

## 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