

FINAL TERM

**ENG201 - Business and Technical English Writing**

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

Which of the following is unsurpassed in its ability to depict the composition of a whole?

- ▶ **Pie Charts (Page 118)**
- ▶ Flow Charts
- ▶ Organizational Charts
- ▶ Schedule Charts

Question No: 2 ( 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 (Page 70)**
- ▶ Adjustment letters
- ▶ Inquiry letters
- ▶ Deposit letters

Question No: 3 ( Marks: 1 ) - Please choose one

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

- ▶ Strategic plan
- ▶ **Indirect plan (Page 74)**
- ▶ Direct plan
- ▶ Business plan

Question No: 4 ( Marks: 1 ) - Please choose one

Which of the following sentences gives instructions?

- ▶ **Open your book and turn to page twenty-five.**
- ▶ You open your book and turn to page twenty-five.
- ▶ Do you open your book and turn to page twenty-five.
- ▶ Can you open your book and turn to page twenty-five.

Question No: 5 ( Marks: 1 ) - Please choose one

Which is farthest in the past?

- ▶ couple of days
- ▶ last week
- ▶ a day before yesterday
- ▶ **a month ago**

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Question No: 6 ( 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. (Page 33)
- ▶ There are four rules that must be observed.
- ▶ You must follow the rules.
- ▶ Follow the rules.

Question No: 7 ( Marks: 1 ) - Please choose one

Which of the following is a nonverbal communication conveyed by posture and movement?

- ▶ Expressions
- ▶ Body language
- ▶ Nodding of head
- ▶ Smile

Question No: 8 ( Marks: 1 ) - Please choose one

Which of the following composition process is used in general and specific purpose while developing profile?

- ▶ Composing business message
- ▶ Defining objectives
- ▶ Bad news message
- ▶ Planning business message (Page 173)

Question No: 9 ( Marks: 1 ) - Please choose one

How will you define building credibility?

- ▶ Try to earn confidence of strangers especially those predisposed to be skeptical or antagonistic. (Page 164)
- ▶ Giving your audience a preview what's ahead add to your authority and more importantly, helps people understand your message.
- ▶ Arousing audience's interest
- ▶ The relationship you have with your audience

Question No: 10 ( Marks: 1 ) - Please choose one

How can we hold audience's attention?

- ▶ Plan to devote half of your time on audience's behavior
- ▶ Present every point in light of audience's needs and values. (Page 166)
- ▶ By changing tone of voice
- ▶ None of them

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Question No: 11 ( Marks: 1 ) - Please choose one

When analyzing an audience during the speech, the first thing the speaker should be aware of is the audience's:

- ▶ Evaluation
- ▶ Understanding
- ▶ Motivation
- ▶ Attention (not sure)

Question No: 12 ( Marks: 1 ) - Please choose one

What is meant by self-oriented roles?

- ▶ Showing relationship among ideas
- ▶ Calling attention to oneself and demanding recognition from others. (Page 157)
- ▶ Drawing out other members by showing verbal and non verbal support, praise or agreement
- ▶ Suggesting decision-making procedures

Question No: 13 ( Marks: 1 ) - Please choose one

-----is used to enclose one or more entire sentences that add relevant but not essential detail to the main discussion.

- ▶ Ellipses
- ▶ Exclamation marks
- ▶ Parentheses (Page 145)
- ▶ Brackets

Question No: 14 ( Marks: 1 ) - Please choose one

Identify the correct subjects and verbs. The subjects are in bold and the verbs are underlined.

- ▶ In the newspaper, an interesting article appeared.
- ▶ In the newspaper, an interesting article appeared.
- ▶ In the newspaper, an interesting article appeared.
- ▶ In the newspaper, an interesting article appeared.

Question No: 15 ( Marks: 1 ) - Please choose one

Identify the correct subjects and verbs. The subjects are in bold and the verbs are underlined.

- ▶ The insurance agent gave her sound advice.
- ▶ The insurance agent gave her sound advice.
- ▶ The insurance agent gave her sound advice.
- ▶ The insurance agent gave her sound advice.

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Question No: 16 ( Marks: 1 ) - Please choose one  
Choose the correct sentence.

- ▶ I am asking if you would like to rollerblade together tomorrow?
- ▶ I am asking "if you would like to rollerblade together tomorrow"?
- ▶ I am asking "if you would like to rollerblade together tomorrow."
- ▶ **I am asking if you would like to rollerblade together tomorrow.**

Question No: 17 ( Marks: 1 ) - Please choose one  
Choose the correct sentence.

- ▶ Wherever we go people recognize us.
- ▶ Wherever we go, "people" recognize us.
- ▶ Wherever we go; people recognize us.
- ▶ **Wherever we go, people recognize us.**

Question No: 18 ( Marks: 1 ) - Please choose one  
Choose the correct sentence.

