

“Briefing Eng201 Mega Collection”

- 1: Total Papers.....11, different sessions.*
- 2: Years.....2011,2010,2009 & 2008*
- 3: Only Solved*
- 4: Subjective & Objective.*
- 5: With Reference.*

Eng 201
Solved all past papers

ENG201- Business and Technical English Writing
Final Examination

Paper # 01

ENG201- Business and Technical English Writing FINAL TERM EXAMINATION 2011

Question: 1

Which of the following is generally organized by direct approach and receives a favorable reaction?

- ▶ Business message
- ▶ Bad news message
- ▶ **Good news message (Page 72)**
- ▶ Routine message

Question: 2

Which of the followings are real but unnamed readers?

- ▶ **Phantom Readers (Page 23)**
- ▶ Future Readers
- ▶ Complex Readers
- ▶ Technical Readers

Question: 3

Choose the correct sentence.

- ▶ You may not enter Mr. Harris office without his permission.
- ▶ You may not enter Mr. Harrises office without his permission.
- ▶ You may not enter Mr. Harrises' office without his permission.
- ▶ **You may not enter Mr. Harris's office without his permission.**

http://www.grammarbook.com/grammar_quiz/apostrophes_1.asp

Question: 4

Choose the sentence with the correct punctuation.

- ▶ The American flag has three colors: namely, red, white, and blue.
- ▶ **The American flag has three colors, namely; red, white, and blue.**
- ▶ **The American flag has three colors; namely, red, white, and blue.**
- ▶ The American flag has three colors namely, red, white, and blue.

http://www.grammarbook.com/grammar_quiz/semicolons_and_colons_1.asp

Question: 5

Choose the correct option.

Feasibility reports are used:

- ▶ **To analyze problems and predict practical alternatives.**
- ▶ To control problems, sell products and services.

- ▶ To monitor and control production, sales, shipping, etc.
- ▶ To solve problems and supply facts.

Question: 6

Which of the following should be avoided while writing business message?

Pompous language (Page 34)

Intimacy

Preaching and bragging

All of the above

Question: 7

Which of the following is the process of drafting your message?

- ▶ Planning
- ▶ **Composing (Page 53)**
- ▶ Editing
- ▶ Revising

Question: 8

Which of the following is achieved through a balance between precise language and familiar language?

- ▶ **Clarity (Page 36)**
- ▶ Correctness
- ▶ Concreteness
- ▶ Conciseness

Question: 9

Which of the following is the first thing you must consider while writing a resume?

- ▶ **Defining your objectives (Page 11)**
- ▶ Planning your objectives
- ▶ Evaluating your objectives
- ▶ Revising your objectives

Question: 10

Which of the following is associated with scholarly writing?

- ▶ Informal writing
- ▶ **Formal writing (Page 41)**
- ▶ Archaic writing
- ▶ Technical writing

Question: 11

Which one of the following questions that produce specific information, save time, requires less effort

to answer, and eliminate bias and prejudice in answer?

- ▶ Open-ended questions.
- ▶ **Close-ended questions. (Page 155)**
- ▶ Subjective questions.
- ▶ Objective questions.

Question No: 12

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.**

http://www.grammarbook.com/grammar_quiz/punctuation_mastery.asp

Question No: 13

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.**

http://www.grammarbook.com/grammar_quiz/who_vs_which_1.asp

Question No: 14

Which of the following proposal section is related to researcher's investigation?

- ▶ Justification of the study
- ▶ **Research question (Page 93)**
- ▶ Definition of terms
- ▶ Purpose of the study

Question No: 15

Which method is a bottom-up or generative approach to research?

- ▶ Pattern method
- ▶ Hypothesis method
- ▶ **Inductive method**
- ▶ Deductive method

<http://quizlet.com/3955580/introduction-to-research-methods-chapters-1-2-flash-cards/>

Question No: 16

What is the last thing you need to do before you get ready to distribute your document?

- ▶ Designing
- ▶ Revising
- ▶ **Proofreading**

- ▶ All of the above

Question No: 17

Feasibility reports are used:

- ▶ **To analyze problems and predict practical alternatives.**
- ▶ To control problems, sell products and services.
- ▶ To monitor and control production, sales, shipping, etc.
- ▶ To solve problems and supply facts.

Question No: 18

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: 19

Claim letter is also called:

- ▶ Transmittal letter
- ▶ Credit refusing letter
- ▶ **Adjustment letter (Page 71)**
- ▶ Complaint letter

Question No: 20

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

- ▶ Completeness
- ▶ Correctness
- ▶ Conciseness
- ▶ **Concreteness Page 35**

Question No: 21

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 (Page 52)**
- ▶ Planning a message

Question No: 22

Which of the following significantly improves the interest of a presentation?

- ▶ Illustration
- ▶ **Visual aids (Page 10)**

- ▶ Image
- ▶ Reflection

Question No: 23

What is meant by task-facilitating roles?

- ▶ **Suggesting decision-making procedures that will move the group towards the goal (Page 57)**
- ▶ Drawing out other members by showing verbal support
- ▶ Offering to yield on a point in the interest of reaching mutually acceptable decision
- ▶ Drawing out other members by showing verbal and non verbal support, praise or agreement .

9-How many elements are found in conventional superstructure for instructions?

- ▶ Three
- ▶ Four
- ▶ **Five (Page 112)**
- ▶ Two

Question No: 24

AIDS stands for:

- ▶ Attention Immunodeficiency Syndrome
- ▶ Acquired Implement System
- ▶ **Acquired Immunodeficiency Syndrome (Page 147)**
- ▶ Attention Implement System

Question No: 25

Choose the correct sentence.

- ▶ A friendly-little dog is all I need for company.
- ▶ **A friendly little dog is all I need for company.**
- ▶ A friendly, little dog is all I need for company.
- ▶ A friendly; little dog is all I need for company.

http://www.grammarbook.com/grammar_quiz/hyphens_ly_words_1.asp

Question No: 26

Choose the sentence with the correct comma placement.

- ▶ We will grant you immunity, if you decide to cooperate with us.
- ▶ We will grant you immunity, if you decide, to cooperate with us.
- ▶ We will grant you immunity if you decide, to cooperate with us.
- ▶ **We will grant you immunity if you decide to cooperate with us.**

http://www.grammarbook.com/grammar_quiz/commas_1.asp

Question No: 27

Software functional specs usually contain:

- ▶ Assumptions, resources

- ▶ Cost target, Maintenance
- ▶ **A & b – correct (Page 122)**
- ▶ Orientation specs and Functional specs

Question No: 28

Which of the following messages aim to influence audiences who are inclined to resist, so they depend heavily on strategic planning

- ▶ Considerate messages
- ▶ Courteous messages
- ▶ Informative messages
- ▶ **Persuasive messages (Page 76)**

Question No: 29

Choose the sentence with the correct comma placement.

- ▶ You are I am sure, telling the truth.
- ▶ You are I am sure telling, the truth.
- ▶ **You are, I am sure, telling the truth.**
- ▶ You are, I am sure telling the truth.

http://www.grammarbook.com/grammar_quiz/commas_1.asp

Q: Write a note on correctness principle of communication? 2

Answer:-Page 41

The following things are at the core of concreteness.

- Grammar
- Punctuation
- Spelling

Q: Difference between letter and memorandum? 2

Answer:-

The difference between memo and letter is that letter is used to communicate outside the organization

whereas memo is used to communicate inside the organization.

Q: What are organizational charts? 2

Answer: Page 119

An organizational chart uses rectangles and lines to represent the arrangement of people and departments in an organization. It reveals the organization's hierarchy, indicating how the smaller units are combined to create larger units. It also indicates who reports to whom and who gives direction to whom.

Q: How will you make favorable response to claim and adjustment request? 3

Answer: Page 72

Don't blame an individual or a specific department, and avoid such lame excuses as "Nobody's perfect" or "Mistakes will happen."

Q: The Rules of Capitalizing Multiple -Words Tittles and proper names? 3

Answer:- Page 146

1. Capitalize all nouns, pronouns, verbs, adjectives, adverbs, and subordinating conjunctions.
2. Capitalize any word, regardless of the part of speech, if it is the first or last word of the title or subtitle or a proper name or if it follows a punctuation mark indicating a break in the title

Q: What problems do we face while using staked modifies and nouns, and how can we over comes then? 3

Answer: Page 130

Avoid using long strings of modifiers or nouns. These stacked modifiers and nouns can be hard to read and sometimes create ambiguity. Add a few words (especially prepositions and conjunctions) to make the relationships between nouns clear to the reader.

Q: How is a diagram created? 3

Answer:-119

- Decide exactly what you want to show.
- Create an appropriate means to represent your subject with geometric shapes, or perhaps sketches that suggest their appearance.
- Provide the explanations people need in order to understand your diagram as a separate key, in the title or as part of the diagram itself.

Q: Difference b/w consideration and courtesy? 5

Answer:-

The difference between consideration and courtesy is the feeling that goes behind it. Consideration is more compassionate and has more depth because when you are considerate of another persons needs or feelings you care and are concerned about what to do concerning that person. On the other hand, courtesy is mainly because you feel like it's the right thing to do, you don't care as much or you don't have much attachment to why you are doing it.

Q: Difference b/w Table of content and appendix of a report? 5

Answer:-Page123

The table of contents provides an outline of analysis reports for readers who do not wish to read the entire report or flip through it looking for the section which contains what they are looking for . on the other hand , appendix would include derivations of equations, tables of raw data, sample equations, and so forth. But the only way to be certain that what is placed in the appendix belongs there is to assess it within the context of audience needs

Q: The Qualities of a good manuscript? 5

Answer:-Page 126

A manuscript should be visually attractive. This means that it should be orderly, that there should be obvious divisions and subdivisions. A manuscript should invite readership. The type should be clear in a manuscript, and the production should not be sloppy. A report or paper must be sufficiently detailed. There should be enough detail, though, to satisfy the projected readers' needs for information. After this, the document must be proofread, which should not be confused with editing. While editing requires being judgmental, proofreading is a quick checking for errors.

Q: what is the common ways establishing credibility while organizing a business message? 5

Answer:- Page 54

Establish Credibility

Don't make a false promise. People are more likely to react positively to your message when they have confidence in you. Example Instead of this We hope this recommendation will be helpful. Use this We're glad to make this recommendation.

Be Polite:

Try to express facts in a kind and thoughtful manner. Use extra tact when writing and when communicating with higher-ups. Promptness is a form of courtesy.

Project the Company Image:

Subordinate your own style to that of the company

Paper # 02

**ENG201- BUSINESS AND TECHNICAL ENGLISH WRITING
FINAL TERM EXAMINATION
Fall 2011 (session_02)**

**Time: 120 min
Marks: 75**

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

Choose the correct sentence.

