

**ENG201**

Mid-Term

Quiz by Attiq Kundi

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**ENG 201**

### **Question No 1**

Which of the following topics is usually not included in the “introduction” section of a formal report?

**Synopsis**

### **Question No 2**

Conclusions are general statements bases on\_\_.

**Facts**

### **Question No 3**

Which of these prefatory parts is least likely to be used? **Title By**

### **Question No 4**

The main objective of a persuasive report is to sell an idea, a service or a project. **True**

### Question No 5

\_\_\_\_\_in known as state of being only one of its kind or being without an equal or parallel. **Uniqueness**

### Question No 6

A literature view should be \_\_\_\_\_.  
**well Arranged**

### Question No 7

In longer messages, the first few paragraphs should establish the following expect. **Recommendations**

### Question No 8

Which of the following report is bases on observation instead of theory. **Empirical research report**

### Question No 9

Which of the following belongs to the supplementary part of report **Index**

### Question No 10

Just as conclusions grow out of \_\_\_\_of the facts, \_\_\_\_\_grow out of conclusions **interpretation, recommendation**

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

**Horizontal downward and upward**

Orders are considered one of the simplest types of?

**Direct request**

Use the indirect approach when the audience is?

Displeased

What is the first step in using the indirect plan?

Put the audience in an accepting mood

Choose the best option the main idea of a business message is usually ----- which is/are concisely stated.

one idea

The ----- of an order letter is to provide the vendor with detailed instruction for fulfilling and order.

Objective

One of the two basic purpose of business communication is to---- formation. Convey adjustment letter is a letter in answer to a ----- letter the answer may either be a refusal or a grant.

Complaint

a/an ----- letter is a letter in answer to complaint letter the answer may either be a refusal are grant?

Adjustment

whether written or oral ----- message begin with all clear statement of the main idea clarify any necessary details and end the with a courteous close.

Positive

Adjustments are also called

Claim statements

HKB's store managers are certainly interested in helping live is increased sales just as distributors are interested in felling the HKB order above statement is an example of ----  
----

direct request

choose the best options:

the main idea of a business message is usually ----- which is/or concert stated.

one idea

when placing ----- you don't need to to excite your readers interest just state your needs clearly and directly.

order

Choose the correct option: to decode a message is to:

interpret a message

Customer service is the department of an organization that respond to enquiries are complaints from customers of that organization?

true

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

Buffer

Just one and consist of sections ----- sections

Three

How many black lines do we live for a signature in a personal business letter?

3

The indirect plan consists of ----- parts

4

Credit approvals mark the beginning of a business relationship with a----

Customer

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

main idea

which of the following is a part of an indirect plan?

all of the above

Bad news is not delivered directly as it falls under the category of --- messages.

Negative

To encourage the future is one of the goals while answering request that involved no potential sale.

False

Choose the correct option for the following

----- are an essential component of our most are admin admission grants and Employment processes.

References

The two basic strategies to communicate bad news on the direct plan and the indirect plan

true

----- makes a statement of support of a candidate by assessing the applicant's qualities and capabilities for performing a particular task recommendation letters

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

Main Idea, necessary details and specific action

To increase the future Sell is one of the goals while answering request that involve no potential sale

True

Whether written or oral positive messages begin with clear statement of the main idea. Clarify any necessary details and end with a ---- close

Courteous

----- is the information, the name of an individual is the name of an organization that can provide details about an individual's past track record with credit

Credit reference

Which of the following is a purpose of writing courteous close/?

all of the above

Choose correct preposition to fill in the blank his birthday is coming ----- next week

**Up**

A message organized by direct plan starts with a buffers statement

**True**

Choose the best option one should be careful about the chances of being ----- while making a direct request.

**All of the above**

An indirect organizational plan is a technical way to express bad news and help us to avoid a-----

**Negative decision**

Computer programmer will a/an ----- to gain specific information about an upcoming release of a software product from xyz category

**Inquiry letter**

Which part of a routine reply or positive reply should contain the details?

**The opening of the message**

To give your readers a feeling about their welfare on your part makes the message -----

**Successful**

Acknowledgement letters are sent to our customer confirming the district of a/an -----

**All of the above**

Choose the best option usually technical information letters announce -----

**Technical information**

Choose the correct option which format should be used for the information being sent inside an organization?

**Memorandum**

Customer Service Department of an organization that responds to enquiries and complaints from customer of that organization

True

Your message is unlikely to succeed if your audience is left with the feeling that you have their personal welfare in mind

False

While reading and adjustment letter the individual are the department responsible for the poor performance can be blamed

True

In the ----- report, present the main pieces of knowledge communicated in the literature and identify find some significant gap in this knowledge.

Literature review

In report writing a ----- is a declarative sentence which summarizes the specific topic and goals of a document

Purpose statement

Which of the following report is based on observation and experiment instead of theory?

Empirical Research report

Read the following statements and select the one free from gender bias.

(Should his students paper according to this state of pre-determined guidance)

Choose the best option which of the following errors does a sentence containment it has long strings modifiers are nouns?

Stack modifier

Which sentence is punctuated correctly?

The chairman of, "why are our profit down"?

What is the last step in planning a report? In treating your investigation and research

Which of the following sentence is correctly punctuated?

Paris, France is my favorite place to visit.

To give your readers a feeling about their welfare on your part makes the message \_\_\_\_\_.

**Successful**

Acknowledge letters are sent to a customer .ing the receipt of a/an \_\_\_\_\_.

**All options**

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

**Technical information**

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

**Memorandum**

Customer services is the department of an organization that responds to inquiries or complaints from customers of that organization.

**True**

A computer programmer will write a/an \_\_\_\_\_ to gain specific information about an upcoming release of a software product XYZ Company.

**Inquiry letter**

Your message is unlikely to succeed if your audience is left with the feeling that you have their personal welfare in mind.

**False**

Your message is most likely to succeed if your audience is left with the feeling that you have their personal welfare in mind.

**True**

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

**Courteous**

While writing an adjustment letter the individual or the department responsible for the poor performance can be blamed.

**True**

While responding adjustment letters, end the letter on a \_\_\_\_\_.

**Pleasant note**

While responding adjustment letters, reveal the good news in the first\_\_\_\_\_.

**Sentence of the letter**

While responding adjustment letter, explain the various circumstances under which\_\_\_\_\_.

**Action has been taken**

While responding adjustment letter, don't blame an individual or \_\_\_\_\_.

**A specific department**

While responding adjustment letter, Avoid lame excuses such as "Nobody's perfect" or\_\_\_\_\_.

**Mistakes will happen**

Use the indirect approach when the audience is.

**Displeased**

\_\_\_\_\_ are an essential component of almost all admissions, grants, and employment processes.

**References**

How many BLANK LINES do we leave for a signature in a personal business letter?

**3**

The two basic strategies to communicate bad news message are direct plan and the indirect plan.

**True**

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

**Recommendation letters**

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

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

To encourage the future sale is one of the goals while answering request that involved no potential sale

**False**

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## SUBSCRIBE → “Knowledge For Us”

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

Courteous

A \_\_\_\_\_ is the information, the name of an individual, or the name of an organization that can provide details about an individual's past track record with credit.

Credit reference....

Adjustment letter is a letter in answer to a \_\_\_\_\_ letter.

Complaint....

Which of the following is a purpose of writing 'courteous close'?

All options....

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

Up....

A message organized by using direct plan starts with a buffer statement.

True....

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

All options....

An indirect organizational plan is a technical way to express a bad news and helps us to avoid a \_\_\_\_\_.

Negative decision

Which part of a routine reply or positive message should contain the details?

The opening of the message....

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....

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

Main idea....

In the organization of a direct request the 2nd step is to \_\_\_\_\_.

Give necessary details....

In the organization of a direct request the 3rd step is to close with a Cordial request for \_\_\_\_\_.

Specific action....

Which of the following plan should be used for a bad news message?

Indirect plan....

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

Restrict....

The punctuation mark that belongs to the salutation of a business letter is a \_\_\_\_\_.

Colon....

\_\_\_\_\_ letter begins the paper trail of a specific purchase.

Order....

An \_\_\_\_\_ is also known as a PO or purchase order letter.

Order letter....

An Order Letter is also known as a \_\_\_\_\_ .

PO....

Order letters are like good mail order forms, although they also provide more room for explaining special needs are known as \_\_\_\_\_.

Placing orders....

\_\_\_\_\_ Department is the department of an organization that responds to inquires or complaints from customers of that organization.

Customer Services....

The opening paragraph states the reason for the letter. The frank request should arouse curiosity and encourage a frank response.

Structure of customer letter....

Legal demand or assertion by a claimant for compensation, payment, or reimbursement for a loss under a contract, or an injury due to negligence.

Claim....

It is the process of handling and settling claims or the amount requested by a policyholder or claimant because of a loss or damage.

Adjustment....

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

Adjustment letter.....

In the \_\_\_\_\_ of a report, present the main pieces of knowledge communicated in the literature and identify some significant gap in this knowledge.

Literature review....

In report writing, a \_\_\_\_\_ is a declarative sentence which summarizes the specific topic and goals of a document.

Purpose statement.....

Which of the following report is based on observation and experiment instead of theory?

Empirical research report

Read the following statements and select the one free from gender bias.

A professor should his student's papers according to this set of predetermined guidelines.

Which of the following errors does a sentence contain when it has long strings modifiers or nouns?

Stacked modifier....

Which sentence is punctuated correctly?

The chairman asked, "Why are our profits down?".....

What is the last step in planning a report?

Interpreting your investigation and research....

What is the 4th step in planning a report?

Conduct research.....

What is the 3rd step in planning a report?

Prepare a work plan....

What is the 2nd step in planning a report?

Outline the issue for investigation....

What is the 1st step in planning a report?

Define the outline and purpose...

Which of the following sentences is correctly punctuated?

Paris, France is my favorite place to visit.....

\_\_\_\_\_ section does not simply focus on interpreting the facts but also on answering the readers' question, i.e " How are those facts significant to us ?"

Conclusion....

Commas are used to:

All options....

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

Bad news.....

Which of the following is the most important part of indirect plan?

A buffer

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

True....

End mater of a proposal includes \_\_\_\_\_.

Bibliography, resumes, appendixes.....all options....

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

True....

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

Excite your reader.....

While placing an order, you don't need to \_\_\_\_\_.

Excite your reader....

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

As it isn't raining.....

What is a buffer in a negative message?

It explains the reasons for the negative message

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Which of the following words should be avoided when writing an adjustment grant?

Sorry, mistake , Problem All options

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

I must refuse, we must deny.....

Do not begin an indirect message with \_\_\_\_\_.

A buffer.....

Which of the following is not a common problem that can cause poor organization of a message?

Using brainstorming technique....

‘Approving Credit’ and ‘Credit Reference’ are the two types of positive responses to routine credit requests.

True.....

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

Courteous close.....

Your reason for communicating can usually be expressed in a sentence or two, but you will need more spaces or time to explain your point completely so that your audience will have no confusion or lingering doubt.

Necessary details....

Almost all business communication has two basic purposes: • To convey information • To produce in the audience a favorable (or at least accepting) attitude or response

Clear statement of the main idea.....

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

Organizing positive messages.....

A positive message begins with a clear statement of the main idea, clarifies any necessary details and end with a courteous close.

True.....

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

Bad news....

To encourage the future sale is one of the goals while answering request that involved no potential sale.

False....

To encourage the future sale is one of the goals while answering request that involved a potential sale.

True....

To leave your reader with a good impression of you and your firm, while answering requests that involved a potential sale

True....

To respond to the inquiry and answer all questions, while answering requests that involved a potential sale.

True ....

To respond to the inquiry and answer all questions, while answering requests that involved not a potential sale.

False....

To leave your reader with a good impression of you and your firm, while answering requests that involved not a potential sale

False....

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

Letter.....

Every sentence contains a subject and a

Predicate

To whom usually good will letters are written?

Customer....

Requests for information and action have ---- types.

2

----- is the process of drafting your message; polishing it is a later step.

Composition

----- makes a statement of support for a candidate by assessing the applicants qualities and capabilities for performing a particular task.

**Recommendation letters**

Which one of the following is the part of Proposal Structure?

**Introduction**

The two principal documents that hold relative importance in a meeting are the---- and the ----

**Agenda, meeting minutes**

Which one of the following is not the part of Proposal Structure?

**Subject**

Choose the correct option from the following, are an essential component of almost all admissions, grant, and employment

**References**

Which of the following should you avoid when you are responding to a claim and your company is at fault?

**Making a big apology**

A message is a signal that serves as:

**Informational report**

Are an essential component of almost all admissions, grant, and employment processes as it provides a statement of support for a candidate?

**References and recommendation**

Choose the correct option from the following. While writing a ---- identify a specific area of employment, summarize your qualifications for the job, refer to an enclosed resume, and request the next step of the application process, usually an interview

**Job application letter**

Choose the correct option from the following. In business communications use the format if the information is being sent inside an organization.

Memorandum.

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

**Horizontal**

Which of the following goals have to be kept in mind while writing bad news messages?

All options

Which of the following statements is false?

None. All of the above statements are correct

A flexible and efficient writing style that readers can understand in one reading.

I plain English

----- are Challenging to write because we know our readers will not be happy to receive the news.

Bad news messages

Which one of the following is the best expression to use with the customers for rejection?

I we have accepted the proposal from another builder.

Which is good advice when writing a memorandum?

Use a polite style for your colleagues. You can contract verbs, but do not be too informal

In which directions communication flow in a formal communication network?

Horizontal, downward and upward

Orders are considered one of the simplest types of \_\_\_\_\_.

Direct request

Use the indirect approach when the audience is \_\_\_\_\_.

Displaced

What is the first step in using the indirect plan?

Put the audience in an accepting mood.....

The main idea of a business message is usually \_\_\_\_\_ which is/are concisely stated

One idea / Single most important idea....

An indirect organizational plan is a technical way to express a bad news and helps us to avoid a \_\_\_\_\_.

Blunt no

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

## Objective.....

One of the two basic purposes of business communication is to \_\_\_\_\_ information.

## Convey .....

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

## Complaint ....

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

## Adjustment....

Adjustment are also called.

## Claim settlements

HKB's store managers are certainly interested in helping Levi's increase sales, just as distributors are interested in filling the HKB order' this statement is an example of\_\_\_\_\_.

## Direct request....

The return address in a letter represents\_\_\_\_\_.

## The person writing the letter

When placing \_\_\_\_\_ you don't need to excite your reader's interest, just take your needs clearly and directly.

## Order....

To decode a message is to:

## Interpret a message

Customer services is the department of an organization that responds to inquiries or complaints from customers of that organization.

## True.....

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

## Buffer....

Application letters are usually just one page and consist of \_\_\_\_\_ sections

## THREE....

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

Letterhead or postcard format.....

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

Supporting details.....

The indirect plan consists of \_\_\_\_\_ parts.

4....

Credit approvals mark the beginning of a business relationship with a

\_\_\_\_\_.  
Customer.....

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

\_\_\_\_\_.  
Main idea....

Which of the following is a part of an indirect plan?

All option....

Bad news is not delivered directly as it falls under the category of \_\_\_\_\_ messages.

Negative....

To encourage the future sale is one of the goals while answering request that involved no potential sale.

False.....

Claim is a legal demand or assertion by a claimant for \_\_\_\_\_ for a loss.

Reimbursement, payment and compensation....all options....

Which part of a routine reply or positive message should contain the details?

The opening of the message....

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

Main idea.....

The organization of a direct request the very 2nd step is to state the \_\_\_\_\_.

Give necessary details

The organization of a direct request the very 3rd step is to state the \_\_\_\_\_.

Close with a cordial request for specific action

One of the two basic information purposes of business communication is to \_\_\_\_\_ information.

Convey.....

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

True....

Customer services is a department of an organization that responds to \_\_\_\_\_.

Inquiries or complaints....

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

Horizontal downward and upward

Orders are considered one of the simplest types of?

Direct request

Use the indirect approach when the audience is?

Displeased.

What is the first step in using the indirect plan?

Put the audience in an accepting mood

The main idea of a business message is usually \_\_\_\_\_ which is/are concisely stated.

One idea

An indirect organizational plan is a technical way to express bad news and help us to avoid a \_\_\_\_\_.

Blunt no

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

Objective

One of the two basic purpose of business communication is to \_\_\_\_\_ formation.

Convey

The main address in a letter represents \_\_\_\_\_.

The person writing the letter

When placing \_\_\_\_\_ you don't need to excite your readers interest just state your needs clearly and directly.

**Order**

Credit approvals mark the beginning of a business relationship with a

\_\_\_\_\_.  
**Customer**

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

**Main idea**

Which of the following is a part of an indirect plan?

**All options**

\_\_\_\_\_ are an essential component of our most are admission grants and employment processes.

**References**

The two basic strategies to communicate bad news on the direct plan and the indirect plan.

**True...**

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

**Recommendation letters**

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

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

In increase the future sell is one of the goals while answering request that involve no potential sale.

**True**

\_\_\_\_\_ is the information, the name of an individual is the name of an organization that can provide details about an individual's past track with credit.

**Credit reference**

Which of the following is a purpose of writing courteous close?

**All options...**

A message organized by direct plan starts with a buffers statement.

**True**

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

All options

An indirect organizational plan is a technical way to express bad news and help us to avoid a \_\_\_\_\_.

Negative decision

To give your readers a feeling about their welfare on your part makes the message.....

Successful

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

Memorandum.....

In the \_\_\_\_\_ report, present the main pieces of knowledge communicated in the literature and identify find some significant gap in this knowledge.

Literature review

In report writing a \_\_\_\_\_ is a declarative sentence which summarizes the specific topic and goals of a document.

Purpose statement

Which of the following report is based on observation and experiment instead of theory?

Empirical research report

Read the following statements and select the one free from gender bias. Should his students paper according to this state of pre-determined guidance)

Which of the following errors does a sentence containment it has long strings modifiers are nouns?

Stack modifier

What is the last step in planning a report?

In treading your investigation and research

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

A complaining tone

A message organized by using direct plan starts with a buffer statement

False....

A bad news message organized on the direct plan starts with a clear statement.

True....

While writing bad news message, avoid blunt statements that are likely to cause pain and anger.

True....

\_\_\_\_\_ Letter is written to offer a brief description of the cause of dissatisfaction and prepare the necessary action.

Adjustment

Buffer statement constitutes the \_\_\_\_\_ part of a bad news message written in indirect organizational plan.

First

One of the two basic purposes of business communication is to \_\_\_\_\_ information.

Convey

You can communicate negative news without being negative by:

Pointing out the positive aspects of a situation, if any, telling what you can do, not just what you can't do.

To give your readers a feeling about their welfare on your part makes the message \_\_\_\_\_.

Successful....

Which one of the following is mostly used to handle repetitive routine queries?

A computerized form response....

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

Direct request

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

Memorandum....

Letters of \_\_\_\_\_ are extremely important in decisions to hire, admit an individual and to award a scholarship or grant

## Recommendation

Identify the statement which should not be included in 'NECESSARY DETAILS' section of a positive message.

Provide buffer statement....

Which one of the following media would be the best choice when you have to deny a promotion to a long-term employee?

A face-to-face meeting

Which one of the following is a specialized document prepared to share relevant information with the media?

An email.....

Which of the following is an essential component of employment process?

References .....

Will you please provide the details of the equipment utilization for the last quarter ? This statement is an example of:

A routine inquiry.....

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

We must turn down....

Which of the following phrases are likely to offend and should be avoided.

We must deny.....

Which of the following phrases are likely to offend and should be avoided.

We must reject the proposal .....

Which of the following phrases are likely to offend and should be avoided.

We cannot afford to

While communicating, do not leave your audience in \_\_\_\_\_.

Doubt

Which of the following presents the main idea before the supporting data?

Direct plan ....

Which of the following presents supporting data before the main idea?

Indirect plan.....

Which of the following is a method to communicate bad news to the customer?

All options

Letters of recommendation are extremely important.

All options

Positive message end with \_\_\_\_\_.

A courteous close

The tone of an inquiry letter should be \_\_\_\_\_ so that the recipient may identify and provide the required information.

Friendly

An information against the expectations of \_\_\_\_\_ is considered bad news.

All options

Letters of \_\_\_\_\_ are extremely important in decisions to hire, admit an individual, and to award a scholarship or grant.

Recommendation

Claim letter is also called:

Complaint letter...

Which of the following is a method to communicate bad news to the customer?

All option

Letters of recommendation are extremely important

All options

Positive messages end with\_\_\_\_\_.

A courteous close

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

True...

A \_\_\_\_\_ is the information, the name of an individual, or the name of an organization that can provide details about an individual's past track record with credit.

Credit reference

The careless handling of the bad news may result in a/an \_\_\_\_\_ on the part of the customer.

Emotional reaction...

While writing bad news message, avoid blunt statements that are likely to cause pain and anger.

True

While writing bad news message do not overemphasize the positive.

True

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

References and recommendations

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

Main idea

Positive message end with \_\_\_\_\_.

A courteous close

The buffer puts an audience in \_\_\_\_\_.

An accepting mood....

Which of the following is a method to communicate bad news to the customer?

All options

Be aware of the difference between a \_\_\_\_\_ request in question form and a question that is part of a request.

Polite....

Claims is a legal demand or assertion by a claimant for \_\_\_\_\_ for a loss

All options

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

To establish a relationship

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

Most important

For a recommender \_\_\_\_\_ in recommendation is a must.

Honesty

Application letters are usually just one page and consists of \_\_\_\_\_ section.

Three....

Which of the following are appropriate for larger orders?

Acknowledge....

\_\_\_\_\_are appropriate for large orders, first orders, and orders that cannot be filled right away.

Acknowledge....

In bad news messages, you as a business person need to help your audience remain \_\_\_\_\_ towards your business and possibly towards you.

Disposed....

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ENG201 Business and Technical English Writing Question # 1 of 10

**Structural Clarity is a way to increase ..... of your document.**

**Clarity**

Courtesy

Conciseness

Completeness

ENG201 Business and Technical English Writing Question # 2 of 10

**Which one of the following establishes a series of observations and emphasizes each element?**

Exemplification

Analysis

**Enumeration pg 42**

Comparison and contrast

ENG201 Business and Technical English Writing Question # 3 of 10

**Which of the following is a correct length for an average sentence?**

**17 to 20 words pg 53**

11 to 20 words

20 to 25 words

20 to 30 words

ENG201 Business and Technical English Writing Question # 4 of 10

**It's getting very late.....**

I'll have to speed you

I'll have to accelerate you

I'll have to hurry

I'll have to push you

ENG201 Business and Technical English Writing Question # 5 of 10

**We're having a barbecue next week,.....?**

**will you come**

did you come

do you come

were you coming

ENG201 Business and Technical English Writing Question # 6 of 10

**Which of the following is the main task of a Conventional resume?**

Provide functions and tasks the applicant can perform

**Place the name and professional objectives at the top pg20**

Put the most important information first

Make your name and professional achievements prominent

ENG201 Business and Technical English Writing Question # 7 of 10

**In writing commercial correspondence, it is important to employ a friendly yet efficient -----.**

emotion

mood

**tone**

feeling

ENG201 Business and Technical English Writing Question # 8 of 10

**Style guides are widely used in the professions and in organizations to achieve a uniform document look by identifying formal requirements for -----**

**Document appearance pg 37**

Document length

Document density

All of above

ENG201 Business and Technical English Writing Question # 9 of 10

**I'm giving you your last warning. If you're not ready in five minutes, -----**

you're on your self

you're on your own

you're on your side

you're on your turn

ENG201 Business and Technical English Writing Question # 10 of 10

**The document should include extensive explanations of your conclusions and recommendations to establish -----**

**Credibility pg 26**

Relationship

Ownership

All of above

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

**Profitable**

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

**Nouns**

**The good organization of the content means \_\_\_\_\_.**

**Both of the above**

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

**At**

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

**I gave up smoking long ago**

How can you make your message forceful?

**By using comparisons, By using figurative language.....both**

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

**I must refuse, we must deny**

A computer programmer will write a/an \_\_\_\_\_ to gain specific information about an upcoming release of a software product from XYZ company.

**Inquiry letter**

In bad news messages, the \_\_\_\_\_ is of crucial importance.

**Tone**

A bad News message always begins with a \_\_\_\_\_ that provides a transmission to the refusal.

**Neutral statement**

In a business message, the words freedom, prestige, compassion, free, and comfort evoke \_\_\_\_\_ feelings.

**Positive**

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

**Date**

Business messages generally have \_\_\_\_\_ purposes.

**Three**

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

**All employees**

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

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

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

**Racial Bais**

The patient shows normal \_\_\_\_\_ and appears to be psychologically stable.

**Affect**

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

**Ascertain** and Peruse.....Both

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

**If they want to succeed**

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

**As it isn't raining**

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

## Agenda

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

## Supporting details

\_\_\_\_\_ minutes are often required by federal, state, or local law, by-laws, charters, or regulations in any organization.

## Formal

A sales letter is a document designed to generate sales; therefore. It persuades the reader to \_\_\_\_\_

## All options

Mathematics \_\_\_\_\_ John's favorite subject, while Civics is Andrea's favorite subject.

## Is

In business communications use the \_\_\_\_\_ format if the document will be sent to **outside individuals.**

## Letters

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

## Grammar

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

## Recommendation letters

When you are dissatisfied with a company's product or service, which of the following is the best option?

## Written claim letter

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

**Consider**

Select the option which gives the exact meaning of the verb 'accept'

**Receive**

When punctuation marks are omitted in the opening and closing lines of a letter, the punctuation style is called.

**Open**

Which of the following is the most important part of indirect plan?

**Buffer**

What is a common mistake made in writing persuasive messages?

**Using you perspective**

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

**Short words**

Which of the following transitional markers shows 'additional details'?

**: moreover, furthermore, in addition, besides...All**

There are \_\_\_\_\_ types of minutes

**Two**

They talked about things and persons \_\_\_\_\_ they remembered.

**That**

An order letter is also known as a \_\_\_\_\_ or purchase order letter, it

begins the paper trail of a specific purchase.

### **PO**

They saw a parking space \_\_\_\_\_ two cars and drove \_\_\_\_\_ it.

### **Between/ into**

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

### **Proposals**

The message senders need to assess their message from the eyes of the \_\_\_\_\_ to be sure that they have included all the relevant information

### **Received**

English \_\_\_\_\_ is constantly changing

### **Language and pronunciation.....both**

What is style in writing?

**Style is the way of using words to achieve a certain tone or overall impression in writing**

When placing \_\_\_\_\_ you don't need to excite your reader's interest, just state your needs clearly and directly

### **Order**

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

### **Objective**

The persuasive message gives \_\_\_\_\_ to the audience.

### **A free choice**

Which one of the following is a specialized prepared to share relevant information with the media?

### **An e-mail**

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

### **Successful proposal writing**

If you \_\_\_\_\_ anything to say, just speak out.

### **Have**

\_\_\_\_\_ means preparing every message with the message receiver in mind.

### **Consideration**

Choose the following verb from the following options.

### **Produce**

Solicited and unsolicited are types of \_\_\_\_\_

### **Memos**

In bad news messages, you as a business person need to help your audience understand the under the circumstances, your decision was \_\_\_\_\_ and reasonable.

### **Fair**

Functional words express relationships among content words.

### **True**

The main idea of a business message is usually \_\_\_\_\_ which

is/are concisely stated.

**One idea**

\_\_\_\_\_ are an essential component of almost all admissions, grant and employment processes.

**References**

Concreteness does not make use of denotative words instead of connotative words

**False**

The selection of format, style and organization of a report is done independent of the reader's requirement.

**True**

Sarah washed the apples \_\_\_\_\_ them in the fridge.

**And put**

Will you please provide the details of the equipment utilization for the last quarter? This statement is an example of;

**A routine inquiry**

A message which \_\_\_\_\_ in a reliable and competent manner is labeled as a credible message.

**Completes an idea**

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

**True**

Where's \_\_\_\_\_ USB drive I lent you last week ?

**The**

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

**Persuasive and formal reports...both**

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

**Inquiry**

Either answers \_\_\_\_\_ acceptable.

**Is**

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

**Eye contact**

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

**To negotiate**

Concise business writing includes \_\_\_\_\_

**None of the above and sentences .....both options**

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

**Misunderstood**

Mr. Ms and Mrs Are

**Recipient titles**

A memorandum is a document which is.

### All options

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

### Memorandum

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

### Letter

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

### You-attitude

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

### Install editing software

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

### Clarity

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

### Clarity

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

### Coherent

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

### buffer

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

**Courtesy**

Which of the following is a part of an indirect plan?

**All options**

\_\_\_\_\_ 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**

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

**Short**

Any information against the expectations of \_\_\_\_\_ is considered bad news.

**All options**

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

**Complaint**

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

**Emphasis**

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

**True**

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

**Direct request**

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

**Patronizing**

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

**Letter**

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

**Order letter**

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

**Empathy**

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

**Readability**

Which of the following is associated with scholarly writing?

**Formal writing**

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

**On**

Which of the following aspects are covered by the words 'report'?

**Both a&b**

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

**Aims to prove**

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

**Larger orders**

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

**Appreciation**

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

**Business proposal**

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

**Transmittal letter**

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

**Clarity**

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

**True**

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

**Complete and effective**

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

**To both persuade and inform**

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

**sales letter**

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

**Won't**

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

**Meeting with companies**

\_\_\_\_\_ 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**

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

**Two space if hand written**

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

**Skype chat**

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

**Downward**

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**

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

### **Attention phase**

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

### **Aesthetical**

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

### **Supervisors/ managers**

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

### **Ruin**

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

### **Up**

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

### **Were**

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

### **Plain Paper**

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**

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

### **Have**

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

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

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

### **Memorandum**

Biased language that might offend the audience is based on\_\_\_\_\_.

### **All options**

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

### **Additional details**

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

### **Force your reader**

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

### **Fixed explanations**

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

### **Claim**

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.**

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

**Up**

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

**Gaining willing acceptance of an idea**

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

**Decoder**

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

**Unfavorable**

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

**Acceptance letters**

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

**Public**

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

**Concise**

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

**Worse than I had expected**

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

**All options**

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

**Character**

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

**True**

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

**Restricted**

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

**False**

Which of the following statements is more 'Vivid'

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

\_\_\_\_\_ 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**

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

**Document actions**

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

**Complex**

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

**Need**

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

**Technical**

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

**Ascertain and Peruse. Both**

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

**Readability**

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

**Inquiry**

Which of the following words should be avoided when writing an adjustment grant?

**All options**

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

**Full block**

Which of the following appear at the end of the report?

**All options**

Which of the following traits help in building good will?

**Thoughtfulness and Appreciation**

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

**We must deny**

Which of the following is associated with scholarly writing?

**Formal writing**

A letter of inquiry asks someone for specific information.

**True**

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

**Concluding**

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

**Good news**

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

**Profitable**

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

**Memorandum**

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

**Corresponds**

How can business messages be more effective?

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

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

### **Memorandum**

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

### **Confusion**

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

### **Letter**

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

Increasing both productivity and effectiveness

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

### **Clarification**

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

### **Reports**

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

### **Writer's name**

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

### **Smooth transitions**

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

**Go**

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

**Bad news messages**

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

**False**

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**

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**

Business letters are formal letters used for \_\_\_\_\_ correspondene.

**All options**

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

**Nouns**

Buffer statement constitutes the \_\_\_\_\_ part of a bad news message written in indirect organizational plan.

**First**

A message organized by using direct plan starts with a buffer statement.

**True**

His years of smoking have negatively \_\_\_\_\_ his health.

**Affected**

\_\_\_\_\_ are often used to present the result of an experiment, investigation, or an inquiry

**Reports**

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

**Excite your reader**

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

**Letterhead or postcard**

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

**Business**

Breaking the longer sentences into shorter ones improves

**Readability**

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

**Inquiry**

Which of the following words should be avoided when writing an adjustment grant?

**All options**

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

**Full block**

Which of the following appear at the end of the report?

**All options**

Which of the following is associated with scholarly writing?

**Formal writing**

A letter of inquiry asks someone for specific information

**True**

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

**Concluding**

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

**Corresponds**

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By being purposeful, audience-centered, and concise

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

**Memorandum**

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

**Confusion**

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

**Increasing both productivity and effectiveness**

Which of the following statements is more 'Vivid'

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

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

**Clarification**

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

**Writer's name**

aury and his brother \_\_\_\_\_ to the bowling alley every day

**Go**

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**Body**

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

**Memorandum**

Business letters are formal letters used for \_\_\_\_\_ correspondence.

**All options**

Buffer statement constitutes the \_\_\_\_\_ part of a bad news message written in indirect organizational plan

**First**

A message organized by using direct plan starts with a buffer statement.

**True**

His years of smoking has negatively \_\_\_\_\_ his health.

**Affected**

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

**Direct approach**

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

**Was**

Which of the following statement establishes credibility?

**We're glad to make this recommendation**

E-mail messages typically take the form of \_\_\_\_\_ -

**Memoranda**

\_\_\_\_\_ means that you must have one main idea in a paragraph. In case of other ideas they must be clearly related

**Unity**

Allotting time properly is very important. Especially when time is short, you need to **schedule yourself carefully and stick to it is called \_\_\_\_\_** -

### **Scheduling**

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

### **Written medium**

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

### **True**

Business letters are formal letters used for \_\_\_\_\_ corrrespondence

### **All options**

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

### **Refrain**

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

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

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

### **True**

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

### **Cordial request for specific action**

To whom usually good will letters are written?

### **Customer.**

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

### **Interim progress reports**

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

### **End notation**

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

### **Impersonal communication**

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

### **Increasing both productivity and effectiveness**

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

### **Correctness**

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

### **Objective**

A letter of inquiry asks someone for specific information.

### **True**

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

### **Courteous Close**

In case of a business message which medium of communication is more effective when instant feedback is required?

**Oral medium**

Which of the following factors should be kept in mind regarding audience while writing persuasive messages?

**All options**

Effective professional correspondence uses an appropriate style, clear and concise language, and \_\_\_\_\_

**The active voice**

Reports cover everything including.

**All options**

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

**True**

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

**True**

\_\_\_\_\_ with customers is gained by being enthusiastic, sincere, and trustworthy.

**Credibility**

Sales letter influences the reader to take a specific action by making an offer – not an announcement- to him

**True**

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

**Two**

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

**Lager order**

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

**General**

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

**Because it's a fraud**

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

**Sales letters**

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

**Consideration**

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

**Aim**

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

**Excite your reader**

While planning long reports choose a significant basis or guiding \_\_\_\_\_ for the division of topic

### **Principle**

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

### **Topics**

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

### **Writers**

In order to write a letter of recommendation for a person, you need.

### **All options**

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

### **Substandard**

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

### **Heading and captions**

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

### **Ethical business people**

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

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

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

### **Consider**

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

### **Tone**

In the \_\_\_\_\_ years, he grew richer.

### **Subsequent**

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

### **Writer's name**

Short report is submitted in the form of a letter or memorandum.

### **True**

FAQ means \_\_\_\_\_

### **Frequently asked questions**

While composing a message, vary the style to create a \_\_\_\_\_ that suits the purpose.

### **Tone**

Why information in a message should be well organized?

### **All options**

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

### **Letterhead or postcard**

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

### **Two times in a year**

In order to write a letter of recommendation for a person, you need.

### **All options** Collection by **by Attiq Kundi**

## **SUBSCRIBE** → “Knowledge For Us”

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

**No article**

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

**Email**

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

**Buffer**

\_\_\_\_\_ not only conveys information, but also establishes a contractual relationship between you and the organization.

**Acceptance letter**

Letter of recommendation are extremely important.

**All options**

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

**Reports**

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

**End notation**

‘You- attitude is best implemented by expressing your message in terms of the audience’s interests and needs.

**True**

\_\_\_\_\_ the news on at five or six?

**Is**

In short reports attachments may consists of \_\_\_\_\_

**Several pages**

Which of the following have both, a denotative meaning and a connctative meaning?

**Content words**

He \_\_\_\_\_ the job.

**Executed**

Letters can be used to communicate in \_\_\_\_\_

**Formal contexts and semi-formal contexts.....both**

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

**Larger order**

An audit report contains **numbers usually in the form of \_\_\_\_\_**

**Tables**

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

**Short**

\_\_\_\_\_ Department is the department of an organization that responds to inquiries or complaints from customers of that organization

**Customer Services**

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

**Unsolicited letter**

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

**Clarification**

Job application letter should accurately restate the key terms of employment.

**False**

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

**Technical information**

Which of the following is the primary vehicle communication within an organization?

**Memorandum**

Which of the following are known as 'Elements of a paragraph'?

**All options**

The \_\_\_\_\_ is best implemented by expressing your message in terms of the audience's interests and needs

**You attitude**

The \_\_\_\_\_ of the document helps you decide how to precede, how to respond to the audience, which information to focus on, and which channel or medium to use.

**Purpose**

When you are dissatisfied with a company's product or service, which of the following is the best option?

**Written claim letter**

Memo is the short form of.

**Memorandum**

Ethical business people especially inform their customers about the true \_\_\_\_\_.

**Benefits of a product**

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

**Persuasive messages**

Choose precise, concrete and familiar word for the term 'render assistance to'

**Help**

He \_\_\_\_\_ tomorrow

**Will pay**

A business message is said to be well organized if \_\_\_\_\_ are stated clearly.

**Claim and inquiry**

Data included in reports should be \_\_\_\_\_.

**All options**

Which of the endings best goes with the opening 'Dear Personal Director' in letter Writing?

**Best regards,**

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

**Two**

One should frequently use courtesy word/words and phrase/phrases like.....

**All options**

Which of the following is not an example of the pair of words?

**Between, among**

\_\_\_\_\_ are often used to display the result of an experiment, investigation, or inquiry.

**Reports**

Which 'transitional word' is used to show' comparison and contrast?

**Conversely**

Reports are the documents which present focused and salient results of an experiment, investigation or an inquiry to a specific audience.

**True**

To whom usually good will letters are written?

**Customer**

He \_\_\_\_\_ a new job.

**Found**

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

**Most important**

Letters of \_\_\_\_\_ are typically related to employment, admissions to institutions of higher education or scholarship eligibility.

**Recommendation**

Concreteness does not make use of denotative words instead of connotative words.

**False**

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

**Will discuss**

A better organized message has \_\_\_\_\_ chances of understanding on the part of the audience.

**Increased**

The message senders need to assess their message from the eyes of the \_\_\_\_\_ to be sure that they have included all the relevant information.

**Receivers**

Formal minutes are often required by federal, state, or local law, by-laws, charters, or organizations

**True**

A message organized by using direct plan starts with a buffer statement.

**False**

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

A **clear statement of the bad news.**

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

### **Sales letters**

\_\_\_\_\_ 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**

Which of the following parameters defines demographics of consumers?

### **Income**

Any information against the expectations of \_\_\_\_\_ is considered bad news.

### **All options**

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

**One space if hand written and two spaces if typed .....both**

Which of the following is not the purpose of informational reports?

**To inform or instruct the reader.**

Which one of the following makes use of denotative words instead of connotative words?

**Concreteness**

Communicating concretely does not mean being \_\_\_\_\_.

**All options**

The subject of a business report \_\_\_\_\_ its format and vocabulary.

**Affects**

There have been a lot of rain in the lower mainland in the last twenty-four hours.

**Change ' have been' to 'has been'**

In many organizations the final place of writing is a team effort with more than one writer working on a single document is called \_\_\_\_\_

**Collaboration**

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

**Dear hiring Manager**

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

**But**

Both an essay and a paragraph is required for successful graduation.

**Change is to are**

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

**Confusion**

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

**Clarity**

A letter of inquiry asks someone for specific information.

**True**

Which of the following you should avoid when you are responding to a claim and your company is at fault?

## Sympathizing with the customer's inconvenience

Letters of \_\_\_\_\_ are extremely important in decisions to hire, admit an individual and to award a scholarship or grant.

## Recommendation

Which part of speech is especially powerful and tells what is happening in a sentence?

## Verbs

When placing an order, you should excite your reader's interest.

## False

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

## You-attitude

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

## Memo

Effective professional correspondence uses an appropriate style, clear and concise language, and \_\_\_\_\_

## The active voice

Acceptable writing mechanics is related to \_\_\_\_\_ of a document.

## All options

\_\_\_\_\_ 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

## Courtesy confirm

\_\_\_\_\_ 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

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

### Downward

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

### Courteous Close

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

### AS it isn't raining

In \_\_\_\_\_ attachments may consists of several pages.

### Short reports

While writing news message, avoid blunt statements that are likely to cause pain and anger.

### True

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

### Topics

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

### Complaint

In composing a business letter, the most important skill is \_\_\_\_\_.

### **The art of delivering**

Which of the following is not a characteristics of correctness?

**Check accuracy of figures, fact and words.**

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

**Around**

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

**True**

Which of the following sentences contains figurative expressions?

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

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

**Two**

Allotting time properly is very important, Especially when time is short, you need to schedule yourself carefully and stick to it is called \_\_\_\_\_

**Scheduling**

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

**Business proposal**

Which type of product is intangible?

**Services**

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

**Won't**

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

**Recommendation letters**

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

**Reference initials**

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

**At**

To decode a message is to;

**Interpret a message**

Use the memorandum format if the information is being sent inside an organization.

**True**

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

**Transmittal letter**

The subjects of a business report \_\_\_\_\_ its format and vocabulary.

**Affects**

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

## **Business**

Claim is a legal demand or assertion by a claimant for \_\_\_\_\_ for a loss

### **All options**

Which one of the following is not the part of proposal structure?

### **Subject**

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

### **Writer's letter**

Choose the verb from the following options.

### **Produce**

Which of the following is an essential component of employment process?

### **References**

For effective designing of documents special attention is paid to.

### **All options**

Which of the following is the first step involved in planning a sales letter?

### **Determining the main idea**

The decode a message is to.

### **Interpret a message**

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

### **Minutes**

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

**True**

While writing bad news message, avoid blunt statements that are likely to cause pain and anger.

**True**

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

**3**

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

**Agree**

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

**None optins**

Job application letters not only convey information, but also establish a contractual relationship between you and organization.

**True**

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

**A buffer**

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

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

How many punctuation styles are usually used in business communication?

**Three**

The subject of a business report \_\_\_\_\_ its format and vocabulary.

**Affects**

There are a number of elements to business letter.

**True**

There have been a lot of rain in the lower maintained in the last twenty-four hours.

**Change have been to has been**

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

**One space if hand written and two space if typed...both**

Which of the following is not the purpose of informational reports?

**To inform or instruct the reader**

Formal minutes are often required by federal, or local law, by laws, characters, oregulations.

**True**

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

**Will discuss**

A letter of inquiry asks someone for specific information.

**True**

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

**Grammer**

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

**Five .....confirm page no 8**

A message organized by using direct plan starts with a buffer statement.

**FALSE**

Communicating concretely does not means being \_\_\_\_\_

**Vague and general in one's writing**

Which of the following parameters defines demographics of consumers?

**Income**

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

**Confusion**

In many organization the final piece of writing is a team effort; with more than one writer working on a single document is called \_\_\_\_\_

**Collaboration**

A business message is said to be well organized if \_\_\_\_\_ are stated clearly.

**Purpose and subject**

How many type of sentences are used to give your sentence variety?

**3**

In \_\_\_\_\_ attachments may consists of several pages.

**Short reports**

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

**Agree**

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

**Memo**

Which of the following sentences contains figurative expression?

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

Which of the following is an essential component of employment process?

**References**

Which of the following factors should be kept in mind regarding audience while writing persuasive messages?

**All options**

The organization of a longer message should reflect both the \_\_\_\_\_

**Purpose of the message and the audience's probable reaction**

To whom usually good will letters are written?

**Customer**

Construct effective **sentences and paragraph for \_\_\_\_\_.**

**Clarity**

When placing an order, you should excite your reader's interest.

**True**

IS your mother working in \_\_\_\_\_ old office building?

**No article**

Which part of speech is especially powerful and tells what is happening in a sentence?

**Verbs**

I like sohail and Eiffel tower is in Paris

**Unity**

In bad news messages, you as a business person need to help your audience remain \_\_\_\_\_ towards your business and possibly towards you.

**Disposed**

A buffer is the last step while writing an indirect plan.

**False**

Which of the following should be kept in mind regarding audience while writing persuasive messages?

**All options**

Which of the following falls under the category of substandard language?

**All options**

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

**Dear ali confirm**

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

**Demographic**

Which of the following is associated with scholarly writing?

**Formal writing**

Varying our style can enable us to sound passionate or objective in a written document.

**True**

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

**Across**

End mater of a proposal includes\_\_\_\_\_

**All options**

In mixed punctuation a comma flows the salutation.

**False**

In mixed punctuation a colon flows the salutation.

**True**

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

**General rule, main idea and cordial request**

Which of the following transitional markers shows additional details?

**Furthermore**

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

**Indirect approach**

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

**Courteous close**

In bad news message, the \_\_\_\_\_ is of crucial importance.

**Tone**

Don't make false promises. People are more likely to react positively to your message when they have confidence in you. The above statement is an example of \_\_\_\_\_

**Credibility**

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

**Successful proposal writing**

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

**Grammer**

They talked about things and persons \_\_\_\_\_ they remembered.

**Which**

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

**Date**

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**

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**

All of the following messages are likely to please your audience except.

### **Granting an adjustment.**

Be aware of the difference between a \_\_\_\_\_ request in question form and a question that is part of a request.

### **Polite**

The contract \_\_\_\_\_.

### **Had a requirement of 2 years**

Business letter is the most \_\_\_\_\_ mode of communication.

### **Convenient**

Which of the following indicates consideration?

### **Focus on you instead of I or we**

Functional words include \_\_\_\_\_.

### **Conjunction and preposition and articles and pronouns ...**

### **Both**

It stems from a sincere you- attitude . Mechanical insertion of please and thank you is not helpful. Rather it is politeness that grows out of respect and concern for other. The above statement describes which of the following.

### **Courtesy**

\_\_\_\_\_ are functional units that revolve around a single thought.

## Paragraph

What is style in writing?

Style is the way of using words to achieve a certain tone or overall impression in writing.

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

## Signature line

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

## Letterhead

Defining the purpose of the document helps the writer to \_\_\_\_\_.

## Decide all of the above

Identify the statement which should NOT be included in NECESSARY DETAILS section of a positive message.

## Satisfy reader's information needs

A \_\_\_\_\_ sentence expresses one independent clause and one or more dependent clauses.

## Complex

While communicating do not leave your audience in \_\_\_\_\_.

## Doubt

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

## Full of facts and business jargons

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

**At**

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

**Agree**

Recommenders must be \_\_\_\_\_ people.

**Respectable**

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

**Technical information**

The purpose of \_\_\_\_\_ is to get the meaning from your head accurately to the reader.

**Clarity**

\_\_\_\_\_ includes doctoral dissertations, scholarly articles, top-level government agreements etc.

**formal writing**

Which one of the following is the part of proposal Structure?

**Letter of transmittal**

Which of the following parameters defines demographics of consumers?

**Lifestyle**

A good writer is highly \_\_\_\_\_ as he strongly believes that a message sent is not message received.

**Investigate**

In \_\_\_\_\_ - of AIDA plan your objective is to encourage your audience to hear about your main idea, problem or new product.

### Attention phase

There have been a lot of rain in the lower mainland in the last twenty four hours.

### Change have been to has

TONE is the most difficult part of writing to control because it is \_\_\_\_\_.

### Non-formal

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

### Tone

Which term from the following is used to describe type of audience?

### Primary

Desire is one of the four phrases of Aida plan

### True

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

### Most important

Acceptable writing mechanics is related to \_\_\_\_\_ of a document.

### All options

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

Horizontal downward and upward

orders are considered one of the simplest types of? **direct**  
**request**

use the indirect approach when the audience is?

**Displeased**

what is the first step in using the indirect plan? **put the**  
**audience in an accepting mood**

choose the best option the main idea of a business message is usually  
----- which is/are concisely stated. **one**  
**idea**

an indirect organizational plan is a technical way to express bad news and  
help us to avoid a -----

**blunt no**

choose the correct option

The ----- of an order letter is to provide the vendor with detailed instruction for fulfilling and order.

**Objective**

One of the two basic purpose of business communication is to----  
formation.

**Convey**

adjustment letter is a letter in answer to a ----- letter the answer may either be a refusal or a grant.

**Complaint**

a/an ----- letter is a letter in answer to complaint letter the answer may either be a refusal are grant?

**Adjustment**

whether written or oral ----- message begin with all clear statement of the main idea clarify any necessary details and end the with a courteous close.

**Positive**

adjustments are also called-----

**claim statements**

HKB's store managers are certainly interested in helping live is increased sales just as distributors are interested in felling the HKB order

above statement is an example of -----

direct request

choose the best options:

the main idea of a business message is usually ----- which is/or  
concert stated. one

idea

the main address in a letter represents-----

the person writing the letter

when placing ----- you don't need to to excite your readers interest just state your  
needs clearly and directly.

order

choose the correct option:

to decode a message is to:

interpret a message

customer service is the department of an organization that respond to enquiries  
are complaints from customers of that organization?

true

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

Buffer

just one and consist of sections -----sections

Three

customer service corresponding occur in----- format

letterhead or postcard

the purpose of giving complete ----- is to ensure that the audience has no confusion are lingering doubt about the message

supporting details

how many black lines do we live for a signature in a personal business letter?

3

the indirect plan consists of ----- parts

4

credit approvals mark the beginning of a business relationship with a----

Customer

in the organization of a direct request the very first step is to state the ---

main idea

which of the following is a part of an indirect plan? all of the

above

bad news is not delivered directly as it falls under the category of ---  
- messages.

Negative

to encourage the future is one of the goals while answering request that involved no potential sale.

False

choose the correct option for the following

----- are an essential component of our most are admin admission grants and Employment processes.

References

The two basic strategies to communicate bad news on the direct plan and the indirect plan

true

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

recommendation letters

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

main Idea, necessary details and specific action

to increase the future Sell is one of the goals while answering request that involve no potential sale

True

whether written or oral positive messages begin with clear statement of the main idea. Clarify any necessary details and end with a close

Courteous

----- is the information, the name of an individual is the name of an organization that can provide details about an individual's past track record with credit

credit reference

which of the following is a purpose of writing courteous close/?

all of the above

choose correct preposition to fill in the blank his birthday is coming  
----- next week

Up

a message organized by direct plan starts with a buffers statement True

while responding adjustment letters and the letter on a -----

pleasant note

choose the best option one should be careful about the chances of being -----  
while making a direct request.

all of the above

an indirect organizational plan is a technical way to express bad news and  
help us to avoid a-----

negative decision

computer programmer will a/an----- to gain specific information  
about an upcoming release of a software product from xyz category inquiry letter

which part of a routine reply or positive reply should contain the details? the  
opening of the message

Collection by **by Attiq Kundi**  
**SUBSCRIBE** → "Knowledge For Us"

to give your readers a feeling about their welfare on your part makes the message -----

**Successful**

acknowledgement letters are sent to our customer confirming the district of a/an ----  
----

**all of the above**

choose the best option

usually technical information letters announce -----

**technical information**

choose the correct option

which format should be used for the information being sent inside an organization?

**memorandum**

Customer Service Department of an organization that responds to enquiries and complaints from customer of that organization

**True**

your message is unlikely to succeed if your audience is left with the feeling that you have their personal welfare in mind

false

while reading and adjustment letter the individual are the department responsible for the poor performance can be blamed

True

in the ----- report, present the main pieces of knowledge communicated in the literature and identify find some significant gap in this knowledge.

Literature review

in report writing a ----- is a declarative sentence which summarizes the specific topic and goals of a document

purpose statement

which of the following report is based on observation and experiment instead of theory?

empirical Research report

read the following statements and select the one free from gender bias.

(should his students paper according to this state of pre-determined guidance)

choose the best option

which of the following errors does a sentence containment it has long strings modifiers are nouns?

stack modifier

which sentence is punctuated correctly?

the chairman of, "why are our profit down?"

What is the last step in Planning a report? **in**  
treating your investigation and research

which of the following sentence is correctly punctuated? **Paris,**  
France is my favorite place to visit.

**1) The two basic strategies to communicate bad news on the direct plan and the indirect plan**

**True**

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

**recommendation letters**

**3) Which of the following elements relate to the organizing direct request?**

**main Idea, necessary details and specific action**

**4) To increase the future Sell is one of the goals while answering request that involve no potential sale**

True

5) Choose the best option

The main idea of a business message is usually \_\_\_\_\_ which is/are concisely stated. **one idea**

**6) An indirect organizational plan is a technical way to express bad news and help us to avoid a \_\_\_\_\_.**

**blunt no**

7) Choose the correct option

The ----- of an order letter is to provide the vendor with detailed instruction for fulfilling and order.

**Objective**

Collection by **by Attiq Kundi**  
**SUBSCRIBE** → **“Knowledge For Us”**

**8) One of the two basic purpose of business communication is to\_     formation.**

**Convey**

**9) Adjustment letter is a letter in answer to a            letter the answermay either be a refusal or a grant.**

**Complaint**

**10) A/An        letter is a letter in answer to complaint letter the answermay either be a refusal are grant?**

**Adjustment**

**11) Whether written or oral message begin with all clear statement of the main idea clarify any necessary details and end thewith a courteous close.**

**Positive**

12) Adjustments are also called\_\_\_\_\_.

**claim statements**

13) HKB's store managers are certainly interested in helping live is increased sales just as distributors are interested in felling the HKB order

above statement is an example of\_\_\_\_\_.

**direct request**

14) Choose the best options:

the main idea of a business message is usually which is/or concert stated.

**one idea**

15) The main address in a letter represents\_\_\_\_\_.

**the person writing the letter**

**16) When placing\_\_\_\_\_you don't need to excite your readers interestjust state your needs clearly and directly.**

**Order**

**17) Choose the correct option:**

to decode a message is to:

**interpret a message**

**18) Customer service is the department of an organization that respondto enquiries are complaints from customers of that organization?**

**True**

**19) Which of the following is the first and the most essential step inwriting bad news messages?**

**Buffer**

**20) just one and consist of \_\_\_\_\_ sections**

**Three**

**21) Customer service corresponding occur in format letterhead or postcard the purpose of giving complete \_\_\_\_\_ is to ensure that the audience has no confusion or lingering doubt about the message**

**supporting details**

**22) How many black lines do we use for a signature in a personal business letter?**

**3**

**23) The indirect plan consists of parts** **4**

**24) Credit approvals mark the beginning of a business relationship with a \_\_\_\_\_**

**Customer**

**25) In the organization of a direct request the very first step is to state the \_\_\_\_\_**

**main idea**

**27) Bad news is not delivered directly as it falls under the category of \_\_\_\_\_ messages.**

**Negative**

**28) To encourage the future is one of the goals while answering request that involved no potential sale.**

**False**

**29) Choose the correct option for the following**

\_\_\_\_\_are an essential component of our most are admin admission grants and Employment processes.

## References

**30) In which direction does communication flow in a formal Communication network?**

Horizontal downward and upward

**31) Orders are considered one of the simplest types of? **direct request****

**32) Use the indirect approach when the audience is? **Displeased****

**33) What is the first step in using the indirect plan? **put the audience in an accepting mood****

**34) Whether written or oral positive messages begin with clear statement of the main idea. Clarify any necessary details and endwith a \_\_\_\_\_close**

**Courteous**

**35) \_\_\_is the information, the name of an individual is the nameof an organization that can provide details about an individual's past track record with credit**

**credit reference**

**36) Which of the following is a purpose of writing courteous close/?**

**all of the above**

**37) Choose correct preposition to fill in the blank his birthday is coming\_\_\_\_\_next week**

**Up**

**38) A message organized by direct plan starts with a buffers statement**

True

**39) While responding adjustment letters and the letter on a**

\_\_\_\_\_

pleasant note

**40) Choose the best option**

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

all of the above

**41) An indirect organizational plan is a technical way to express bad news and help us to avoid a \_\_\_\_\_**

negative decision

**42) Computer programmer will a/an to gain specific information about an upcoming release of a software product from xyz category inquiry letter**

**43) Which part of a routine reply or positive reply should contain the details? the opening of the message to give your readers a feeling about their welfare on your part makes the message \_\_\_\_.**

**Successful**

**44) acknowledgement letters are sent to our customer confirming the district of a/an \_\_\_\_\_.**

**all of the above**

45) Choose the best option

Usually t

**technical information**

46) Choose the correct option

Which format should be used for the information being sent inside an

organization?

Memorandum

**47) Customer Service Department of an organization that responds to enquiries and complaints from customer of that organization**

True

**48) Your message is unlikely to succeed if your audience is left with the feeling that you have their personal welfare in mind**

false

**49) While reading and adjustment letter the individual are the department responsible for the poor performance can be blamed**

**True**

**50) Which of the following sentence is correctly punctuated? Paris, France is my favorite place to visit.**

**51) In report writing a \_\_\_\_\_ is a declarative sentence which summarizes the specific topic and goals of a document**

**purpose statement**

**52) Which of the following report is based on observation and experiment instead of theory?**

**empirical Research report**

**53) Read the following statements and select the one free from gender bias.**

(Should his students paper according to this state of pre-determined guidance)

54) Choose the best option

which of the following errors does a sentence containment it has long strings modifiers are nouns?

stack modifier

55) Which sentence is punctuated correctly? **the chairman of, “why are our profit down?”**

56) What is the last step in Planning a report? **in treating your investigation and research**

57) Which of the following sentence is correctly punctuated? **Paris, France is my favorite place to visit.**

58) In the \_\_\_\_\_ report, present the main pieces of knowledge communicated in the literature and identify find some significant gap in this knowledge.

Literature review Collection by **by Attiq Kundi**

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ENG201 Quiz 1, Question # 1:

In order to create trust and establish credibility with a reader with whom you have had past negative experience, include extensive explanations of your conclusions and recommendations in the document.

Select the correct option:

- False
- True

ENG201 Quiz 1, Question # 2:

Which of the following should be the ultimate goal of persuasive speaking?

Select the correct option:

- To reinforce the attitudes, beliefs, and values an audience already holds
- To inoculate an audience against counter persuasion
- To change attitudes & motivate an audience to act
- All of the above

ENG201 Quiz 1, Question # 3:

In short, your resume is an argument whose purpose is to \_\_\_\_\_ your readers to hire you.

Select the correct option:

- restrain
- restrict
- Limit
- convince-

ENG201 Quiz 1, Question # 4:

The key to successful communications is to make the reader feel that the most important person in our business relationship is the \_\_\_\_\_.

Select the correct option:

- reader

- **writer**
- producer
- none of above

ENG201 Quiz 1, Question # 5:

A \_\_ resume emphasizes the functions and tasks the applicant can perform.

Select the correct option:

- **functional-**
- conventional
- nonconventional
- professional

ENG201 Quiz 1, Question # 6:

Phantom readers are called \_\_\_\_\_ readers.

Select the correct option:

- fake
- **unnamed**
- named
- original

ENG201 Quiz 1, Question # 7:

\_\_\_\_\_ 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.

Select the correct option:

- Stylistic
- Document
- **Technical**
- Grammatical

ENG201 Quiz 1, Question # 8:

\_\_\_\_\_ accuracy refers to the proper coverage of your topics in appropriate detail.

Select the correct option:

- Document
- Stylistic
- Technical
- All of the above

ENG201 Quiz 1, Question # 9:

\_\_\_\_\_ possess extensive knowledge about a field in general, but might be unfamiliar with particular technical terms, or specific equipment related to your subject matter.

Select the correct option:

- specific experts
- general experts
- subject specialists
- None of the above

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 (pg 57)



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 (pg 63)



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 (pg 76)**



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. (pg 33)**



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 (pg 27)**



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 (Pg 79)**



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 (pg 58)



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 (Pg 20)



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 (pg 23) 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 onelf your message is specific, definite and vivid; which of the following principle has been applied?



Completeness



Correctness



Conciseness



**Concreteness (Pg 35)** 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 (Pg 38)** Question No: 15 ( Marks: 1 ) - Please choose one Which of the following factors enables you to evaluate the effectiveness of your message?



**Feedback (Pg 127)**



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. (Pg 158)



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 (Pg 68)



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 (Pg 38)



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 (Pg 56)



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 (Pg 13)**



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 (Pg 13)**



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 (Pg 23)



Future Readers



Complex Readers



Technical Readers

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



It emphasizes similarities (Pg 29)



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 (Pg 64) Question No: 26 ( Marks: 1 ) - Please choose one How the credibility of the communicator can be systematically analyzed?



Through written communication



Through communication probe (Pg 32)



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 (Pg 52)**



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 (Pg 71)**



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 C"s?**



To Non verbal communication



To Oral communication



To Written communication



**To written and oral communication (Pg 31)** 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 (Pg 76)**



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 (Pg 64)**



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 (Pg 17)** 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 (pg 63)**



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 message



Electronic message (Pg 49)



Oral message



informal message

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 (Pg 52)



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 (Pg 4)



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 (Pg 66)



Letter of information

Question No: 47 ( Marks: 1 ) - Please choose one Which of the following is best when you want immediate feedback?



### Oral medium (Pg 49)



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 (Pg 36)**



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 (Pg 64)** 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 (Pg 59)**



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 (Pg 63)**



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 (Pg 17)** 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

„pleas

e

and

„T

hank

You

rather

it

is

**politeness that grows out of respect and concern for others."**



Clarity



**Courtesy (Pg 45)**



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 (Pg 67)**



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 (Pg 70)

>

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 (Pg 11)

➤

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 (Pg 31)

➤

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 (pg 13)

➤

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 (Pg 13)

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

➤

6

➤

5

➤

4

➤

3 (Pg 27)

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 (pg 19)

➤

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 (pg 31)

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



Planning



### Composing (Pg 53)



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 (pg 74)

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 (Pg 74)

➤

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 (Pg 22)**

➤

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 (Pg 14)**

▶

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.**

(

**Pg 69)**

▶

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 (Pg 58)**



Clichés

**Question No: 79 ( Marks: 1 ) - Please choose one**

Which one of the following can create immense difference between class room communication and jobcommunication?



Age of audience



Behavior of audience



**Size of audience (Pg 3)**



**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 (Pg 60)**



All of the above

**From 2008-2009-2010 midterm papers**

**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?



**C u s t o m e r**



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



**C o n c r e t e n e s s** 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



**A l l o f t h e a b o v e** Question No: 15 ( Marks: 1 ) - Please choose one

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



**F e e d b a c k**



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 following 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 following 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

ENG201 Quiz 1, Question # 10:

Howard could not \_\_\_\_\_ the job.

Select the correct option:

- except
- accept

Your resume is a persuasive argument whose purpose is to convince your readers to hire you.

False

True

Which of the following is not an implicit purpose of a document?

To document

To create trust and establish credibility

To provide information

To establish a relationship

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We're having a lunch next week..... ?

Do you coming

Did you come

Are you coming

Will you come

----- is/are a specified audience or demographics group for whom a message is designed.

Both I & II

General experts

None of the above

**Target audience**

Choose the correct form of verb.

The clock is slow.

It isn't slow, it (stop).

Stopped

Will stop

Had stopped

**Has stooped**

The need of your audience can be ----- keeping in view their purpose in reading the document.

Misleading

Manipulated

**Controlled**

Assessed

All of the following are good guidelines for rehearsing speech presentations except \_\_\_\_\_

Check the timing of your speech

Practice standing and speaking aloud.

Practice with presentation aids.

Don't over-prepare.

Advisors provide information and advice for the -----.

Implementers

Decision makers

None of the given options

Readers

Media

The man----- my house was a cheat.

To whom I said

To who I sold

To who I sell

To whom I sell

To improve organizational communication, ----- need to recognize and overcome communication barriers.

Employers

Directors

Subordinates

Managers

The ----- flow of information follows the official chain of command.

Verbal

Informal

Formal

Written

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

To explain a process of same topic

To explain the marketing strategy

To inform the audience of some new theory of learning

Going willing acceptance of an idea

The role of ----- is to provide information for the decision markers.

Office workers

Executives

Advisors

Implementers

The performance of our players was rather -----.

Worse than expectation.

Worse than I had expected.

Bad as I had expected.

Worst than I had expected.

To establish a relationship, create trust and credibility, and document actions are examples of implicit goals.

False

True

It is usually really handy to have letters of ----- from previous employers.

Recommendation

Promotion

Resignation

Demotion

Which of the three components is part of the human communication process?

Message, recording, feedback

Message, noise, feedback

Message, critiquing, feedback

Jargon, noise, feedback

Informative speaking and persuasive speaking are examples of ----- presentation.

**Oral**

Informal

Formal

Written

Choose the correct option from the following:

While writing a document -----is written at the beginning of the document.

None of the given options.

Reader's interests

Main idea

**Statement of objective**

Introduction and background information should be ----- when your reader is a technician.

Comprehensive

Amitted

**Brief**

Detail-oriented

Messages are also sent to the speakers from the listener. These are called ---- --.

Decoding

Feedback

Encodings

Channels

The key to successful communications is to make the reader feel that the most important person in our business relationship is the -----.

Reader

None of above

Writer

Producer

Why document's objective should be stated at the beginning?

All of the given options

To motivate readers to read further

To make them interested

To gain readers attention

Which of the following levels of communication is most formal?

Intrapersonal

Interpersonal

Group

Public

Interpersonal communication helps one to -----.

Communication with the general public.

To know what others are thinking (not sure)

To become a talented public speaker

Learn about oneself

Why experts read technical and scientific document?

To maintain and expand their own general expertise

To obtain specific answers to their own research and writing.

All of the given options

To evaluate a document's technical or scientific content.

----- is an informal interpersonal channel of information not officially approved by the organization.

Random discussion

Grapevine

Speculation

Gossip

Oral presentations can be formal or informal.

True

False

Oral presentation can be formal or informal, depending upon their ---- and ---- purposes and the delivery situation.

Educational, instrumental

Explicit, implicit

None of the given options.

Impromptu, extempore

----- Audience is a specified audience or demographics group for whom a message is designed.

Focused

Sample

Specific

Target

A -----Resume emphasizes the functions and tasks the applicant can perform.

Professional

Conventional

Nonconventional

Functional

Our readers feel -----if they know, we as writers understand their needs.

Exposed

None of above

Threatened

Less Threatened

Which three types of readers usually exist?

Phantom readers, future readers, complicated readers.

Future readers, complex readers, technical readers.

Phantom readers, future readers, complex readers.

Future readers, complex readers, complicated readers.

Explicit purpose means the purpose which is ambiguously stated.

True

False

In----- type of resume, you may place your name along the button or side.

Conventional Resume

Non-Conventional

Functional Resume

None of the above

The first step of audience analysis is to----- --.

Examine the time and place of your speech.

Examine the size of your audience.

Examine the speaking occasion

Examine the location of your speech.

In the communication process, a receiver is -----.

Message interference

The person who decodes a message

The person who encodes an idea

A message pathway

Choose the correct option from the following:

Style guides provide definite----- for preparing a document.

Material

Purpose

Instructions

Objective

The document should include extensive explanations of your conclusions and recommendations to establish--- --.

Creativity

Relationship

Credibility

Control

The essence of decision making is -----.

Monitoring

Problem solving

Choosing between alternatives

Developing alternative courses of action

All of the following are true of extemporaneous speaking except-----.

It involves speaking from key words rather than reading or speaking from memory.

It emphasizes audience interaction over exact wording.

It emphasizes learning to respond to audience feedback.

It is generally preferred when exact timing is a must.

Which of the following is not the purpose of an informative speech?

Changing the attitudes

Instructing an audience

Explaining a concept

Describing an event

The oral communication is -----in its nature and brings back immediate result.

Communal

Sensational

Conventional

**Conversational**

The concept of time is ---- specific.

**Culture**

Space

Location

Person

The role of a --- is to say how the organization, or some part, will act when confronted with a particular situation.

Coordinators

Implementers

Advisors

**Decision makers**

Complex readers are the readers who may use your communication after weeks, months or even years later.

**False**

True

One fundamental ---- of effective writing is to put the key information at the beginning.

Example

Principle

Case

Situation

Name and professional objectives are placed at the top in a-----resume.

Conventional

Non-Conventional

Informal

Formal

While writing a document-----is writing at the beginning of the document.

Personal detail

Educational qualification

Experience

Statement of objective

Which of the following font should be used on overhead projection transparencies (OHPs)?

18pt Times Roman

22pt Times Roman

14pt Times Roman

10pt Times Roman

The persuasive argument has two elements; a ---- and evidence to----- your claim.

Discussion, support

Claim, refute

Discussion, refute

Claim, support

General experts possess extensive knowledge about on field in -----.

None of the above

Both of the above

Particular

General

Choose the correct option from the following:

It is important to target your audience by identifying ----.

Audience purpose

The level of expertise

Audience type

All of the given

A group of people who are compelled to assemble and listen to a speaker are known as a ----.

Voluntary audience

Interested audience

Elective audience

Captive audience

Feedback can come in the form of----.

All of the given options.

Symbols

Pictures

Verbal and non-verbal cues.

Mark the statement as true/false

Oral presentation can be only presented in formal mode.

False

True

It is better to state your document's objective at/in the----.

End

Last line

## Beginning

Middle

Objectives should always be --- --.

## Specific

Measureable

Attainable

All of the given options

Procedures and work plan in a document show-----.

## Instructions

Objectives

Purpose

Main idea

Content words (nouns, verbs, adjectives, adverbs) have only denotative meanings.

Select the correct option:

True

False

----- is important, not only because it genuinely improves the reader's ability to understand your material, but also because it gives the reader confidence in your ability to assert control over detail.

Select the correct

option: **Consistency**

Consideration

Conciseness

Completeness

Phantom readers are called\_

\_\_\_\_\_ readers

. Select the correct option:

Fake

**Unname**

**d** Named

Original

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## **Lecture 1 to 22**

### **Q.1: What is communication?**

**A:** Communication is a process of sharing; include ideas, thoughts, feelings, and information etc

### **Q.2: Write some categories of communication?**

1. **Written communication**
2. **Oral communication**

### **Q.3: What is Written Communication?**

**A:** In written communication include planning structure, and stylistic issues. In written communication we write memos, letters, short and long reports etc.

### **Q.4: What is Oral Communication?**

**A:** Oral communication is communicating with spoken words.

### **Example:**

Oral communication is conversations with friends and family and presentations.

### **Q.5: What is informative speaking?**

**A:** Informative Speaking has audience learning as its primary goal. An informative speech may explain a concept, instruct an audience, demonstrate a process or describe an event.

1. Individual or Group Report
2. Oral Briefing
3. Panel Discussion
4. Oral Critique

### **Q.6: What is Persuasive Speaking?**

**A:** Persuasive speaking is used to influence what an audience thinks or does. Some of the goals of persuasive speaking include:

1. To reinforce the attitudes, beliefs, and values an audience already holds
2. To inoculate an audience against counter persuasion
3. To change attitudes
4. To motivate an audience to act

**Q.7: How many are Delivery Methods?**

**A:** There are at least four methods

1. Extempore
2. Impromptu
3. Memorization
4. Reading

**Q.8: Write a Type of sentence?**

**A:** 1. Simple 2. Compound 3. Complex

**Q.9: What is Simple Sentence?**

**A:** A simple sentence has a single subject and a single predicate.

**Q.10: What is Compound Sentence?**

**A:** Compound sentence expresses two or more independent but related thought.

**Q.11: What is Complex Sentence?**

**A:** Complex sentence express a one independent clause and one or more.

**Q.12: Write the type of letters?**

- A:** 1. Job Application Letter 2. Acceptance Letter
3. Transmittal Letter 4. Inquiry Letter
  5. Technical letter 6. Letter of recommendation

### **Q.13: Write the element of letters?**

- A:**
1. Heading
  2. Date
  3. Receipt address
  4. Salutation (respected sir, dear etc)
  5. Body
  6. Closing
  7. End notation

### **Q.14: Difference between letter and memorandum?**

**A:**     *Letter*                     /             *Memorandum*

Letter are used to                     Memorandum are used  
to communicate outside the   communicate    within  
the organization                     organization

### **Q.15: What are the types of possible readers?**

1. **A:** Phantom Readers
2. Future Readers Readers
3. Complex readers

### **Q.16: What is Phantom Readers?**

**A:** Phantom Readers are most important readers may hidden from you. Written communication addressed to one person are used by others. These real but unnamed readers are called phantom readers.

### **Q.17: What is Future Readers?**

**A:** While identifying your readers, you should keep in mind the possibility that your communication may be used weeks, months or even years from now. The readers

who will be reading your document in future are your future readers.

### **Q.18: What is Complex Readers?**

**A:** Complex readers are the readers consisting of diverse groups with widely varying backgrounds and responsible, each with a different agenda, each with a different way of functioning and communicating

### **Q.19: What is The SEVEN C'S OF EFFECTIVE COMMUNICATION?**

**A:** To compose a written or oral message, you must apply certain communication principles. These are called seven C'S effective communication

- Completeness
- Conciseness
- Consideration
- Concreteness
- Clarity
- Courtesy
- Correctness

### **Q.20: Define Completeness?**

**A:** Your message is complete when it contains all the facts readers or listeners need for the reaction you desire. Communication senders need to assess their message from the eyes of the receivers to be sure they have included all the relevant information.

### **Q.21: Define Conciseness?**

**A:** Conciseness is saying what you want to say in the fewest possible words without sacrificing the other C qualities. A concise message saves time and expense for both the sender and the receiver.

**Q.22:** Define consideration?

**A:** Consideration means preparing every message with the message receiver in mind. Consideration is very important in effective communication.

**Q.23: What is concreteness?**

**A:** Communicating concretely means being specific, definite, and vivid rather than vague and general. Often it means using denotative rather than connotative words.

**Q.24: Define Clarity?**

**A:** Construct effective sentence and paragraphs. Clarity is achieved through a balance between precise language and familiar language. When you have choice between a long word and a short word, choose the short and familiar word.

**Q.25: Define courtesy in 7C'S?**

**A:** Courtesy stems from a sincere you-attitude. It is not merely politeness with mechanical insertion of “please” and “ thank you”; although, applying socially accepted manners is a form of courtesy.

**Q.26: Define correctness?**

**A:** Correct communication has following features

1. Grammar
2. Punctuation
3. Spelling

**Q.26: Describe the reports?**

**A:** Reports are documents which present focused, relevant content to a specific audience. Reports are often used to display the result of an experiment, investigation, or an inquiry.

**Q.27: Define short report?**

**A:** The short, informal, report is usually submitted in the form of a letter or memorandum. The short report may range from short statement of facts, presented on a single page.

### **Q.28: Define composition of business message?**

**A:** The composition process helps you gain control over your message, and it is flexible, not a fixed prescription of sequenced steps.

- Planning
- Composing
- Revising

### **Q.29: Select appropriate channel and medium**

**A:** Selecting the appropriate channel and medium is very important.

- Oral medium
- Written medium
- Electronic medium

### **Q.30: What is Oral medium?**

**A:** Oral medium is best when you want immediate feedback. You use this medium when your message is relatively simple; you don't need a permanent record; you can assemble audience easily, and you want to encourage interaction.

### **Q.31: What is written medium?**

**A:** Written medium is best when you don't need immediate feedback. Your message is detailed and complex. You need a permanent record and are trying to reach an audience over a large distance.

### **Q.32: What is Electronic Medium?**

**A:** Electronic Message is best when you don't need immediate feedback, but you do need speed. You don't need a permanent record, but want to overcome time zone barriers.

### **Q.33: Write the type of communication?**

#### **Answer:**

- Up word communication
- Down word communication
- Horizontal communication

### **Q.34: What is direct request?**

**A:** Direct request works well when your request requires no special tact or persuasion

#### **Example:**

HKB's store managers are certainly interested in helping Levi's increase sales just as distributors are interested in filling the HKB order.

### **Q.35: What is order letter?**

**A:** An order letter is also known as a PO or purchase order letter. It begins the paper trail of a specific purchase.

### **Q.36: What is Placing order?**

**A:** Orders letters are like good mail order forms, although they also provide more room for explaining special needs

### **Q.37: Requesting Claims and adjustments?**

**A:** You are entitled to request an adjustment whenever you receive a product or experience service that doesn't live up to the supplier's standards.

### **Q.38: What is credit requests?**

**A:** It is the type of request for credit made in accordance with procedures established or practices followed by the creditor for the type of credit requested.

### **Q.39: Writing a bad news messages?**

**A.** It's important to realize that some people interpret being rejected as a personal failure; being turned down for a job or for credit or even being rejected in less sensitive areas usually complicate people's lives.

#### **Q.40: What is Indirect plan?**

**A:** Instead of beginning a business message with a blunt 'no' which might restrain your audience from reading or listening to your reasons, use the indirect plan to ease your audience into the part of your message.

*The indirect plan consists of four parts:*

- a. A buffer
- b. Reasons supporting the negative decision
- c. A clear, diplomatic statement of the negative decision
- d. A helpful, friendly, and positive close

#### **Q.41. What is direct Plan?**

**A:** A bad news message organized on the direct plan starts with a clear statement of the bad news, proceeds to the reasons for the decision, and ends with a courteous close.

*Stating the bad news at the beginning has two potential advantages:*

- It makes a shorter message possible.
- The audience needs less time to reach the main idea of the message, the bad news itself.

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