) most of the time
3) mostly
4) never

44) Ability to communicate means being able to ________________

1) talk confidently
2) write effectively
3) give a proper speech
4) express your ideas effectively in writing and in speech

45) An important element in communication is the concept of ________

1) change
2) characteristics
3) time
4) action

46) The crucial element of communication is ________

1) transmission
2) exchange
3) sender
4) meaning

47) It is not possible to communicate, unless there is

1) a common symbol
2) a common understanding of the symbols
3) a common understanding
4) a common thought
48) The conclusions and recommendations of a report are for changes in methods of manufacture structure of organization style of report writing work procedure

1) option (1) or (2) or (3) but not in (4)
2) option (2) or (3) or (4) but not in (1)
3) **option (1) or (2) or (4) but not in (3)**
4) option (1) or (3) or (4) but not in (2)

49) _____ and conciseness are the most important qualities of style of writing report

1) Courtesy
2) **Clarity**
3) Cooperation
4) Complication

50) In modern writing, paragraphs are _____ so that the appearance of the text is lighter

1) short
2) light
3) in lighter vain
4) crowded