- ▶ He is a happily-married man.
- ▶ **He is a happily married man.**
- ▶ He is a happily, married man.
- ▶ He is a happily; married man

Question No: 2 (Marks: 1) - Please choose one

Choose the sentence with the correct comma placement.

- ▶ You are I am sure, telling the truth.
- ▶ You are I am sure telling, the truth.
- ▶ **You are, I am sure, telling the truth.**
- ▶ You are, I am sure telling the truth.

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

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

- ▶ Strategic plan
- ▶ Indirect plan
- ▶ **Direct plan**
- ▶ Business plan

Question No: 4 (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: 4 (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: 6 (Marks: 1) - Please choose one
How can you make the following statement Concise?

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: 7 (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: 8 (Marks: 1) - Please choose one

What should be the purpose of visual aids?

- ▶ To make the document interesting
- ▶ To provide information
- ▶ To simplify the data
- ▶ **All of the above**

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.
- ▶ 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**
- ▶ By changing tone of voice
- ▶ None of them

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

In which of the following bars are replaced by drawings that represent the thing described?

- ▶ Bar graphs
- ▶ Line Graphs
- ▶ **Pictographs**
- ▶ Photographs

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

Something that stands for or represents something else, especially an object representing

an abstraction is called:

- ▶ Pagination
- ▶ **Symbol**
- ▶ Equation
- ▶ Acronyms

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**
- ▶ Brackets

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

Choose the correct sentence.

- ▶ Your award is richly-deserved.
- ▶ **Your award is richly deserved.**
- ▶ Your award is richly, deserved.
- ▶ Your award is richly; deserved.

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

Choose the correct sentence.

- ▶ The tomatoes whom grow in her garden are unlike those you buy in a store.
- ▶ The tomatoes who grow in her garden are unlike those you buy in a store.
- ▶ **The tomatoes that grow in her garden are unlike those you buy in a store.**
- ▶ The tomatoes which grow in her garden are unlike those you buy in a store.

Question No: 16 (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: 17 (Marks: 1) - Please choose one

How many a progress reports in a year is made?

- ▶ One
- ▶ **Two**
- ▶ Three
- ▶ Four

Question No: 18 (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: 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.**
- ▶ 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

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

- ▶ Completeness
- ▶ Correctness
- ▶ Conciseness
- ▶ **Concreteness**

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

Which one of the following should be placed either immediately before or after the noun?

- ▶ Misplaced Modifiers
- ▶ **Modifiers of Nouns**
- ▶ Adverb Modifiers
- ▶ Dangling Modifiers

Question No: 26 (Marks: 1) - Please choose one

Which of the following aspect denotes the necessary research and organizing ideas?

- ▶ Informal letter
- ▶ **Report production**
- ▶ Manuscript
- ▶ None of them

Question No: 27 (Marks: 2) - Please choose one

What is difference between memo and letter?

Answer: Page 173

Use letters to communicate outside your organization. Whereas the memorandum is the primary vehicle for

communication within an organization,

The difference between memo and letter is that letter is used to communicate outside the organization whereas memo

is used to communicate inside the organization.

Question No: 28 (Marks: 2) - Please choose one

Write any two rules for capitalization?

Answer: Page 146 file

1. Capitalize the first words of sentences, including sentences cited in quotations.
2. Capitalize all nouns, pronouns, verbs, adjectives, adverbs, and subordinating conjunctions.
3. Capitalize proper names, including any particular person, object, place, project, institution, river, vessel, genus, culture, ethnic group, or formal job title.
4. The letter I, when used as a pronoun referring to yourself must always be written as a capital letter

Question No: 29 (Marks: 2) - Please choose one

Write any two rules to create visual aids in your communication?

Answer: Page10

1. Use color on your slides but avoid orange and yellow which do not show up very well when projected. For text only, white or yellow on blue is pleasant to look at and easy to read.
2. Typically use a minimum 18pt Times Roman on OHPs, and preferably larger. A guideline is: if you can read the OHP from a distance of 2 meters (without projection) then it's probably OK

Question No: 30 (Marks: 2) - Please choose one

Explain dangling modifier?

Answer: Page 132 file

A modifier whose connection to the sentence is implied or intended but not actually made explicit is said to dangle. Dangling modifiers detract from the clarity of your writing, so you should make sure your modifiers are properly connected to the words they modify

Question No: 31 (Marks: 2) - Please choose one

What is Basic difference between vague and ornate language?

Answer: Page 136

Use the simplest most direct words possible.

Used for their own sake, ornate words simply distract the reader from your main point.

Vague Language: Although the amount of detail your writing will depend on your audience use specific facts

whenever possible. These facts make the difference between vague assertions and accurate scientific reporting

Question No: 32 (Marks: 3) - Please choose one

What are you know about open-ended question?

Repeated

Question No: 33 (Marks: 3) - Please choose one

How can we create a pie chart?

Answer: Page 118 file

To create a pie chart, you draw a circle and draw lines that slice it into wedges. Each wedge occupies a portion of the circle's circumference proportional to the amount of the total pie that the wedge represents.

Arrange the wedges in a way that helps your audience determine the rank order of the wedges and compare the relative sizes of particular wedges

Question No: 34 (Marks: 3) - Please choose one

Define the proposal?

Answer: Page 61 file

In a proposal, identify a specific problem and state how you will solve that problem.

Most organizations

rely on successful proposal writing for their continued existence. You will most likely spend a major part of your professional life writing proposals.

Question No: 35 (Marks: 5) - Please choose one

Write your comments “biased language has bad impression on business writing .

Question No: 36 (Marks: 5) - Please choose one

What are the basic purposes of business message?

Answer: Page 47

Common purpose of Business

Business messages have the following general purposes:

Inform

Persuade

Collaborate

Question No: 37 (Marks: 5) - Please choose one

How can you conducting interview on job?

Answer: Page 152

Conducting interviews on the job:

The conversation bounces back and forth from interviewer to interviewee. Although the interviewer guides the

conversation, the interviewee may also seek to accomplish a purpose, perhaps to:

- obtain or provide information,
- solve a problem
- to create goodwill
- persuade the other person to take action.

Question No: 38 (Marks: 5) - Please choose one
What are the basic purposes of reference in resume?

Paper # 03
FINALTERM EXAMINATION
Spring 2010(Session -1)
ENG201- Business and Technical English Writing

Question No: 1 (Marks: 1) - Please choose one
Which of the following you consider while making the framework of your table?

- ▶ How to order the rows and columns
- ▶ How to align entries in the columns
- ▶ Where to place special notes
- ▶ **All of them**

Question No: 2 (Marks: 1) - Please choose one
In which of the following bars are replaced by drawings that represent the thing described?

- ▶ Bar graphs
- ▶ Line Graphs
- ▶ **Pictographs**
- ▶ Photographs

Question No: 3 (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: 4 (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: 5 (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: 6 (Marks: 1) - Please choose one

How can we increase the audience's ability to absorb and remember information from a purely practical standpoint?

- ▶ Audience attention
- ▶ Presentation
- ▶ Speech
- ▶ **The visual aids**

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

"I am currently studying veterinary medicine, and I am working part-time at an animal clinic." This statement in the introduction of the speech could best be described as:

- ▶ Gaining attention
- ▶ Revealing the topic
- ▶ **Establishing credibility**
- ▶ Bragging

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

What is meant by task-facilitating roles?

- ▶ **Suggesting decision-making procedures that will move the group towards the goal**
- ▶ Drawing out other members by showing verbal support
- ▶ Offering to yield on a point in the interest of reaching mutually acceptable decision
- ▶ Drawing out other members by showing verbal and non verbal support, praise or agreement

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

Choose the correct sentence.

- ▶ You may not enter Mr. Harris office without his permission.
- ▶ You may not enter Mr. Harrises office without his permission.
- ▶ You may not enter Mr. Harrises' office without his permission.
- ▶ **You may not enter Mr. Harris's office without his permission.**

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

Choose the sentence with the correct punctuation.

- ▶ We ask, therefore; that you keep this matter confidential.
- ▶ We ask, therefore, that you keep this matter confidential.
- ▶ **We ask; therefore, that you keep this matter confidential.**
- ▶ We ask: therefore, that you keep this matter confidential.

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

Choose the sentence with the correct punctuation.

- ▶ The order was requested six weeks ago, therefore I expected the shipment to arrive by now.
- ▶ The order was requested six weeks ago, therefore, I expected the shipment to arrive by now.
- ▶ The order was requested six weeks ago: therefore, I expected the shipment to arrive by now.
- ▶ **The order was requested six weeks ago; therefore, I expected the shipment to arrive by now.**

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

Choose the sentence with the correct punctuation.

- ▶ The American flag has three colors: namely, red, white, and blue.
- ▶ The American flag has three colors, namely; red, white, and blue.
- ▶ **The American flag has three colors; namely, red, white, and blue.**
- ▶ The American flag has three colors namely, red, white, and blue.

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

What is meant by intended reader?

- ▶ Simple reader
- ▶ Complex reader
- ▶ **A member of a target audience**
- ▶ Unplanned reader

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

The act of considering or examining something in order to judge its value shows:

- ▶ Credibility
- ▶ **Evaluation**
- ▶ Conciseness
- ▶ All of them

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

Which method is a bottom-up or generative approach to research?

- ▶ Pattern method
- ▶ **Hypothesis method**
- ▶ Inductive method
- ▶ Deductive method

Question No: 16 (Marks: 1) - Please choose one

What are the best persuasive messages closely connected to?

- ▶ **The indirect approach**
- ▶ The positive aspects of your message
- ▶ The direct approach
- ▶ The desires and interests of the audience

Question No: 17 (Marks: 1) - Please choose one

Choose the correct option.

A good business letter is simple and straightforward without being harsh or --

-----.

- ▶ patriotic
- ▶ paternal
- ▶ **patronizing**
- ▶ panoramic

Question No: 18 (Marks: 1) - Please choose one

Which type of Visual aid is the most difficult to execute effectively?

- ▶ **Graphics**
- ▶ Projections
- ▶ Handouts
- ▶ Film and video

Question No: 19 (Marks: 1) - Please choose one

Choose the correct option.

Feasibility reports are used:

- ▶ To analyze problems and predict practical alternatives
- ▶ To control problems, sell products and services
- ▶ **To monitor and control production, sales, shipping, etc.**
- ▶ To solve problems and supply facts.

Question No: 20 (Marks: 1) - Please choose one

What is the typical sequence of interviews?

- ▶ Screening stage and final stage.
- ▶ Screening stage, selection stage, and final stage.
- ▶ Selection stage and final stage.
- ▶ **There is no typical sequence of interviews.**

Question No: 21 (Marks: 2)

Why Proposals are written?

Ans:

Proposals:

In a proposal, identify a specific problem and state how you will solve that problem. Most organizations rely on successful proposal writing for their continued existence. You will most likely spend a major part of your professional life writing proposals.

Question No: 22 (Marks: 2)

What are the characteristics of a good interviewer?

Ans:

Asking yourself the following questions will help you prepare for interviews:

What are your respective roles?

What does this person expect from you?

Is it to your advantage to confirm those expectations?

will you be more likely to accomplish your objective by being friendly and open or by conveying an impression of professional detachment?

If you're the interviewer, responsibility for planning the session falls on you. On the simplest level, your job is to schedule the interview and see that it's held in a comfortable and convenient location.

Good interviewers are good at collecting information, listening, and probing, so should develop set of interview questions and decide on their sequence

Question No: 23 (Marks: 2)

What is the problem with a double negative in a sentence?

Answer:

Use only one negative word to express a negative idea. In English, using two negative words to express one negative idea creates a positive rather than a negative interpretation.

Question No: 24 (Marks: 3)

How do Visual Aids support your arguments?

Answer:

Use your visual aids to maintain and revive audience interest. Visual aids, especially those involving color and movement, are much better at getting back the audience's attention than any words you may have for them. Keep going, and things usually get better. Things usually get better, and your audience will silently be wishing you success.

Question No: 25 (Marks: 3)

What is Analogy?

Definition

An analogy is a comparison of certain similarities between things which are otherwise unlike.

Discussion

In education, teachers commonly use analogies to introduce something new to students. They compare the new material to something the students already know and understand.

Example

Here is an example of an analogy:

□ A Street light is like a star. Both provide light at night, both are in predictable locations, both are overhead, and both serve no function in the daytime.

Question No: 26 (Marks: 3)

What are the general rules for capitalizing letters?

Answer:

Rules for Capitalizing Multiple-Word Titles and Proper Names

Unless you are following a documentation style that specifies otherwise, observe the following rules for capitalizing multiple word titles and proper nouns. Capitalize all nouns, pronouns, verbs, adjectives, adverbs, and subordinating conjunctions. Capitalize any word, regardless of the part of speech, if it is the first or last word of the title or subtitle or a proper name or if it follows a punctuation mark indicating a break in the title.

Question No: 27 (Marks: 5)

What is coherence and why is it important?

Ans:

Coherence underlies a variety of physical phenomena, such as interference and diffraction. Coherence is also responsible for many of the remarkable properties of laser radiation; laser light is coherent, which is to say that the light waves from a laser are all in phase.

Question No: 29 (Marks: 5)

Differentiate between Graphic visual aids and Text visuals.

Ans:

Two types of visual aids are used to supplement speeches and presentations Text visuals consist of words and help the audience follow the flow of ideas. Because text visuals are simplified outlines of your presentation, you can use them to summarize and preview the message and to signal major shifts in thought.

On the other hand, graphic visual aids illustrate the main points they help the audience grasp numerical data and other information that would be hard to follow if presented orally.

Question No: 30 (Marks: 5)

Write down the five purposes of using Colons.

Ans:

Colons:

Use colons for the following purposes:

- To introduce and emphasize lists, quotations and explanations and certain appositional elements (see Layout)

- To express ratios
- To separate numbers signifying different nouns, such as in separating units of
- Time or elements in a bibliographic citation
- To separate titles from subtitles

Paper # 04

FINALTERM EXAMINATION

Spring 2010(session_02)

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

Which of the following messages aim to influence audiences who are inclined to resist, so they depend heavily on strategic planning?

- ▶ Considerate messages
- ▶ Courteous messages
- ▶ Informative messages
- ▶ **Persuasive messages (Page 76)**

Question No: 2 (Marks: 1) - Please choose one

When the following phrase is used?

'This is Ken'.

- ▶ Answering the telephone
- ▶ Introducing yourself in person
- ▶ Asking who is on the line
- ▶ **Introducing yourself in general (not sure)**

Question No: 3 (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: 4 (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**

<http://translation.20megsfree.com/letters/11.htm>

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

While delivering an oral presentation to large groups, a person should use ----- style.

- ▶ Casual
- ▶ Informal
- ▶ **Formal**
- ▶ Interpersonal

<http://free-books-online.org/mix-books/business-communication/oral-presentation/>

Question No: 6 (Marks: 1) - Please choose one

What type of questions is used in both factual information and underlying feelings?

- ▶ Multiple questions
- ▶ Objective questions
- ▶ Subjective questions
- ▶ **Open-ended questions (Page 154).**

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

Which type of sequential number is given to pages in a book or document?

- ▶ Number
- ▶ **Enumeration (Page 148)**
- ▶ Symbol
- ▶ Pagination

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

Choose the sentence with the correct punctuation.

- ▶ We ask: therefore, that you keep this matter confidential.
- ▶ We ask, therefore; that you keep this matter confidential.
- ▶ **We ask, therefore, that you keep this matter confidential.**
- ▶ We ask; therefore, that you keep this matter confidential.

http://www.grammarbook.com/grammar_quiz/semicolons_and_colons_1.asp

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

Choose the correct sentence.

- ▶ Paul Simon sang, "I am a rock, I am an island."
- ▶ Paul Simon sang, I am a rock; I am an island.
- ▶ Paul Simon sang I am a rock, I am an island.
- ▶ **Paul Simon sang, "I am a rock; I am an island."**

http://www.grammarbook.com/grammar_quiz/punctuation_mastery.asp

Question No: 10 (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.

http://www.grammarbook.com/grammar_quiz/punctuation_mastery.asp

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

Which of the following aspect represents the act of giving somebody a reason or incentive to do something?

▶ **Motivation**

- ▶ Direction
- ▶ Usage
- ▶ Subject

<http://en.wikipedia.org/wiki/Motivation>

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

What is meant by intended reader?

- ▶ Simple reader
- ▶ Complex reader
- ▶ **A member of a target audience**
- ▶ Unplanned reader

http://en.wikipedia.org/wiki/Reader_model

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

What is meant by chronology?

- ▶ **Investigating a chain of events (Page 81)**
- ▶ Information about the relevant subject
- ▶ Specific goals
- ▶ All of the above

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

Which report share one essential characteristic and is written to help decision makers choose between two or more courses of action?

- ▶ Long report
- ▶ Short report
- ▶ Essential report
- ▶ **Feasibility report (Page 94)**

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

Choose the correct sentence.

- ▶ We are willing to work with whoever you recommend.
- ▶ We are willing to work with who you recommend.
- ▶ **We are willing to work with whomever you recommend.**

▶ We are not willing to work with who you recommend.

http://www.grammarbook.com/grammar_quiz/grammar_mastery.asp

Question No: 16 (Marks: 1) - Please choose one

What is the first task in planning a report?

- ▶ **Defining purpose (Page 81)**
- ▶ Identifying the sequence in which tasks should be performed.
- ▶ Preparing a work plan
- ▶ None of the above

Question No: 17 (Marks: 1) - Please choose one

What is Title Fly?

- ▶ Title fly is a page with four blocks of information.
- ▶ **Title fly is a plain sheet of paper with only the title of the report on it. (Page 84)**
- ▶ Title fly is a page with the name, title, and address of the person or organization writing the report.
- ▶ None of the above

Question No: 18 (Marks: 1) - Please choose one

What is the tense used in the following sentence?

They will have already taken the test.

- ▶ **future past**
- ▶ present perfect
- ▶ future perfect
- ▶ past perfect progressive

Question No: 19 (Marks: 1) - Please choose one

Use hyphens to connect certain prefixes to nouns. In most scientific and technical styles, the following prefixes are usually followed by a _____.

- ▶ comma
- ▶ full stop
- ▶ **hyphen (Page 141)**
- ▶ colon

Question No: 20 (Marks: 1) - Please choose one

Which type of Visual aid is three-dimensional?

- ▶ **Objects**
- ▶ Graphs
- ▶ Graphics
- ▶ Pictures

http://www.doctordi.ca/COMS361/visual_aids.htm

Question No: 21 (Marks: 2)

Define the term Diagram.

Answer: Page 119

A diagram is much like a drawing except that drawings accurately convey the actual appearance of things,

diagrams depict subjects more abstractly.

Question No: 22 (Marks: 2)

What is Dangling Modifier?

Answer: Page 132

A modifier whose connection to the sentence is implied or intended but not actually made explicit is

said to dangle. Dangling modifiers detract from the clarity of your writing, so you should make sure your

modifiers are properly connected to the words they modify

Question No: 23 (Marks: 2)

Define the term Conflict Phase.

Answer: Page 157

In the conflict phase members begin to discuss their positions on the problem

Question No: 24 (Marks: 3)

How Line Graph is constructed?

Answer: Page 118

In line graphs, you generally show how variation in *dependent variable* is affected by variation in the

independent variable. Line graphs almost always show the dependent variable on the vertical axis and the

independent variable on the horizontal one. Time is usually treated as an independent variable so it goes on

the horizontal axis. Mark off each axis at regular intervals, using labeled tick marks.

Question No: 25 (Marks: 3)

What is the purpose of using Quotation Marks?

Answer: Page 141

The purposes of using Quotation Marks are.

1. To enclose the names of articles, short reports, and other brief documents cited in your document or

2. To indicate direct quotations of speech or excerpts from other documents.

Question No: 26 (Marks: 3)

What are the major components of Letter of Recommendation?

Answer: Page 174

Major Components of a letter of Recommendation are:

- Head
- Body
- Footer
- Headings

Question No: 27 (Marks: 5)

Explain the term Pictograph with reference to Visual Aids. How information can be transferred through it?

Question No: 28 (Marks: 5)

In how many ways Question Marks are used?

Answer: Page 140

In 3 ways Question Marks can be used.

1. Use a question mark to end an interrogative sentence. Have past efforts to develop an AIDS vaccine been based on the wrong approach?
2. Use a question mark to change a declarative or imperative sentence into a question. Their testing of the system was exhaustive? [declarative changed to interrogative] Start production on Friday? [imperative changed to interrogative]
3. When a directive or a command is phrased as a question, a question mark is optional.

Question No: 29 (Marks: 5)

Which steps should be followed while writing Persuasive Messages?

Answer: Page 77

Following steps are involved in writing persuasive messages.

1. Determine the main idea.
2. Define the audience.
3. Choose the approach and format.

Question No: 30 (Marks: 5)

What is Ownership of a writer's work? Explain with an example.

Answer: Page 4

Ownership of a writer's work is very important.

While at school your communication only belongs to you, at work however, your communication will belong only *partly* to you. They will belong to your employer. What you write at work represents not only you but also your department or your employer.

Example

If you write a letter or report to a customer, the customer views it as an official communication from your employer. If you write a proposal, your employer will get the contact - or lose it. Employees often work on committees that write reports, proposals, and other documents collaboratively. The final version cannot be accredited to only one individual. People often write communications that are sent under someone else's name. It is common for departmental reports to be signed by Head of Department, even though are written by staff members.

Paper # 05

FINAL TERM EXAMINATION
Spring 2010 (session_04)

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

How can we make visual aids easy to understand?

- ▶ By Informative titles
- ▶ By using appropriate objects
- ▶ By removing unnecessary details
- ▶ **All of them (Page 116)**

Question No: 2 (Marks: 1) - Please choose one

Which of the following you consider while making the framework of your table?

- ▶ How to order the rows and columns
- ▶ How to align entries in the columns
- ▶ Where to place special notes
- ▶ **All of them (Page 117)**

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

Which of the following aims at gathering specific information?

- ▶ Letter of claim
- ▶ Letter of request
- ▶ **Letter of inquiry (Page 66)**
- ▶ Letter of information

Question No: 4 (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
- ▶ Put the most important information first
- ▶ **Place the name and professional objectives at the top (Page 13)**

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

Why document objective should be stated at the beginning?

- ▶ **To motivate readers to read further (Page 20)**
- ▶ To gain readers' attention
- ▶ Both i & ii
- ▶ To impress readers

Question No: 6 (Marks: 1) - Please choose one

Where we use proper tone from the beginning in a reasonable and understandable way?

- ▶ Neutral news message
- ▶ **Bad news message (Page 174)**
- ▶ Good news message

- ▶ Business message

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

Which one of the following component is not a part of planning written message?

- ▶ Developing the main idea
- ▶ Construct an outline
- ▶ **Estimate the appropriate length (Page 46)**
- ▶ Handle audience's questions effectively.

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

-----is used at the end of a line when a word must be divided or to link the parts of a compound word or phrase.

- ▶ Dash
- ▶ Quotation marks
- ▶ Apostrophe
- ▶ **Hyphen (Page 143)**

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

Choose the sentence with the correct punctuation.

- ▶ Clothes are often made from synthetic material; for instance, rayon.
- ▶ **Clothes are often made from synthetic material, for instance, rayon.**
- ▶ Clothes are often made from synthetic material, for instance: rayon.
- ▶ Clothes are often made from synthetic material, for instance; rayon.

[http://www.grammarbook.com/grammar_quiz/semicolons and colons 1.asp](http://www.grammarbook.com/grammar_quiz/semicolons_and_colons_1.asp)

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

Choose the correct sentence.

- ▶ It may not be-the correct part-but I bet that it works.
- ▶ It may not be the correct part-but I bet that it works.
- ▶ It may not be the correct part; but I bet that it works.
- ▶ **It may not be the correct part, but I bet that it works.**

http://www.grammarbook.com/grammar_quiz/punctuation_mastery.asp

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

Abstract stands for:

- ▶ Condensation of entire reports
- ▶ Focusing on the main issues
- ▶ **a & b (Page 143)**
- ▶ Writing problems

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

Choose the correct sentence.

- ▶ **All of the class to is willing to take part in the prank.**
- ▶ All of the class were willing to take part in the prank.
- ▶ All of the class are willing to take part in the prank.

▶ All of the classes has been willing to take part in the prank.

http://www.grammarbook.com/grammar_quiz/grammar_mastery.asp

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

How many steps a Planning report has?

- ▶ Three
- ▶ **Four (Page 81)**
- ▶ Five
- ▶ Six

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

What is the concept of dangling modifiers?

- ▶ Modifies a word not clearly stated in the sentence
- ▶ **Modifiers a word clearly stated in the sentence (Page 132)**
- ▶ Modification of complete sentences
- ▶ Modification of phrases

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

Choose the correct sentence.

- ▶ You are my friend, however, I cannot afford, to lend you any more money.
- ▶ You are my friend, however; I cannot afford to lend you any more money.
- ▶ You are my friend: however I cannot afford to lend, you any more money.
- ▶ **You are my friend; however, I cannot afford to lend you any more money.**

http://www.grammarbook.com/grammar_quiz/punctuation_mastery.asp

Question No: 16 (Marks: 1) - Please choose one

Which of the following can be classified as a bad-news letter?

- ▶ **Letter of resignation**
- ▶ Message of inquiry
- ▶ Request for a time extension
- ▶ None of the above

Question No: 17 (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 (Page 60)**
- ▶ All of the above.

Question No: 18 (Marks: 1) - Please choose one

Choose the correct option.

The conclusion or ending paragraph of a document should bring the communication to a polite and ----- close.

- ▶ **Subtle (Not sure).**
- ▶ measurable
- ▶ interminable
- ▶ businesslike

Question No: 19 (Marks: 1) - Please choose one

What is considered as the heart of a report?

- ▶ **The introduction of a report. (Not sure)**
- ▶ Introduction, body, and a close
- ▶ Only the body of the report
- ▶ A variety of components

Question No: 20 (Marks: 1) - Please choose one

What is the best answer if the interviewer asks you "Where do you want to be five years from now"?

- ▶ This job is a stopover on my way to something bigger.
- ▶ I would like to reach one of the highest positions in the company.
- ▶ I would like to work at the position I will be hired.
- ▶ **I would like to see myself contributing significantly to the company's success.**

Question No: 21 (Marks: 2)

Which steps should be followed while addressing a large audience?

Answer: Page 163

While addressing a large audience, you'll want to establish a more formal atmosphere. Hold the presentation in an auditorium or in Hall. Show slides on films to dramatize your message. Ask people to hold their questions until after you've completed your remarks.

Question No: 22 (Marks: 2)

Name the 'Specifications' that are commonly used in computer industry.

Answer: Page 121

Specifications which are commonly used in computer industry are:

- Requirement specs
- Functional specs
- Design specs
- Test specs

Question No: 23 (Marks: 2)

Complete the paragraph by writing the best suited Transition Word.

A festival day was a time for families to come together to share food and fun. Many festivals still celebrated in China today date back to ancient times. The Spring Festival, -----, welcomed a new year in ancient China.

Question No: 24 (Marks: 3)

How a Diagram is created?

Answer: Page 119

How to create a diagram:

- Decide exactly what you want to show.
- Create an appropriate means to represent your subject with geometric shapes, or perhaps sketches that suggest their appearance.
- Provide the explanations people need in order to understand your diagram as a separate key, in the title or as part of the diagram itself.

Question No: 25 (Marks: 3)

How does Lack of a Well-Defined Purpose make writing difficult?

Answer: Page 124

A poorly defined purpose of your communication will inevitably make writing more difficult, and may block it altogether. Sometimes you will experience this as a lack of information; often you will notice it as paragraphs, sections, or entire reports or papers that shift topic in the middle.

Question No: 26 (Marks: 3)

How can listening skill be improved?

Answer: Page 151

You can improve your listening ability by becoming more aware of the habits that distinguish good listeners from bad. In addition, put nonverbal skills to work as you listen:

- Maintain eye contact
- React responsively with head nods or spoken signals
- Pay attention to the speaker's body language

You might even test yourself from time to time: when someone is talking, ask yourself whether you're actually listening to the speaker or mentally rehearsing how you'll respond.

Question No: 27 (Marks: 5)

What is the difference between Formal and Informal letter?

Answer:

1. A formal letter is a letter written to a business, a college, or any professional that is not considered friends or family. While an informal letter is a letter you would write to a friend or family member. It doesn't necessarily need a format, but there is a standard.
2. A formal greeting would include a title such as Mr. or Mrs. an informal would be addressing them by first name or nickname, i.e. Dear Susie instead of Dear Mrs. Smith.

Question No: 28 (Marks: 5)

How does Editing help to improve a document?

Answer: Repeated.

Question No: 29 (Marks: 5)

Describe at least five characteristics of a Good Listener.

Answer: Page 151

You can improve your listening ability by becoming more aware of the habits that distinguish good listeners from bad.

In addition, put nonverbal skills to work as you listen:

- Maintain eye contact
- React responsively with head nods or spoken signals
- Pay attention to the speaker's body language

You might even test yourself from time to time: when someone is talking, ask yourself whether

you're actually listening to the speaker or mentally rehearsing how you'll respond

Question No: 30 (Marks: 5)

Which points should be kept in mind while composing the 'Title Page' of a Report?

Answer: Page 123

1. A title page should be designed with visual order in mind.
2. It should be balanced from top to bottom and from left to right.
3. It should provide enough information for readers to be able to tell what the context of the report is and what the report is about.

Paper # 06

FINALTERM EXAMINATION

Spring 2010(session_06)

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

A letter or report to a customer from an employer belongs to which kind of communication?

- ▶ **official communication (Page 4)**
- ▶ officer communication
- ▶ administrator communication
- ▶ manager communication

Question No: 2 (Marks: 1) - Please choose one

How can we make visual aids easy to understand?

- ▶ By Informative titles
- ▶ By using appropriate objects
- ▶ By removing unnecessary details

▶ **All of them (Page 116)**

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

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

▶ **Memorandum (Page 67)**

- ▶ Report
- ▶ Letter
- ▶ Proposals

Question No: 4 (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 (Page 13)**

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

"An attachment notation is included to remind the reader to check additional pages of information.

This is typed single or double space below the reference initials."

Match the above statement with one of the followings:

- ▶ Copy Notation
- ▶ **Enclosure(s)**
- ▶ Attention line
- ▶ Postscript

Question No: 6 (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: 7 (Marks: 1) - Please choose one

How can we create motivation among the audience during the presentation?

- ▶ **Through visual aids**
- ▶ Through simple use of language
- ▶ Through verbose language
- ▶ Through skill

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

Which of the following speech offers a verbal explanation of a complex process?

- ▶ **Explanatory speech**
- ▶ Instructional speech

- ▶ Demonstration speech
- ▶ Oral briefing

Question No: 9 (Marks: 1) - Please choose one
Choose the sentence with the correct comma placement.

- ▶ You are I am sure, telling the truth.
- ▶ You are I am sure telling, the truth.
- ▶ **You are, I am sure, telling the truth.**
- ▶ You are, I am sure telling the truth.

http://www.grammarbook.com/grammar_quiz/commas_1.asp

Question No: 10 (Marks: 1) - Please choose one
Choose the correct sentence.

- ▶ The baker which baked that bread should win an award.
- ▶ The baker whom baked that bread should win an award.
- ▶ The baker that baked that bread should win an award.
- ▶ **The baker who baked that bread should win an award.**

http://www.grammarbook.com/grammar_quiz/who_vs_which_1.asp

Question No: 11 (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.**

http://www.grammarbook.com/grammar_quiz/punctuation_mastery.asp

Question No: 12 (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.

http://www.grammarbook.com/grammar_quiz/punctuation_mastery.asp

Question No: 13 (Marks: 1) - Please choose one
Choose the correct sentence.

- ▶ **Just to be sure, I called three more D.V.M.s' offices.**
- ▶ Just to be sure, I called three more D.V.M.s offices.
- ▶ Just to be sure, I called three more, D.V.M.'s offices.
- ▶ Just to be sure, I called three more D.V.M. offices'.

http://www.grammarbook.com/grammar_quiz/punctuation_mastery.asp

Question No: 14 (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

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

Which report share one essential characteristic and is written to help decision makers choose between two or more courses of action?

- ▶ Long report
- ▶ Short report
- ▶ Essential report
- ▶ **Feasibility report (Page 109 and 94)**

Question No: 16 (Marks: 1) - Please choose one

How many elements are present in superstructure for feasibility reports?

- ▶ Four
- ▶ Five
- ▶ Six
- ▶ **Seven (Page 95)**

Question No: 17 (Marks: 1) - Please choose one

Which of the following factor is discussed in the data analysis section?

- ▶ The budget
- ▶ How the data will be collected?
- ▶ **Results and findings (Page 84)**
- ▶ All of the above

The writer's analysis of what the findings mean. These are the answers to the questions that lead to the report.

Question No: 18 (Marks: 1) - Please choose one

If you are at a meeting and are asked to report on the progress you have made on a project, what method of delivery you will use.

- ▶ Extempore
- ▶ Impromptu
- ▶ Memorization
- ▶ Reading

Question No: 19 (Marks: 1) - Please choose one

To ensure clarity, place your -----carefully.

- ▶ articles

- ▶ **modifiers (Page 132)**
- ▶ semicolon
- ▶ exclamation marks

Question No: 20 (Marks: 1) - Please choose one

Which of the following types of interviews will judge interpersonal skills in a better way?

- ▶ Open-ended interview
- ▶ Stress interview.
- ▶ Video interview.
- ▶ **Group interview.**

Group Interviews: In this type of interview interviewees meet several candidates simultaneously. This is the best type of interview to judge the inter-personal skills of a candidate.

Question No: 21 (Marks: 2)

Explain the term Ornate Language.

Answer: Page 136

Use the simplest most direct words possible.

Used for their own sake, ornate words simply distract the reader from your main point.

Question No: 22 (Marks: 2)

Name the types of Oral Communication.

Answer: Page 172

Types of Oral communication are as follows:

- Extempore
- Impromptu
- Memorization
- Reading
- Modes of delivery
- Delivery guidelines

Question No: 23 (Marks: 2)

Is it possible that a visual aid can be displayed without a title? Discuss.

Answer: Page 116

Yes, it's possible that a visual aid can be displayed without a title.

Sometimes you don't need to provide a title for a visual aid. That happens, for instance, when you are including a very short table in your text in a way that makes perfectly clear what it contains. Similarly, the visual aids in brochures are often untitled, though they are much rarer in reports and proposals.

Question No: 24 (Marks: 3)

Why Visual Aids should be made easy?

Answer: Page 111

Visual aids should be made easy for audiences. They should be made without any hazards or problems. Attention of audiences is very important for the presentation, report etc. Well designed visual aids are much more economical than words. Visual aids that are poorly planned and prepared can be just as confusing and frustrating for readers as poorly written prose.

Question No: 25 (Marks: 3)

How does Lack of a Well-Defined Purpose make writing difficult?

Answer: Repeated

Question No: 26 (Marks: 3)

What are the various purposes of Abbreviations?

Answer: Page 147

Abbreviations, shortened forms of words, are commonly employed in scientific and technical writing. However, avoid unnecessary abbreviations which can confuse a reader. Some abbreviations are always followed by a period.

Question No: 27 (Marks: 5)

How 'document accuracy' differs from 'technical accuracy'?

Answer: Page 27

1. The '**document accuracy**' refers to the proper coverage of your topics in appropriate details. Whereas '**technical accuracy**' requires stylistic accuracy but is not based solely on it.
2. Technical 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 while Document accuracy is generally cultivated by a clear problem statement and by a preliminary outline.

Question No: 28 (Marks: 5)

What is Conventional Superstructure for Instructions and why is it important in Technical English?

Answer: Page 113

The conventional superstructure for instructions contains five elements

- Introduction
- Description of the equipment
- Theory of operations
- Lists of material and equipment
- Guide to trouble shooting

Question No: 29 (Marks: 5)

Differentiate between Self-oriented roles and Task-facilitating roles performed by the members of a meeting.

Answer: Page 157

Self oriented roles:

Controlling: dominating other by exhibiting superiority or authority. Withdrawing: retiring from the group either by becoming silent or by refusing to deal with a particular aspect of the group's work. Attention seeking: calling attention to one and demanding recognition from others. Diverting: focusing group discussion on topics of interest to the individual rather those relevant to the task.

Task facilitating roles:

Initiating: getting the group started on a line of inquiry. Information giving or seeking: offering (or seeking) information relevant to questions facing the group. Coordinating: showing relationships among ideas, clarifying issues, summarizing what the group has done. Procedure setting: suggesting decision-making procedures that will move the group toward the goal.

Question No: 30 (Marks: 5)

What are the Technical Terms? Explain in detail.

Answer: Page 136

Technical terms are an essential part of all technical and scientific writing. Each field and specialty typically uses a vocabulary that relays a variety of specialized concepts by means of technical language. These special terms convey concentrated meanings that have been built up over significant periods of study of a field. It is important that you should be aware of your audience's level of understanding. If they are not experts in your field, you will need to substitute more general terms for your specialized terms. That means that you may not be able to write with great accuracy about your topic.

Paper # 07
FINAL TERM EXAMINATION
Spring 2010

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

Which of the following you consider while making the framework of your table?

- ▶ How to order the rows and columns
- ▶ How to align entries in the columns

- ▶ Where to place special notes
- ▶ **All of them (Page 117)**

Question No: 2 (Marks: 1) - Please choose one

In which of the following bars are replaced by drawings that represent the thing described?

- ▶ Bar graphs
- ▶ Line Graphs
- ▶ **Pictographs (Page 118)**
- ▶ Photographs

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

Complete the question tag: They worked for Kaufman's,

- ▶ **Did they? (Not sure)**
- ▶ Haven't they?
- ▶ Didn't they?
- ▶ Had they?

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

Biased language that might offend the audience is based on -----

- ▶ **Cultural bias, gender bias (Page 58)**
- ▶ Cultural bias, nationality bias
- ▶ Unity bias, nationality bias
- ▶ None of them

Question No: 5 (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. (Page 57)**
- ▶ It refers to general meaning of words.
- ▶ It refers to cognitive meaning of words.

Question No: 6 (Marks: 1) - Please choose one

How can we increase the audience's ability to absorb and remember information from a purely practical standpoint?

- ▶ Audience attention
- ▶ Presentation
- ▶ Speech
- ▶ **The visual aids (Page 167)**

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

"I am currently studying veterinary medicine, and I am working part-time at an animal clinic." This statement in the introduction of the speech could best be described as:

- ▶ Gaining attention
- ▶ Revealing the topic
- ▶ **Establishing credibility**

► Bragging

<http://www.public.iastate.edu/~aslagell/spcm212/finalreview07.html>

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

What is meant by task-facilitating roles?

► **Suggesting decision-making procedures that will move the group towards the goal (Page 157)**

- Drawing out other members by showing verbal support
- Offering to yield on a point in the interest of reaching mutually acceptable decision
- Drawing out other members by showing verbal and non verbal support, praise or agreement.

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

Choose the correct sentence.

- You may not enter Mr. Harris office without his permission.
- You may not enter Mr. Harris's office without his permission.
- You may not enter Mr. Harris' office without his permission.
- **You may not enter Mr. Harris's office without his permission.**

http://www.grammarbook.com/grammar_quiz/apostrophes_1.asp

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

Choose the sentence with the correct punctuation.

- We ask, therefore; that you keep this matter confidential.
- **We ask, therefore, that you keep this matter confidential.**
- We ask; therefore, that you keep this matter confidential.
- We ask: therefore, that you keep this matter confidential.

http://www.grammarbook.com/grammar_quiz/semicolons_and_colons_1.asp

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

Choose the sentence with the correct punctuation.

- The order was requested six weeks ago, therefore I expected the shipment to arrive by now.
- The order was requested six weeks ago, therefore, I expected the shipment to arrive by now.
- The order was requested six weeks ago: therefore, I expected the shipment to arrive by now.
- **The order was requested six weeks ago; therefore, I expected the shipment to arrive by now.**

http://www.grammarbook.com/grammar_quiz/semicolons_and_colons_1.asp

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

Choose the sentence with the correct punctuation.

- The American flag has three colors: namely, red, white, and blue.
- **The American flag has three colors, namely; red, white, and blue.**
- The American flag has three colors; namely, red, white, and blue.
- The American flag has three colors namely, red, white, and blue.

http://www.grammarbook.com/grammar_quiz/semicolons_and_colons_1.asp

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

What is meant by intended reader?

- ▶ Simple reader
- ▶ Complex reader
- ▶ A member of a target audience
- ▶ Unplanned reader

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

The act of considering or examining something in order to judge its value shows:

- ▶ Credibility
- ▶ **Evaluation**
- ▶ Conciseness
- ▶ All of them

<http://wordinfo.info/unit/237/page:38/s:rate>

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

Which method is a bottom-up or generative approach to research?

- ▶ Pattern method
- ▶ Hypothesis method
- ▶ **Inductive method**
- ▶ Deductive method

<http://quizlet.com/3955580/introduction-to-research-methods-chapters-1-2-flash-cards/>

Question No: 16 (Marks: 1) - Please choose one

What are the best persuasive messages closely connected to?

- ▶ The indirect approach
- ▶ The positive aspects of your message
- ▶ The direct approach
- ▶ **The desires and interests of the audience (Page 76)**

Question No: 17 (Marks: 1) - Please choose one

Choose the correct option.

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

- ▶ patriotic
- ▶ paternal
- ▶ patronizing
- ▶ panoramic

Question No: 18 (Marks: 1) - Please choose one

Which type of Visual aid is the most difficult to execute effectively?

- ▶ Graphics
- ▶ Projections
- ▶ Handouts
- ▶ **Film and video**

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

Feasibility reports are used:

- ▶ **To analyze problems and predict practical alternatives**
- ▶ To control problems, sell products and services
- ▶ To monitor and control production, sales, shipping, etc.
- ▶ To solve problems and supply facts

**Question No: 20 (Marks: 1) - Please choose one
What is the typical sequence of interviews?**

- ▶ Screening stage and final stage.
- ▶ **Screening stage, selection stage, and final stage.**
- ▶ Selection stage and final stage.
- ▶ There is no typical sequence of interviews.

**Question No: 21 (Marks: 2)
Why Proposals are written?**

Answer: Page 61

Proposals are written to identify a specific problem and state how you will solve that problem. Most organizations rely on successful proposal writing for their continued existence.

Question No: 22 (Marks: 2)

What are the characteristics of a good interviewer?

Answer: Page 154

Good interviewers are good at collecting information, listening, and probing, so should develop set of interview questions and decide on their sequence

Question No: 23 (Marks: 2)

What is the problem with a double negative in a sentence?

Answer: Page 133

Using two negative words to express one negative idea creates a positive rather than a depressing understanding.

Question No: 24 (Marks: 3)

How do Visual Aids support your arguments?

Answer: Repeated.

Question No: 25 (Marks: 3)

What is Analogy?

A comparison between one thing and another made for the purpose of explanation or clarification.

For Example: The analogy between the heart and a pump. Or an analogy between the atom and the solarsystem.

Question No: 26 (Marks: 3)

What are the general rules for capitalizing letters?

Answer: Page 146

1. Capitalize the first words of sentences, including sentences cited in quotations.

2. Capitalize all nouns, pronouns, verbs, adjectives, adverbs, and subordinating conjunctions.
3. Capitalize proper names, including any particular person, object, place, project, institution, river, vessel, genus, culture, ethnic group, or formal job title.
4. The letter I, when used as a pronoun referring to yourself must always be written as a capital letter.

Question No: 27 (Marks: 5)

What is coherence and why is it important?

Answer: Page 28 and 37

In a coherent sentence the words are arranged so that the ideas clearly express the intended meaning. It is important because it is the quality of hanging together, of providing the reader an easily followed path. Coherence can dramatically improve the reader's ability to understand your material by promoting its flow or readability. Coherence is especially valued in technical communication and writing because of the inherent complexity of the subjects. At the level of the whole document, coherence helps to provide the larger picture, in which the connections among the parts of the document are made clear by the writer.

Question No: 28 (Marks: 5)

What are Test Specifications?

Answer:

It is the way in which you test something. It includes the requirements for the test equipment, how you connect the test equipment to what is being tested, what you do during each test, and the acceptable results for each test.

Question No: 29 (Marks: 5)

Differentiate between Graphic visual aids and Text visuals.

Answer: Page 168

Text visuals consist of words and help the audience follow the flow of ideas. Because text visuals are simplified outlines of your presentation, you can use them to summarize and preview the message and to signal major shifts in thought. On the other hand, graphic visual aids illustrate the main points. They help the audience grasp numerical data and other information that would be hard to follow if presented orally.

Paper # 08
FINAL TERM EXAMINATION
Fall 2009(session_01)

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 following accurately convey the actual appearance of things?

- ▶ Graphs
- ▶ **Diagrams (Page 119)**
- ▶ Charts
- ▶ Tables

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

Which of the following are functional units that revolve around a single thought?

- ▶ **Paragraphs (Page 59)**
- ▶ Passages
- ▶ Fragments
- ▶ Documents

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

Which of the following aims at gathering specific information?

- ▶ Letter of claim
- ▶ Letter of request
- ▶ **Letter of inquiry (Page 66)**
- ▶ Letter of information

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

Which is the most polite expression?

- ▶ Can I help you?
- ▶ Could I help you?
- ▶ **May I help you?**
- ▶ Should I help you?

Question No: 6 (Marks: 1) - Please choose one

Which signature is the most formal?

- ▶ Love,

- ▶ **Yours faithfully,**
- ▶ Best wishes,
- ▶ Best regards,

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

How many punctuation styles are usually used in business communication?

- ▶ One
- ▶ **Two**
- ▶ Three
- ▶ Four

Question No: 8 (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. (Page 57)**
- ▶ It refers to general meaning of words.
- ▶ It refers to cognitive meaning of words.

Question No: 9 (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: 10 (Marks: 1) - Please choose one

Feeling nervous leads speakers to:

- ▶ Improperly evaluate themselves
- ▶ **Forget their speech**
- ▶ Eliminate their anxiety
- ▶ Exaggerate their anxiety.

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

"I am currently studying veterinary medicine, and I am working part-time at an animal clinic." This statement in the introduction of the speech could best be described as:

- ▶ Gaining attention
- ▶ Revealing the topic
- ▶ **Establishing credibility**
- ▶ Bragging

<http://www.public.iastate.edu/~aslagell/spcm212/finalreview07.html>

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

What type of questions is used in both factual information and underlying feelings?

- ▶ Multiple questions
- ▶ Objective questions
- ▶ Subjective questions
- ▶ **Open-ended questions (Page 154)**

**Question No: 13 (Marks: 1) - Please choose one
AIDS stands for:**

- ▶ Attention Immunodeficiency Syndrome
- ▶ Acquired Implement System
- ▶ **Acquired Immunodeficiency Syndrome (Page 147)**
- ▶ Attention Implement System

**Question No: 14 (Marks: 1) - Please choose one
Choose the correct sentence.**

- ▶ A friendly-little dog is all I need for company.
- ▶ **A friendly little dog is all I need for company.**
- ▶ A friendly, little dog is all I need for company.
- ▶ A friendly; little dog is all I need for company.

http://www.grammarbook.com/grammar_quiz/hyphens_ly_words_1.asp

**Question No: 15 (Marks: 1) - Please choose one
Choose the correct sentence.**

- ▶ The actresses costumes looked beautiful on them.
- ▶ The actresse's costumes looked beautiful on them.
- ▶ **The actresses' costumes looked beautiful on them.**

http://www.grammarbook.com/grammar_quiz/apostrophes_1.asp

- ▶ The actress' costumes looked beautiful on them.

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

- ▶ We will grant you immunity, if you decide to cooperate with us.
- ▶ We will grant you immunity, if you decide, to cooperate with us.
- ▶ We will grant you immunity if you decide, to cooperate with us.
- ▶ **We will grant you immunity if you decide to cooperate with us.**

http://www.grammarbook.com/grammar_quiz/commas_1.asp

**Question No: 17 (Marks: 1) - Please choose one
Which of the following punctuation refers to explain some points within the sentence?**

- ▶ Dash
- ▶ **Colon (Page 139)**
- ▶ Semicolon

► Ellipsis

Question No: 18 (Marks: 1) - Please choose one

Choose the sentence with the correct punctuation.

- I need a few items at the store clothespins, a bottle opener, and napkins.
- I need a few items at the store; clothespins, a bottle opener, and napkins.
- **I need a few items at the store: clothespins, a bottle opener, and napkins.**
- I need a few items at the store, clothespins, a bottle opener, and napkins.

http://www.grammarbook.com/grammar_quiz/semicolons_and_colons_1.asp

Question No: 19 (Marks: 1) - Please choose one

Choose the sentence with the correct punctuation.

- Clothes are often made from synthetic material; for instance, rayon.
- **Clothes are often made from synthetic material, for instance, rayon.**
- Clothes are often made from synthetic material, for instance: rayon.
- Clothes are often made from synthetic material, for instance; rayon.

http://www.grammarbook.com/grammar_quiz/semicolons_and_colons_1.asp

Question No: 20 (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.

http://www.grammarbook.com/grammar_quiz/quiz_results.asp

Question No: 21 (Marks: 1) - Please choose one

Choose the correct sentence.

- Please contact me, if you have any questions.
- If you have any questions, please contact me.
- **Please contact me if you have any questions.**
- If you have any questions; please contact me.

http://www.grammarbook.com/grammar_quiz/punctuation_mastery.asp

Question No: 22 (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.**

http://www.grammarbook.com/grammar_quiz/punctuation_mastery.asp

Question No: 23 (Marks: 1) - Please choose one

Software functional specs usually contain:

- ▶ Assumptions, resources
- ▶ Cost target, Maintenance
- ▶ **A & b (Page 122)**
- ▶ Orientation specs and Functional specs

Question No: 24 (Marks: 1) - Please choose one

Choose the correct sentence.

- ▶ "Your right to be concerned" said one veterinarian. "I would like to take a look at your dog."
- ▶ "Your right to be concerned, said one veterinarian, "I would like to take a look at your dog."
- ▶ "You're right to be concerned" said one veterinarian. "I would like to take a look at your dog."
- ▶ **"You're right to be concerned," said one veterinarian. "I would like to take a look at your dog."**

http://www.grammarbook.com/grammar_quiz/punctuation_mastery.asp

Question No: 25 (Marks: 1) - Please choose one

The act of considering or examining something in order to judge its value shows:

- ▶ Credibility
- ▶ **Evaluation**
- ▶ Conciseness
- ▶ All of them

<http://wordinfo.info/unit/237/page:38/s:rate>

Question No: 26 (Marks: 1) - Please choose one

Which of the following mechanics are used to shorten phrases in order to save space or to avoid awkward repetition of phrases?

- ▶ Abbreviations
- ▶ Capitalizations
- ▶ **Acronyms (Page 147)**
- ▶ None of the above

Question No: 27 (Marks: 1) - Please choose one

Which of the following mechanics is used to denote a number of things on a list one by one?

- ▶ Symbols
- ▶ Equations
- ▶ Acronyms
- ▶ **Enumeration (Page 148 and 29)**

Question No: 28 (Marks: 1) - Please choose one

Which of the following should be done when writing recommendation letters?

- ▶ Include only relevant and factual information.
- ▶ Avoid value judgments.
- ▶ Balance criticisms with favorable points.
- ▶ **All of the above**

<http://www.csun.edu/~vcecn006/jobsear.html>

Question No: 29 (Marks: 1) - Please choose one

The Introduction of a report answers:

- ▶ Proposal
- ▶ Facts of report
- ▶ Conclusions and Recommendations
- ▶ **Reader questions. (Page 87)**

n the introduction of a report, you answer your readers' question,

Question No: 30 (Marks: 1) - Please choose one

Which one of the following is an example of a progress report?

- ▶ Bid to write training manuals for a health care corporation.
- ▶ Presentation of the policies and procedures required by a health care corporation.
- ▶ .Report on research done to ascertain whether online multimedia training for health care professionals is a viable option.

▶ **Summary of the end-of-year-one status of a two-year project to develop multimedia-based training modules for healthcare professionals.**

Question No: 31 (Marks: 2)

What are Analytical assignments?

Analytical assignments:

These assignments are written to analyze any problems such as why a company is having problems in hiring secretaries, low wage, location of office etc.

Question No: 32 (Marks: 2)

What is the disadvantage of close-ended questions?

Answer:

The close-ended questions require yes or no answers. Questioner does not receive full response but just a short response.

Question No: 33 (Marks: 2)

Elaborate a few sources of Writer's Block.

Answer:

Few sources are lack of information, lack of confidence, not having a well defined objective.

Question No: 34 (Marks: 3)

Explain the term Budget Statement.

Answer:

Budget statement is a table that lists how much money will be spent and collected.

Question No: 35 (Marks: 3)

How can visual aids be helpful in oral presentation?

Answer:

Visual aids help in delivering the speeches and to accommodate audience's questions and help audiences in understanding the purpose of the presentation.

Question No: 36 (Marks: 3)

Describe how an organization produces formal reports.

Answer:

Formal reports usually include:

Research work,

Collecting ideas,

Visual aids,

Writing the material

And formatting

Question No: 37 (Marks: 5)

How Fog Index should be used? Explain with examples.

Answer:

This is a simple formula aimed at locating the audience on a grade scale which is supposedly based on their reading abilities. • Select a part of the text which is approximately 100 words long, to the nearest period. Introductions, leads, and conclusions usually exhibit slightly different communication techniques which will skew the accuracy of this test. •

Count the number of sentences in the selected text. • Determine the average length of sentences by dividing the number of words in the text by the number of sentences. • Count the number of words which have three or more syllables. But do not count words which are capitalized, words which have three syllables because prefixes or suffixes have been added, or words which are combinations of one- or two-syllable words. • Add the number for the average sentence length to the number of three-syllable words in the text. •

Multiply this sum by .04. • The result is the Fog Index. If you place it on a scale of 1-20, you will be able to have the approximate reading level required to understand the text.

Question No: 38 (Marks: 5)

What are the Functions and Contents of a Progress Report?

To report your progress on any specific work or project.

To report your progress on all activities whole year and by the end of year.

Answer:

Progress reports are prepared in two types of situations. In the first, you tell your readers about your progress on one particular project. As a geologist employed by an engineering consulting firm, Lee must do this. His employer has assigned him to study the site that a large city would like to use for a civic center and large office building. The city is worried that the site might not be geologically suited for such construction. Every two weeks, Lee must submit a progress report to his supervisor and to the city engineer. Lee's supervisor uses the progress report to be sure that Lee is conducting the study in a rapid and technically sound manner. The city engineer uses the report to see that Lee's study is proceeding according to the tight schedule planned for it. She also uses it to look for preliminary indications about the likely outcome of the study. Other work could be speeded up or halted

as a result of these preliminary findings. In the second type of situation, you prepare progress reports that tell about your work on all your projects. Many employers require their workers to report on their activities at regular intervals all year round, year in and year out. Jacqueline is a person who must write such progress reports (often called periodic reports). She works in the research division of a large manufacturer of consumer products, where she manages a department that is responsible for improving the formulas for the company’s laundry detergents—making them clean and smell better, making them less expensive to manufacture, and making them safer for the environment. At any one time, Jacqueline’s staff is working on between ten and twenty different projects.

Question No: 40 (Marks: 10)

How can we overcome common writing problems in business communication?

Answer:

Writer’s Block:

Writer’s block is what we call the experience of getting stuck while writing. Although the results are the same, there are many sources of writer’s block: lack of information, lack of a well defined purpose, poor knowledge of the audience, lack of confidence.

Lack of Information:

If it is the result of poor research, then you will have to stop writing and do more information gathering. If you find yourself doing this often, you might correctly guess that you have a problem in defining your communication purpose.

Lack of a Well-Defined Purpose:

A poorly defined purpose of your communication will inevitably make writing more difficult, and may block it altogether. Sometimes you will experience this as a lack of information; often you will notice it as paragraphs, sections, or entire reports or papers that shift topic in the middle. For any case of poorly defined purpose, the solution is the same. Develop a three-part purpose statement for the communication, and develop an outline of topics sentences based on the purpose statements.

Poorly Analyzed Audience:

Audience analysis that is performed poorly or not at all can be the source of writer’s block. At such times you find yourself staring at the video display screen wondering who is going to read your report and what on earth they want from it.

Lack of Confidence:

A lack of confidence in your abilities as a writer is a common source of writer’s block, and it is usually self-fulfilling. If you do not think you can communicate effectively, you will not be able to practice your systematic approaches of writing problems is the solution to this problem.

Organizational Problems:

Organizational problems are discovered during the editing phase. Finding and fixing these problems is what makes editing important. If they are not fixed, readers experience organization problems as complete breakdowns in communication.

Punctuation Problems:

Accurate punctuation does not ensure accurate communication, but accurate communication is tremendously enhanced by accurate punctuation. Take the following punctuation test, without first looking at the correct version which follows, to see how well you know punctuation. The test focuses on the most common punctuation problems in technical writing.

Paper # 09

FINAL TERM EXAMINATION Fall 2009 (session_02)

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**

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

<http://psychology.about.com/od/nonverbalcommunication/a/nonverbaltypes.htm>

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

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.

Collected By "Anonymous"

- ▶ In the **newspaper**, an interesting article appeared.
 - ▶ In the newspaper, an interesting **article** appeared.
- http://www.grammarbook.com/grammar_quiz/finding_subjects_verbs_1.asp

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.

http://www.grammarbook.com/grammar_quiz/quiz_results.asp

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.**

http://www.grammarbook.com/grammar_quiz/punctuation_mastery.asp

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.**

http://www.grammarbook.com/grammar_quiz/punctuation_mastery.asp

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.**

http://www.grammarbook.com/grammar_quiz/punctuation_mastery.asp

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.

http://www.grammarbook.com/grammar_quiz/punctuation_mastery.asp

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.**

http://www.grammarbook.com/grammar_quiz/who_vs_which_1.asp

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

http://www.grammarbook.com/grammar_quiz/punctuation_mastery.asp

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.

http://www.grammarbook.com/grammar_quiz/punctuation_mastery.asp

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.

http://www.grammarbook.com/grammar_quiz/punctuation_mastery.asp

Question No: 24 (Marks: 1) - Please choose one

----- is a list of source materials on a particular subject.

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

<http://free-books-online.org/mix-books/business-communication/business-reports-parts-of-a-formalreport/>

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.

http://www.grammarbook.com/grammar_quiz/prepositions_1.asp

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

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.**

http://www.grammarbook.com/grammar_quiz/who_vs_which_1.asp

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**

http://en.wikipedia.org/wiki/Technical_Communication

Question No: 31 (Marks: 2)

What are Proposals?

Answer: repeated

Question No: 32 (Marks: 2)

What is meant by Organizational Logic?

Organizational logic is the single most important issue in writing a report or article about technology. It is the first thing a person needs to look for when editing a document. The ideas in a report or article should be interrelated--seamlessly. They should form a sequence of information that will appear to be predictable or inevitable to readers. In other words, a topic or an idea should anticipate topics or ideas that follow it. As I have said before, a document should have no surprises and no areas of confusion that the readers have to puzzle out for themselves. Edgar Allan Poe, referring to the writing of short stories, gave some advice to writers which we can very well borrow for the writing of reports and articles about high technology. He said that authors should include nothing that does not advance the topic toward its inevitable end. Anything else is tangent that readers will wander down with the writer and become lost together.

Question No: 33 (Marks: 2)

What are the characteristics of a good interviewer?

Answer: repeated

Question No: 34 (Marks: 3)

Write down the structure of Short Formal Report.

Memo The most common format for short informal reports within an organization.

Memos have four

headings: To, From, Date and Subject.

Manuscript For a formal approach, manuscripts range from a few pages to several hundred pages.

Establishing a Basic Structure:

Choice of a structure involves three decisions:

What to say?

Direct or indirect?

Topical or logical organization?

Question No: 35 (Marks: 3)

How can we make analysis report purposeful?

Answer: Page 123

Analysis Reports: The important thing to remember is that no report format is perfect.

Company documentation standards attempt to resolve the issue by prescribing a format into which all analysis reports are poured. Report design should be flexible enough to meet a variety of writer purposes and audience needs.

Question No: 36 (Marks: 3)

Which phases are involved in decision making of a meeting?

Answer: Page 157

Groups usually reach their decision in a predictable pattern. The process can be viewed as passing through four phases:

Orientation phase
Conflict phase
Emergence phase
Reinforcement phase

Question No: 37 (Marks: 5)

Differentiate between Informal and Analytical Assignments.

Answer: Page 81-82

Question No: 38 (Marks: 5)

What are the purposes of using Colons? Give details.

Answer: Repeated.

Question No: 39 (Marks: 10)

Suppose you are a Market Surveyor, you were asked by your Manager to evaluate the feasibility of opening a restaurant in Wapda Town community. Write a short memo report in response to the given task.

Question No: 40 (Marks: 10)

What is the difference Feasibility Report between and Proposal?

Answer:

http://wiki.answers.com/Q/What_is_the_difference_between_a_proposal_and_a_report#ixzz1QE6zW2HJ

Paper # 10

FINAL TERM EXAMINATION Spring 2009

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

Which one of these words is not a synonym for "business"?

- ▶ capital
- ▶ enterprise
- ▶ project
- ▶ venture

Question No: 2 (Marks: 1) - Please choose one

In which of the following bars are replaced by drawings that represent the thing described?

- ▶ Bar graphs
- ▶ Line Graphs

- ▶ **Pictographs (Page 118)**
- ▶ Photographs

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 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

Which question asks for advice?

- ▶ What would you like to know?
- ▶ **What should I do with my plastic bottles?**
- ▶ I'm afraid I don't know where the entrance is.
- ▶ May I help you in any way?

Question No: 6 (Marks: 1) - Please choose one

Why style guides are widely used in organizations?

- ▶ To achieve a uniform document
- ▶ To achieve consistency of style
- ▶ To achieve good results
- ▶ **Both i & ii**

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

Claim letter is also called:

- ▶ Transmittal letter
- ▶ Credit refusing letter
- ▶ **Adjustment letter (Page 71)**
- ▶ Complaint letter

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

Which of the following can be defined as follows

"It is not merely politeness with mechanical insertion of 'please' and 'thank you', rather it is politeness that grows out of respect and concern for others."

- ▶ Clarity

- ▶ **Courtesy (Page 45)**
- ▶ Consideration
- ▶ Credibility

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

Where we use proper tone from the beginning in a reasonable and understandable way?

- ▶ Neutral news message
- ▶ **Bad news message (Page 174)**
- ▶ Good news message
- ▶ Business message

Question No: 10 (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: 11 (Marks: 1) - Please choose one

Something that stands for or represents something else, especially an object representing an abstraction is called:

- ▶ Pagation
- ▶ **Symbol**
- ▶ Equation
- ▶ Acronyms

<http://dictionary.reference.com/browse/symbol>

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

Choose the correct sentence.

- ▶ Your award is richly-deserved.
- ▶ **Your award is richly deserved.**
- ▶ Your award is richly, deserved.
- ▶ Your award is richly; deserved.

http://www.grammarbook.com/grammar_quiz/hyphens_ly_words_1.asp

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

Which word in the following sentence should contain an apostrophe?

Phillipa cannot go to her friends party because her parents have no cars.

- ▶ can'tnot
- ▶ parents'
- ▶ **friend's**
- ▶ car's

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

Choose the correct sentence.

- ▶ The tomatoes whom grow in her garden are unlike those you buy in a store.
- ▶ The tomatoes who grow in her garden are unlike those you buy in a store.
- ▶ **The tomatoes that grow in her garden are unlike those you buy in a store.**
- ▶ The tomatoes which grow in her garden are unlike those you buy in a store.

http://www.grammarbook.com/grammar_quiz/who_vs_which_1.asp

Question No: 15 (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.

http://www.grammarbook.com/grammar_quiz/finding_subjects_verbs_1.asp

Question No: 16 (Marks: 1) - Please choose one

Choose the sentence with the correct punctuation.

- ▶ I have been to San Francisco, California, Reno, Nevada, and Seattle, Washington.
- ▶ I have been to San Francisco California; Reno Nevada; and Seattle Washington.
- ▶ **I have been to San Francisco, California; Reno, Nevada; and Seattle, Washington.**
- ▶ I have been to San Francisco California, Reno Nevada, and Seattle Washington.

http://www.grammarbook.com/grammar_quiz/semicolons_and_colons_1.asp

Question No: 17 (Marks: 1) - Please choose one

Choose the sentence with the correct punctuation.

- ▶ Clothes are often made from synthetic material; for instance, rayon.
- ▶ **Clothes are often made from synthetic material, for instance, rayon.**
- ▶ Clothes are often made from synthetic material, for instance: rayon.
- ▶ Clothes are often made from synthetic material, for instance; rayon.

http://www.grammarbook.com/grammar_quiz/semicolons_and_colons_1.asp

Question No: 18 (Marks: 1) - Please choose one

Choose the correct sentence.

- ▶ The elections will be held on the first Tuesday, of November, 2008.
- ▶ The elections will be held, on the first Tuesday of November 2008.
- ▶ The elections will be held on the first Tuesday of November, 2008.
- ▶ **The elections will be held on the first Tuesday of November 2008.**

http://www.grammarbook.com/grammar_quiz/punctuation_mastery.asp

Question No: 19 (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.**

http://www.grammarbook.com/grammar_quiz/punctuation_mastery.asp

Question No: 20 (Marks: 1) - Please choose one

Choose the correct sentence.

- ▶ Jan asked? "What did Joe mean when he said, 'I will see you later.'"
- ▶ Jan asked, "What did Joe mean when he said, 'I will see you later?'"
- ▶ **Jan asked, "What did Joe mean when he said, 'I will see you later'?"**
- ▶ Jan asked, "What did Joe mean when he said, 'I will see you later'?"

http://www.grammarbook.com/grammar_quiz/punctuation_mastery.asp

Question No: 21 (Marks: 1) - Please choose one

Which of the following report is often used when sending information to a reader outside the organization?

- ▶ **Letter reports (Page 63)**
- ▶ Business reports
- ▶ Formal reports
- ▶ Informal reports

Question No: 22 (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.**

http://www.grammarbook.com/grammar_quiz/who_vs_which_1.asp

Question No: 23 (Marks: 1) - Please choose one

Which of the following reports represent prefatory parts, text and supplementary parts?

- ▶ **Formal reports (Page 84)**
- ▶ Informal reports
- ▶ Analysis reports
- ▶ Progress reports

Question No: 24 (Marks: 1) - Please choose one

How many elements are found in general superstructure of reports?

- ▶ Three
- ▶ Two
- ▶ **Six (Page 86)**
- ▶ Five

Question No: 25 (Marks: 1) - Please choose one

While practicing your speech you should do all of the following except:

- ▶ **Finish your speech without stopping to correct errors or to restart**
- ▶ Practice in a singular setting
- ▶ Keep practice sessions brief
- ▶ Practice in various settings

Question No: 26 (Marks: 1) - Please choose one

Which of the following proposal section is related to researcher's investigation?

- ▶ Justification of the study
- ▶ **Research question. (Page 93)**
- ▶ Definition of terms
- ▶ Purpose of the study

Question No: 27 (Marks: 1) - Please choose one

How many elements are found in conventional superstructure for instructions?

- ▶ Three
- ▶ Four
- ▶ **Five (Page 112)**
- ▶ Two

Question No: 28 (Marks: 1) - Please choose one

Choose the correct sentence.

- ▶ You are my friend, however, I cannot afford, to lend you any more money.
 - ▶ You are my friend, however; I cannot afford to lend you any more money.
 - ▶ You are my friend: however I cannot afford to lend, you any more money.
 - ▶ **You are my friend; however, I cannot afford to lend you any more money.**
- http://www.grammarbook.com/grammar_quiz/punctuation_mastery.asp

Question No: 29 (Marks: 1) - Please choose one

How many categories of role playing are used in meetings?

- ▶ **Three (Page 22)**
- ▶ Two
- ▶ Four
- ▶ Five

Question No: 30 (Marks: 1) - Please choose one

How many elements are found in the conventional superstructure of a progress report?

- ▶ Three
- ▶ Four
- ▶ **Five (Page 101)**
- ▶ Six

Question No: 31 (Marks: 2)

What are Proposals?

Answer: In a proposal, identify a specific problem and state how you will solve that problem. Most organizations rely on successful proposal writing for their continued existence. You will most likely spend a major part of your professional life writing proposals

Proposal Structure:

- Front matter
- Body
- Introduction
- Technical approach
- Management requirements
- Work plan
- End matter

Question No: 32 (Marks: 2)

What is meant by Organizational Logic?

Answer:

Organizational logic is the single most important issue in writing a report or article about technology. It is the first thing a person needs to look for when editing document. The ideas in a report or article should be interrelated--seamlessly.

They should form a sequence of information that will appear to be predictable or inevitable to readers. In other words, a topic or an idea should anticipate topics or ideas that follow it. As I have said before, a document should have no surprises and no areas of confusion that the readers have to puzzle out for themselves.

Edgar Allan Poe, referring to the writing of short stories, gave some advice to writers which we can very well borrow for the writing of reports and articles about high technology. He said that authors should include nothing that does not advance the topic toward its inevitable end. Any thing else is tangent that readers will wander down with the writer and become lost together.

Question No: 33 (Marks: 2)

What are the characteristics of a good interviewer?

Asking yourself the following questions will help you prepare for interviews:

What are your respective roles? What does this person expect from you? Is it to your advantage to confirm those expectations? Will you be more likely to accomplish your objective by being friendly and open or by conveying an impression of professional detachment? If you're the interviewer, responsibility for planning the session falls on you. On the simplest level, your job is to schedule the interview and see that it's held in a comfortable and convenient location. Good interviewers are good at collecting information, listening, and probing, so should develop set of interview questions and decide on their sequence

Interview w structure

Good interviews have an opening, a body, and a close. The opening establishes rapport and orients the interviewee to the remainder of the session. You might begin by introducing yourself, asking a few polite questions, and then explaining the purpose and ground rules of the interview. At this point, you may want to clear the use of notes or a tape recorder with the interviewee, especially if the subject is complex or if you plan to quote the interviewee in a written document such as a business report. The questions in the body of the interview reflect the nature of your relationship with the interviewee.

Question No: 34 (Marks: 3)

Write down the structure of Short Formal Report.

Memo The most common format for short informal reports within an organization. Memos have four headings: To, From, Date and Subject.

Manuscript For a formal approach, manuscripts range from a few pages to several hundred pages.

Establishing a Basic Structure:

Choice of a structure involves three decisions:

What to say?

Direct or indirect?

Topical or logical organization ?

Question No: 35 (Marks: 3)

How can we make analysis report purposeful?

Analysis Reports: The important thing to remember is that no report format is perfect. Company documentation standards attempt to resolve the issue by prescribing a format into which all analysis reports are poured. Report design should be flexible enough to meet a variety of writer purposes and audience needs.

Title page: A title page should be designed with visual order in mind. It should be balanced from top to bottom and from left to right. It should provide enough information for readers to be able to tell what the context of the report is and what the report is about.

Abstracts: Abstracts are condensation of entire reports, focusing on the main issues: what was done, what was found out, and its significance. Abstracts are self-sufficient. The procedure for many companies is to take the abstract from the analysis report, copy it a number of times, circulate it to readers, and allow readers to order the full report if they feel like they need the information .

Table of contents: The table of contents provides an outline of analysis reports for readers who do not wish to read the entire report or flip through it looking for the section which contains what they are looking for. It should be made up of headings and subheadings of the report, word-for-word, with the accompanying page numbers.

List of symbols: This is an optional addition to the front matter of an analysis report. Include it if you think the readers will need to have symbols defined. The same thing applies to the inclusion of a glossary.

Introduction: This is the place for the three-part purpose statement introduction. It will orient readers to the main issue of the report, to the technical issues or

specifics which are important to the report, and to what the report is intended to accomplish.

Discussion: The discussion contains an analysis of the technical issues important to the report. It supports the main issue to the report by providing evidence and explanations. It should be subdivided into topics, each with a subheading.

Conclusion: This section presents the results of the analysis, the evaluation of what was presented in the discussion. Sometimes listing the conclusion is a good way to organize them. It calls attention to the conclusion individually, but still enables writers to explain them as is necessary.

Recommendations: Recommendations are optional, not all analysis reports have them. Those reports that do have recommendations, tell the readers what to do with the information provided in the report.

Appendix: Usually this would include derivations of equations, tables of raw data, sample equations, and so forth. But the only way to be certain that what is placed in the appendix belongs there is to assess it within the context of audience needs

Question No: 36 (Marks: 3)

Which phases are involved in decision making of a meeting?

Group decision making

Groups usually reach their decision in a predictable pattern.

The process can be viewed as passing through four phases: Orientation phase Conflict phase Emergence phase Reinforcement phase In the orientation phase, group members socialize, establish their roles, and agree on their reason for meeting. In the conflict phase members begin to discuss their positions on the problem. If group members have been carefully selected to represent a variety of viewpoints and expertise, disagreements are a natural part of this phase. At the end of this phase, group members begin to settle on a single solution to the problem. In the emergence phase members reach a decision. Those who advocated different solutions put aside their objection, either because they're convinced that the majority solution is better or because they recognize that arguing is futile. Finally, in the reinforcement phase, group feeling is rebuilt and the solution is summarized. Members receive their assignments for carrying out the group's decision and make arrangements for the following up on these assignments.

Question No: 37 (Marks: 5)

Differentiate between Informal and Analytical Assignments.

Analytical Assignments: Why are we having trouble hiring secretaries? Salaries are too low. What do we pay our secretaries? What do comparable secretaries pay their secretaries? How important is pay in influencing secretaries' job choices?

Why are we having trouble hiring secretaries?

- Our location is poor.
- The supply of secretaries is diminishing

Informational Assignments: Studies that emphasize the discovery and reporting of facts may be factored by sub-topic.

In order of Importance Say you are reviewing five product lines. You might organize your study in the increasing order of the amount of revenue they generate.

Sequentially If you are studying a process, present your information step by step - 1, 2, 3,

Chronology When investigating a chain of events, organize the study according to what happened in January, what happened in February and so on. **Spatially** If you are studying a physical object, study it left to right, top to bottom, inside to outside.

Geography If the location is important, factor your study geographically.

Categorically If you are asked to review several distinct aspects of a subject, look at one category at a time, for example sales, profit, or investment.

Question No: 38 (Marks: 5)

What are the purposes of using Colons? