

**Eng-201 Important Mid Term**  
**Mcq's Solution 100% Correct :**  
**Solve By Vu-Topper RM!!**

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**Rizwan Manzoor**

**0322-4021365**

**Question No:1 (Marks:1) Vu-Topper RM**

One should be careful about the chances of being \_\_\_\_\_ while making a direct request.

**Misunderstood**

**Question No:2 (Marks:1) Vu-Topper RM**

Mr. Ms and Mrs Are

**Recipient titles**

**Question No:3 (Marks:1) Vu-Topper RM**

In business communication use the \_\_\_\_\_ format if the information is being sent inside an organization.

**Memorandum**

**Question No:4 (Marks:1) Vu-Topper RM**

In business communication use the \_\_\_\_\_ format if the document will be sent to outside individuals

**Letter**

**Question No:5 (Marks:1) Vu-Topper RM**

\_\_\_\_\_ is considered to be the best attitude in business environment.

**You-attitude**

**Question No:6 (Marks:1) Vu-Topper RM**

One of the aspects of editing a message is to \_\_\_\_\_

**Install editing software**

**Question No:7 (Marks:1) Vu-Topper RM**

When it doubt, use the more familiar words; audience will understand them better. This is the 'golden rule of \_\_\_\_\_'

**Clarity**

**Question No:9 (Marks:1) Vu-Topper RM**

\_\_\_\_\_ is achieved through a balance between precise language and familiar language

**Clarity**

**Question No:10 (Marks:1) Vu-Topper RM**

In a \_\_\_\_\_ sentence the words are arranged so that the ideas clearly express the intended meaning.

**Coherent**

**Question No:11 (Marks:1) Vu-Topper RM**

Which of the following is the first and the most essential step in writing bad news messages?

**Buffer**

**Question No:12 (Marks:1) Vu-Topper RM**

The mechanical insertion of ' phase' and ' thank you' does not ensure\_\_\_\_\_

**Courtesy**

**Question No:13 (Marks:1) Vu-Topper RM**

\_\_\_\_\_ are an essential component of almost all admissions, grant and employment processes as it provides a statement of support for a candidate.

**References and recommendations**

**Question No:14 (Marks:1) Vu-Topper RM**

\_\_\_\_\_ Words are usually more vivid than long ones and improve the readability of a document.

**Short**

**Question No:15 (Marks:1) Vu-Topper RM**

Adjustment letter is a letter in answer to a \_\_\_\_\_ letter. The answer may either be a refusal or a grant

**Complaint**

**Question No:16 (Marks:1) Vu-Topper RM**

The quality that gives force to important parts of sentences and paragraphs is \_\_\_\_\_

**Emphasis**

**Question No:17 (Marks:1) Vu-Topper RM**

Content words (nouns, verbs, adjectives, adverbs ) have both a denotative meaning as well as connotative meaning.

**True**

**Question No:18 (Marks:1) Vu-Topper RM**

When no special persuasion is needed, the use of \_\_\_\_\_ is recommended.

**Direct request**

**Question No:19 (Marks:1) Vu-Topper RM**

A good business letter is simple and straightforward without being harsh or \_\_\_\_\_.

**Patronizing**

**Question No:20 (Marks:1) Vu-Topper RM**

Keep your \_\_\_\_\_ simple and focused, so the purpose of your letter is clear.

**Letter**

**Question No:21 (Marks:1) Vu-Topper RM**

Which type of letter can be used as a legal document to show the transaction between the customer and vendor?

**Order letter**

**Question No:22 (Marks:1) Vu-Topper RM**

Consideration simply means that the writer shows \_\_\_\_\_ in his communication style.

**Empathy**

**Question No:23 (Marks:1) Vu-Topper RM**

Breaking the longer sentences into shorter ones improves \_\_\_\_\_

**Readability**

**Question No:24 (Marks:1) Vu-Topper RM**

Which of the following is associated with scholarly writing?

&nnbsp;

**Formal writing**

**Question No:25 (Marks:1) Vu-Topper RM**

What are you doing \_\_\_\_\_ the weekend?

**On**

**Question No:26 (Marks:1) Vu-Topper RM**

The lawyer \_\_\_\_\_ his relative innocent.

**Aims to prove**

**Question No:27 (Marks:1) Vu-Topper RM**

Acknowledgments are appropriate for \_\_\_\_\_

**Larger orders**

**Question No:28 (Marks:1) Vu-Topper RM**

\_\_\_\_\_ letter is written you want to recognize someone for his help or support when you were in trouble

**Appreciation**

**Question No:29 (Marks:1) Vu-Topper RM**

The aim of a \_\_\_\_\_ is to establish a working relationship to make it happen.

**Business proposal**

**Question No:30 (Marks:1) Vu-Topper RM**

Which of the following letter accompanies a larger item, usually a document?

**Transmittal letter**

**Question No:31 (Marks:1) Vu-Topper RM**

Getting the meaning from your head accurately to the reader is the purpose of \_\_\_\_\_

**Clarity**

**Question No:32 (Marks:1) Vu-Topper RM**

Credit references are generally used to determine the credit of a person or individual

**True**

**Question No:33 (Marks:1) Vu-Topper RM**

Communication that seems inconsequential can become very important if information it contains is \_\_\_\_\_

**Complete and effective**

**Question No:34 (Marks:1) Vu-Topper RM**

Generally speaking, in business we communicate \_\_\_\_\_

**To both persuade and inform**

**Question No:35 (Marks:1) Vu-Topper RM**

\_\_\_\_\_ are considered binding contracts, so one should avoid implying offers or promises that can't be delivered

**sales letter**

**Question No:36 (Marks:1) Vu-Topper RM**

While composing a business message, choose words that \_\_\_\_\_ be misinterpreted.

**Won't**

**Question No:37 (Marks:1) Vu-Topper RM**

Most organizations rely on \_\_\_\_\_ for their existence.

**Meeting with companies**

**Question No:38 (Marks:1) Vu-Topper RM**

\_\_\_\_\_ at the beginning of a persuasive request shows the reader that you know about his or her concerns and you have some reasons for making such.

**An attention getting device**

**Question No:39 (Marks:1) Vu-Topper RM**

In the body of a business letter, what goes between each paragraph?

**Two space if hand written**

**Question No:40 (Marks:1) Vu-Topper RM**

A memorandum may take the form of \_\_\_\_\_.

**Skype chat**

**Question No:41 (Marks:1) Vu-Topper RM**

In which direction does communication flow in a formal communication network?

**Downward**

**Question No:42 (Marks:1) Vu-Topper RM**

In the \_\_\_\_\_ of a job application letter you have to refer to your enclosed resume and express your desire for an interview, stating when and how you can be

**End matter**

**Question No:43 (Marks:1) Vu-Topper RM**

\_\_\_\_\_ in AIDA plan is the opportunity to remind readers of the benefits of taking the particular action.

**Attention phase**

**Question No:44 (Marks:1) Vu-Topper RM**

\_\_\_\_\_ business people inform customers about the benefits of a product/action so the customers can recognize how ell the product/action will fill their need.

**Aesthetical**

**Question No:45 (Marks:1) Vu-Topper RM**

With restructuring of companies, communications are row created mainly by \_\_\_\_\_

**Supervisors/ managers**

**Question No:46 (Marks:1) Vu-Topper RM**

Mr. ali our English teacher, believes that students who major in economics or physics \_\_\_\_\_ their imaginations

**Ruin**

**Question No:47 (Marks:1) Vu-Topper RM**

His birthday is coming \_\_\_\_\_ next week.

**Up**

**Question No:48 (Marks:1) Vu-Topper RM**

The fans at the back of the theatre and that woman in front \_\_\_\_\_ making too much noise.

**Were**

**Question No:49 (Marks:1) Vu-Topper RM**

When you letter extends onto a second page you should use \_\_\_\_\_ for the second page

**Plain Paper**

**Question No:50 (Marks:1) Vu-Topper RM**

Whether written or oral, \_\_\_\_\_ messages begin with a clear statement of the main idea, clarify any necessary details and end with a courteous close

**Positive**

**Question No:51 (Marks:1) Vu-Topper RM**

Neither my brothers nor my father \_\_\_\_\_ attended college

**Have**

**Question No:52 (Marks:1) Vu-Topper RM**

Which of the following elements relate to the organizing direct request?

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

**Question No:53 (Marks:1) Vu-Topper RM**

Which format should be used if the information is being sent inside an organization?

**Memorandum**

**Question No:54 (Marks:1) Vu-Topper RM**

Therefore, Because, accordingly, thus, hence are used for \_\_\_\_\_

**Additional details**

**Question No:55 (Marks:1) Vu-Topper RM**

While placing an order, there is no need to \_\_\_\_\_

**Force your reader**

**Question No:56 (Marks:1) Vu-Topper RM**

One of the major flaws of a failed communication is \_\_\_\_\_

**Fixed explanations**

**Question No:57 (Marks:1) Vu-Topper RM**

A/An \_\_\_\_\_ letter is a letter in answer to a complaint letter. The answer may either be a refusal or a grant.

**Claim**

**Question No:58 (Marks:1) Vu-Topper RM**

Which one of the following is the best expression to use with the customers for payment demand.

**Please send your payment so we can proceed with your order.**

**Question No:59 (Marks:1) Vu-Topper RM**

She looked \_\_\_\_\_ from her book when she heard the noise.

**Up**

**Question No:60 (Marks:1) Vu-Topper RM**

Which of the following statements is part of persuasion in oral presentation?

**Gaining willing acceptance of an idea**

**Question No:61 (Marks:1) Vu-Topper RM**

When you turn your ideas into a message, you are the \_\_\_\_\_

**Decoder**

**Question No:62 (Marks:1) Vu-Topper RM**

The reactions of a colleague or a prospective customer to an incomplete answer are likely to be

**Unfavorable**

**Question No:63 (Marks:1) Vu-Topper RM**

Documents that are meant to 'enact' something include authorization memoranda and

**Acceptance letters**

**Question No:64 (Marks:1) Vu-Topper RM**

Briefing, goodwill, information and report are part of \_\_\_\_\_ speaking.

**Public**

**Question No:65 (Marks:1) Vu-Topper RM**

Effective business communication is not \_\_\_\_\_

**Concise**

**Question No:66 (Marks:1) Vu-Topper RM**

The performance of our players was rather \_\_\_\_\_

**Worse than I had expected**

**Question No:67 (Marks:1) Vu-Topper RM**

\_\_\_\_\_ is not one of the 7C's of communication

**Character**

**Question No:68 (Marks:1) Vu-Topper RM**

Creativity is a measure of your believability based on how much trust you evoke and how reliable you are.

**True**

**Question No:69 (Marks:1) Vu-Topper RM**

Written language is more \_\_\_\_\_ and generally follows a standardized grammar, structure, organization and vocabulary.

**Restricted**

**Question No:70 (Marks:1) Vu-Topper RM**

Courtesy means only thinking about receiver and not valuing his feelings.

**False**

**Question No:71 (Marks:1) Vu-Topper RM**

Which of the following statements is more 'Vivid'

**This letter is three times as long as you said it would be**

**Question No:72 (Marks:1) Vu-Topper RM**

\_\_\_\_\_ accuracy depends on the writer's conceptual mastery of the subject and its vocabulary, as well as on his or her ability to analyze and shape data with a minimum of distortion.

**Stylistic**

**Question No:73 (Marks:1) Vu-Topper RM**

Common implicit goals are to establish a relationship, create trust and establish credibility, and

**Document actions**

**Question No:74 (Marks:1) Vu-Topper RM**

Readers consisting of diverse groups with widely varying backgrounds and responsibilities can be named \_\_\_\_\_ - readers

**Complex**

**Question No:75 (Marks:1) Vu-Topper RM**

\_\_\_\_\_ is a short, familiar and conversational word for 'have need for'

**Need**

**Question No:76 (Marks:1) Vu-Topper RM**

Accuracy, which is the careful conforming to truth or fact, has three main aspects which include document accuracy, stylistic accuracy and \_\_\_\_\_

**Technical**

**Question No:77 (Marks:1) Vu-Topper RM**

Which of the following words fall in the category of unfamiliar words?

**Ascertain and Peruse. Both**

**Question No:78 (Marks:1) Vu-Topper RM**

Breaking the longer sentences into shorter ones improves \_\_\_\_\_

**Readability**

**Question No:79 (Marks:1) Vu-Topper RM**

A letter of \_\_\_\_\_ asks someone for specific information.

**Inquiry**

**Question No:80 (Marks:1) Vu-Topper RM**

A letter in which all parts begin at the left margin are in \_\_\_\_\_ form.

**Full block**

**Question No:81 (Marks:1) Vu-Topper RM**

Which of the following traits help in building good will?

**Thoughtfulness and Appreciation**

**Question No:82 (Marks:1) Vu-Topper RM**

Which of the following phrases is likely to offend and should be avoided?

**We must deny**

**Question No:83 (Marks:1) Vu-Topper RM**

Which of the following is associated with scholarly writing?

**Formal writing**

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**Question No:84 (Marks:1) Vu-Topper RM**

A letter of inquiry asks someone for specific information.

**True**

**Question No:85 (Marks:1) Vu-Topper RM**

\_\_\_\_\_ is a very vital step in composing a business message, and if one commits an error in this stage, it will be irreversible.

**Concluding**

**Question No:86 (Marks:1) Vu-Topper RM**

\_\_\_\_\_ is a neutral statement which is meant to bring the audience in an accepting mood.

**Good news**

**Question No:87 (Marks:1) Vu-Topper RM**

Which of the following familiar expressions is correct replacement for 'Lucrative'?

**Profitable**

**Question No:88 (Marks:1) Vu-Topper RM**

In business communications use the \_\_\_\_\_ format if the information is being sent inside an organization

**Memorandum**

**Question No:89 (Marks:1) Vu-Topper RM**

He \_\_\_\_\_ with his brother regularly.

**Corresponds**

**Question No:90 (Marks:1) Vu-Topper RM**

How can business messages be more effective?

**By being purposeful, audience-centered, and concise**

**Question No:91 (Marks:1) Vu-Topper RM**

\_\_\_\_\_ is brief, informal report used to establish a record

**Memorandum**

**Question No:92 (Marks:1) Vu-Topper RM**

In a business message, talk to your audience in a way that they are left with no \_\_\_\_\_

**Confusion**

**Question No:93 (Marks:1) Vu-Topper RM**

Keep your \_\_\_\_\_ simple and focused, so the purpose of your letter is clear.

**Letter**

**Question No:94 (Marks:1) Vu-Topper RM**

In the composition of a business message technology like Microsoft Word affects the composing process by \_\_\_\_\_

**Increasing both productivity and effectiveness**

**Question No:95 (Marks:1) Vu-Topper RM**

Which one of the following is not a way of developing a paragraph?

**Clarification**

**Question No:96 (Marks:1) Vu-Topper RM**

\_\_\_\_\_ are documents which present focused, salient content to a specific audience.

**Reports**

**Question No:97 (Marks:1) Vu-Topper RM**

The signature on a letter is handwritten directly above the \_\_\_\_\_

**Writer's name**

**Question No:98 (Marks:1) Vu-Topper RM**

Phrases such as 'to continue the analysis' 'on the other hand' and 'additional concept' are used for \_\_\_\_\_

**Smooth transitions**

**Question No:99 (Marks:1) Vu-Topper RM**

Maury and his brother \_\_\_\_\_ to the bowling alley every day.

**Go**

**Question No:100 (Marks:1) Vu-Topper RM**

\_\_\_\_\_ are challenging to write because we know our readers will not be happy to receive the news.

**Bad news messages**

**Question No:101 (Marks:1) Vu-Topper RM**

Generally speaking, in business we do not communicate to persuade and inform.

**False**

**Question No:102 (Marks:1) Vu-Topper RM**

In \_\_\_\_\_ section of the application letter explain specifically why you are qualified for the job. Describe education, work experience and any other activity that display relevant talents.

**Body**

**Question No:103 (Marks:1) Vu-Topper RM**

The \_\_\_\_\_ should normally begin with a brief summary statement, in one or two sentences, identifying the key topic and the scope of the memorandum.

**Memorandum**

**Question No:104 (Marks:1) Vu-Topper RM**

While placing an order, there is no need to \_\_\_\_\_.

**Excite your reader**

**Question No:105 (Marks:1) Vu-Topper RM**

Customer service correspondence occurs in \_\_\_\_\_ format.

**Letterhead or postcard**

**Question No:106 (Marks:1) Vu-Topper RM**

There are a number of elements to a/an \_\_\_\_\_ letter. Complete the statement.

**Business**

**Question No:107 (Marks:1) Vu-Topper RM**

Breaking the longer sentences into shorter ones improves

**Readability**

**Question No:108 (Marks:1) Vu-Topper RM**

A letter of \_\_\_\_\_ asks someone for specific information.

**Inquiry**

**Question No:109 (Marks:1) Vu-Topper RM**

A letter in which all parts begin at the left margin are in \_\_\_\_\_ form.

**Full block**

**Question No:110 (Marks:1) Vu-Topper RM**

\_\_\_\_\_ is a very vital step in composing a business message and if one commits an error in this stage, it will be irreversible

**Concluding**

**Question No:111 (Marks:1) Vu-Topper RM**

In a business message, talk to your audience in \_\_\_\_\_ way that they are left with no \_\_\_\_\_

**Confusion**

**Question No:112 (Marks:1) Vu-Topper RM**

In the composition of a business message technology like Microsoft Word affects the composing process by \_\_\_\_\_

**Increasing both productivity and effectiveness**

**Question No:113 (Marks:1) Vu-Topper RM**

Which of the following statements is more 'Vivid'

**This letter is three times as long as you said it would be**

**Question No:114 (Marks:1) Vu-Topper RM**

Which one of the following is not a way of developing a paragraph?

**Clarification**

**Question No:115 (Marks:1) Vu-Topper RM**

Which of the following is considered an effective approach for routine, good- news and goodwill messages?

**Direct approach**

**Question No:116 (Marks:1) Vu-Topper RM**

Everyone on the bus \_\_\_\_\_ annoyed by the little boy running up and down the aisle

**Was**

**Question No:117 (Marks:1) Vu-Topper RM**

If you want to minimize the distortion which happens when a message is passed from person to person, then you are \_\_\_\_\_-

**Written medium**

**Question No:118 (Marks:1) Vu-Topper RM**

An order letter is also known as a PO or purchase order letter

**True**

**Question No:119 (Marks:1) Vu-Topper RM**

All employees are requested to \_\_\_\_\_ from smoking in the presence of customers.

**Refrain**

**Question No:120 (Marks:1) Vu-Topper RM**

The administration of the school district asks that each student bring identification before enrolling in the ALC.

**Change ' them' to 'his' or 'her'**

**Question No:121 (Marks:1) Vu-Topper RM**

Credit references are generally used to determine the credit worthiness of a person or individual.

**True**

**Question No:122 (Marks:1) Vu-Topper RM**

In the organization of a direct request the very first step is to state the \_\_\_\_\_.

**Cordial request for specific action**

**Question No:123 (Marks:1) Vu-Topper RM**

To whom usually good will letters are written?

**Customer.**

**Question No:124 (Marks:1) Vu-Topper RM**

Which of the following gives the customer an idea of the work that has been completed to date?

**Interim progress reports**

**Question No:125 (Marks:1) Vu-Topper RM**

\_\_\_\_\_ of a business letter shows whether any material is enclosed with the letter and who is receiving a copy of the letter.

**End notation**

**Question No:126 (Marks:1) Vu-Topper RM**

Oral communication is also known as \_\_\_\_\_

**Impersonal communication**

**Question No:127 (Marks:1) Vu-Topper RM**

If your message is specific, definite and vivid; which of the following principle has been applied?

**Corecteness**

**Question No:128 (Marks:1) Vu-Topper RM**

The \_\_\_\_\_ - of an order letter is to provide the vendor with detailed instructions for fulfilling an order.

**Objective**

**Question No:129 (Marks:1) Vu-Topper RM**

Which of the following leaves your audience with the feeling that you have their personal welfare in mind ?

**Courteous Close**

**Question No:130 (Marks:1) Vu-Topper RM**

When the sentence length increases, try to chop it down into \_\_\_\_\_ sentences.

**Two**

**Question No:131 (Marks:1) Vu-Topper RM**

Acknowledgements are appropriate for \_\_\_\_\_

**Lager order**

**Question No:132 (Marks:1) Vu-Topper RM**

To persuade and to collaborate are the \_\_\_\_\_ purpose of a business message

**General**

**Question No:133 (Marks:1) Vu-Topper RM**

Why a false statement should not be included in a sales letter?

**Because it's a fraud**

**Question No:134 (Marks:1) Vu-Topper RM**

\_\_\_\_\_ are considered binding contracts, so one should avoid implying offers or promises that can't be delivered.

**Sales letters**

**Question No:135 (Marks:1) Vu-Topper RM**

Do not change without facts is a guideline to achieve\_\_\_\_\_

**Consideration**

**Question No:136 (Marks:1) Vu-Topper RM**

The \_\_\_\_\_ of a business proposal is to establish a working relationship to make it happen

**Aim**

**Question No:137 (Marks:1) Vu-Topper RM**

While placing an order, there is no need to \_\_\_\_\_-

**Excite your reader**

**Question No:138 (Marks:1) Vu-Topper RM**

An agenda is a simple list of \_\_\_\_\_ to be discussed.

**Topics**

**Question No:139 (Marks:1) Vu-Topper RM**

\_\_\_\_\_ are often solitary in their process

**Writers**

**Question No:140 (Marks:1) Vu-Topper RM**

Using incorrect words, incorrect grammar, and faulty pronunciation is called \_\_\_\_\_ language and this all suggest the inability to use good English

**Substandard**

**Question No:141 (Marks:1) Vu-Topper RM**

Which of the following help the reader quickly identify the content?

**Heading and captions**

**Question No:142 (Marks:1) Vu-Topper RM**

\_\_\_\_\_ inform customers about the benefits of a product or an action.

**Ethical business people**

**Question No:143 (Marks:1) Vu-Topper RM**

Select the option which is an example of a clear and coherent sentence

**His report focused on age and gender of managers**

**Question No:144 (Marks:1) Vu-Topper RM**

In writing commercial correspondence, it is important to employ a friendly yet efficient\_\_\_\_\_

**Tone**

**Question No:145 (Marks:1) Vu-Topper RM**

Customer service correspondence occurs in \_\_\_\_\_ format.

**Letterhead or postcard**

**Question No:146 (Marks:1) Vu-Topper RM**

Biannually means \_\_\_\_\_

**Two times in a year**

**Question No:147 (Marks:1) Vu-Topper RM**

What do you usually have for \_\_\_\_\_ breakfast?

**No article**

**Question No:148 (Marks:1) Vu-Topper RM**

A memorandum may take the form of \_\_\_\_\_

**Email**

**Question No:149 (Marks:1) Vu-Topper RM**

Which of the following is the first and the most essential step in writing bad news messages?

**Buffer**

**Question No:150 (Marks:1) Vu-Topper RM**

\_\_\_\_\_ words are usually more vivid than long ones and improve the readability of a document.

**Short**

**Question No:151 (Marks:1) Vu-Topper RM**

In \_\_\_\_\_ the organization sends out uninvited messages to sell a product or service.

**Unsolicited letter**

**Question No:152 (Marks:1) Vu-Topper RM**

Usually technical-information letters announce \_\_\_\_\_.

**Technical information**

**Question No:153 (Marks:1) Vu-Topper RM**

The main idea is the single \_\_\_\_\_ idea, concisely stated.

**Most important**

**Question No:154 (Marks:1) Vu-Topper RM**

\_\_\_\_\_ stems from a sincere you-attitude. It is not merely politeness with mechanical insertion of ' please' and thank you but applying socially accepted manners is also a form of it.

**Courtesy**

**Question No:155 (Marks:1) Vu-Topper RM**

Which of the following parameters defines demographics of consumers?

**Income**

**Question No:156 (Marks:1) Vu-Topper RM**

When you know the reader's name but not the gender, which is an appropriate salutation?

**Dear hiring Manager**

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**Question No:157 (Marks:1) Vu-Topper RM**

My brother likes maths \_\_\_\_\_ he doesn't like history.

**But**

**Question No:158 (Marks:1) Vu-Topper RM**

Consideration is also called the \_\_\_\_\_

**You-attitude**

**Question No:159 (Marks:1) Vu-Topper RM**

Which of the following is NOT used in external business communication ?

**Memo**

**Question No:160 (Marks:1) Vu-Topper RM**

In which directions does communication flow in a formal communication network?

**Downward**

**Question No:161 (Marks:1) Vu-Topper RM**

Which of the following leaves your audience with the feeling that you have their personal welfare in mind

**Courteous Close**

**Question No:162 (Marks:1) Vu-Topper RM**

We are looking \_\_\_\_\_ the shops when we were in the market.

**Around**

**Question No:163 (Marks:1) Vu-Topper RM**

Various techniques are used to generate correspondence back to the customer.

**True**

**Question No:164 (Marks:1) Vu-Topper RM**

Protocol is another name for \_\_\_\_\_

**Minutes**

**Question No:165 (Marks:1) Vu-Topper RM**

Proposals share a general document architecture, which is usually modified to suit specific circumstances.

**True**

**Question No:166 (Marks:1) Vu-Topper RM**

How main types of sentences are used to give your sentence variety?

**3**

**Question No:167 (Marks:1) Vu-Topper RM**

If you expect your audience to \_\_\_\_\_ with you, use a structure that focuses attention on conclusion.

**Agree**

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**Question No:168 (Marks:1) Vu-Topper RM**

Which of the following is not a part of indirect plan for bad news messages?

**A buffer**

**Question No:169 (Marks:1) Vu-Topper RM**

The planning stage should take about \_\_\_\_\_

**50% of the time you have to produce the message**

**Question No:170 (Marks:1) Vu-Topper RM**

How many punctuation styles are usually used in business communication?

**Three**

**Question No:171 (Marks:1) Vu-Topper RM**

Which of the following familiar expressions is correct replacement for 'lucrative'?

**Profitable**

**Question No:172 (Marks:1) Vu-Topper RM**

Verbs and \_\_\_\_\_ are more concrete than adverbs and adjectives.

**Nouns**

**Question No:173 (Marks:1) Vu-Topper RM**

Did the doctor look \_\_\_\_\_ your leg?

**At**

**Question No:174 (Marks:1) Vu-Topper RM**

'I left smoking long ago' \_\_\_\_\_

**I gave up smoking long ago**

**Question No:175 (Marks:1) Vu-Topper RM**

Eriq is just like all the French, so dismissive of Americans. The sentence contains \_\_\_\_\_

**Racial Bais**

**Question No:176 (Marks:1) Vu-Topper RM**

Full-Time college students should spend at least six hours a week studying if you want to succeed.

**If they want to succeed**

**Question No:177 (Marks:1) Vu-Topper RM**

\_\_\_\_\_ at the moment. I'll get to the market.

**As it isn't raining**

**Question No:178 (Marks:1) Vu-Topper RM**

Which of the following helps you to focus meeting on the core of topics and control its pace and flow?

**Agenda**

**Question No:179 (Marks:1) Vu-Topper RM**

The purpose of giving complete \_\_\_\_\_ is to ensure that the audience has no confusion or lingering doubt about the message.

**Supporting details**

**Question No:180 (Marks:1) Vu-Topper RM**

Which one of the following is an example of a nonverbal message?

**Eye contact**

**Question No:181 (Marks:1) Vu-Topper RM**

Which of the following is not a general purpose common to business communication?

**To negotiate**

**Question No:182 (Marks:1) Vu-Topper RM**

One should be careful about the chances of being \_\_\_\_\_ while making a direct request.

**Misunderstood**

**Question No:183 (Marks:1) Vu-Topper RM**

What are you doing \_\_\_\_\_ the weekend?

**On**

**Question No:184 (Marks:1) Vu-Topper RM**

\_\_\_\_\_ accuracy depends on the writer's conceptual mastery of the subject and its vocabulary, as well as on his or her ability to analyze and shape data with a minimum of distortion.

**Stylistic**

**Question No:185 (Marks:1) Vu-Topper RM**

Common implicit goals are to establish a relationship, create trust and establish credibility, and \_\_\_\_\_

**Document actions**

**Question No:186 (Marks:1) Vu-Topper RM**

\_\_\_\_\_ is a short, familiar and conversational word for 'have need for'

**Need**

**Question No:187 (Marks:1) Vu-Topper RM**

Accuracy, which is the careful conforming to truth or fact, has three main aspects which include document accuracy, stylistic accuracy and \_\_\_\_\_

**Technical**

**Question No:188 (Marks:1) Vu-Topper RM**

Which of the following phrases is likely to offend and should be avoided?

**We must deny**

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**Question No:189 (Marks:1) Vu-Topper RM**

\_\_\_\_\_ is a very vital step in composing a business message, and if one commits an error in this stage, it will be irreversible.

**Concluding**

**Question No:190 (Marks:1) Vu-Topper RM**

\_\_\_\_\_ is a neutral statement which is meant to bring the audience in an accepting mood.

**Good news**

**Question No:191 (Marks:1) Vu-Topper RM**

Everyone on the bus \_\_\_\_\_ annoyed by the little boy running up and down the aisle

**Was**

**Question No:192 (Marks:1) Vu-Topper RM**

All employees are requested to \_\_\_\_\_ from smoking in the presence of customers.

**Refrain**

**Question No:193 (Marks:1) Vu-Topper RM**

In the organization of a direct request the very first step is to state the \_\_\_\_\_.

**Cordial request for specific action**

**Question No:194 (Marks:1) Vu-Topper RM**

To whom usually good will letters are written?

**Customer.**

**Question No:195 (Marks:1) Vu-Topper RM**

Which of the following gives the customer an idea of the work that has been completed to date?

**Interim progress reports**

**Question No:196 (Marks:1) Vu-Topper RM**

Oral communication is also known as \_\_\_\_\_

**Impersonal communication**

**Question No:197 (Marks:1) Vu-Topper RM**

If your message is specific, definite and vivid; which of the following principles has been applied?

**Correctness**

**Question No:198 (Marks:1) Vu-Topper RM**

To persuade and to collaborate are the \_\_\_\_\_ purpose of a business message

**General**

**Question No:199 (Marks:1) Vu-Topper RM**

Using incorrect words, incorrect grammar, and faulty pronunciation is called \_\_\_\_\_ language and this all suggest the inability to use good English

**Substandard**

**Question No:200 (Marks:1) Vu-Topper RM**

\_\_\_\_\_ inform customers about the benefits of a product or an action.

**Ethical business people**

**Question No:201 (Marks:1) Vu-Topper RM**

Select the option which is an example of a clear and coherent sentence.

**His report focused on age and gender of managers**

**Question No:202 (Marks:1) Vu-Topper RM**

Mr. John will \_\_\_\_\_ the report

**Consider**

**Question No:203 (Marks:1) Vu-Topper RM**

\_\_\_\_\_ words are usually more vivid than long ones and improve the readability of a document.

**Short**

**Question No:204 (Marks:1) Vu-Topper RM**

We are looking \_\_\_\_\_ the shops when we were in the market.

**Around**

**Question No:205 (Marks:1) Vu-Topper RM**

Various techniques are used to generate correspondence back to the customer.

**True**

**Question No:206 (Marks:1) Vu-Topper RM**

Which of the following sentences contains figurative expressions?

**She could be called the spark plug of the group**

**Question No:207 (Marks:1) Vu-Topper RM**

Which type of product is intangible?

**Services**

**Question No:208 (Marks:1) Vu-Topper RM**

While composing a business message, choose words that \_\_\_\_\_ be misinterpreted.

**Won't**

**Question No:209 (Marks:1) Vu-Topper RM**

\_\_\_\_\_ makes a statement of support for a candidate by assessing the applicant's qualities and capabilities for performing a particular task.

**Recommendation letters**

**Question No:210 (Marks:1) Vu-Topper RM**

If a memo is typed by a person other than the memo writer \_\_\_\_\_ should be used.

**Reference initials**

**Question No:211 (Marks:1) Vu-Topper RM**

Did the doctor look \_\_\_\_\_ your leg?

**At**

**Question No:212 (Marks:1) Vu-Topper RM**

To decode a message is to;

**Interpret a message**

**Question No:213 (Marks:1) Vu-Topper RM**

He \_\_\_\_\_ with his boss tomorrow.

**Will discuss**

**Question No:214 (Marks:1) Vu-Topper RM**

\_\_\_\_\_ is one of the cores of concreteness

**Grammar**

**Question No:215 (Marks:1) Vu-Topper RM**

There are \_\_\_\_\_ types of writing

**Five**

**Question No:216 (Marks:1) Vu-Topper RM**

Age, gender, occupation, income, and education are \_\_\_\_\_ aspects of vital consideration for defining the audience.

**Demographic**

**Question No:217 (Marks:1) Vu-Topper RM**

She came \_\_\_\_\_ some old letters in the cellar.

**Across**

**Question No:218 (Marks:1) Vu-Topper RM**

If you are using letterhead stationery, include only the \_\_\_\_\_ two lines below the bottom of the letterhead.

**Date**

**Question No:219 (Marks:1) Vu-Topper RM**

In the \_\_\_\_\_ of a job application letter you have to refer to your enclosed resume and express your desire for an interview, stating when and how you can be contracted.

**End matter**

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