- ▶ Whenever, Cheryl, is in town she visits her sister.
- ▶ Whenever Cheryl, is in town she visits her sister.
- ▶ Whenever Cheryl is in town she visits her sister.
- ▶ **Whenever Cheryl is in town, she visits her sister.**

Question No: 19 ( Marks: 1 ) - Please choose one  
Choose the correct sentence.

- ▶ Carl worried about the hurricane; but tried to stay calm and help his family.
- ▶ Carl worried about the hurricane; but tried to stay calm, and help his family.
- ▶ **Carl worried about the hurricane but tried to stay calm and help his family.**
- ▶ Carl worried about the hurricane but tried to stay calm, and help his family.

Question No: 20 ( Marks: 1 ) - Please choose one  
Choose the correct sentence.

- ▶ That is a promise that cannot be broken.
- ▶ That is a promise who cannot be broken.
- ▶ That is a promise whom cannot be broken.
- ▶ **That is a promise which cannot be broken.**

Question No: 21 ( Marks: 1 ) - Please choose one  
Choose the correct sentence.

- ▶ The alarm clock went off at 4:00 o'clock.
- ▶ The alarm clock went off at four p.m. o'clock.
- ▶ **The alarm clock went off at four o'clock.**

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- ▶ The alarm clock went off at four o'clock p.m.

Question No: 22 ( Marks: 1 ) - Please choose one  
Choose the correct sentence.

- ▶ She will go to her grave with some secrets said Wendy.
- ▶ "She will go to her grave with some secrets," said Wendy.
- ▶ "She will go to her grave with some secrets" said Wendy.
- ▶ "She will go to her grave with some secrets." said Wendy.

Question No: 23 ( Marks: 1 ) - Please choose one  
Choose the correct sentence.

- ▶ When I noticed that our dog cut it's paw, I called the veterinarian right away.
- ▶ When I noticed that our dog cut it's paw; I called the veterinarian right away.
- ▶ When I noticed that our dog cut its paw, I called the veterinarian right away.
- ▶ When I noticed that our dog cut its paw; I called the veterinarian right away.

Question No: 24 ( Marks: 1 ) - Please choose one  
----- is a list of source materials on a particular subject.

- ▶ Index
- ▶ Bibliography
- ▶ Appendixes
- ▶ Glossary

Question No: 25 ( Marks: 1 ) - Please choose one  
Choose the correct sentence.

- ▶ As the invitation stated, we'll see you on the tenth for our reunion.
- ▶ Like the invitation stated, we'll see you on the, tenth for our reunion.
- ▶ As the invitation stated, we'll see you the: tenth for our reunion.
- ▶ Like the invitation stated, we'll see you: the tenth for our reunion.

Question No: 26 ( Marks: 1 ) - Please choose one  
Which of the following aspect denotes the necessary research and organizing ideas?

- ▶ Informal letter
- ▶ Report production (Page 84)
- ▶ Manuscript
- ▶ None of them

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Question No: 27 ( Marks: 1 ) - Please choose one  
Choose the correct sentence.

- ▶ That is a problem who can't be solved without a calculator.
- ▶ That is a problem that can't be solved without a calculator.
- ▶ That is a problem whom can't be solved without a calculator.
- ▶ That is a problem which can't be solved without a calculator.

Question No: 28 ( Marks: 1 ) - Please choose one  
How many types of criteria are used in proposal?

- ▶ Two
- ▶ Three
- ▶ Four (Page 61)
- ▶ Five

Question No: 29 ( Marks: 1 ) - Please choose one  
Which of the following statement does not apply to the element of "discussion" in a report?

- ▶ It should be consistent with the study results.
- ▶ It should not go beyond the study results.
- ▶ It should generally be distinct from the results.
- ▶ In qualitative studies, keeping it distinct from results is difficult.

Question No: 30 ( Marks: 1 ) - Please choose one  
Which one of the following is more effective Technical Communication?

- ▶ Oral communication
- ▶ Mata communication
- ▶ Non verbal communication
- ▶ Written communication

**Question No: 31 ( Marks: 2 )**

What are solicited and unsolicited sales letters?

**Question No: 32 ( Marks: 2 )**

Describe negotiation briefly.

**Question No: 33 ( Marks: 2 )**

How do we explain a market report?

**Question No: 34 ( Marks: 3 )**

How do we write short quotations in a thesis paper?

**Question No: 35 ( Marks: 3 )**

What is an adjustment letter?

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**Question No: 36 ( Marks: 3 )**

Write format of a functional resume.

**Question No: 37 ( Marks: 5 )**

Write a note on five types of work place power.

**Question No: 38 ( Marks: 5 )**

What is the organizational plan for answering Claim Letters? Explain briefly.

**Question No: 39 ( Marks: 10 )**

What is memorandum? What are the internal purposes of memorandum?

**Question No: 40 ( Marks: 10 )**

Being an employee of a firm, you have complained to your manager that facilities for the staff refreshment and recreation are either non-existent or inadequate. He asks you to put the situation in written form. You are required to write a short memo-report with some recommendations to present it to management meeting.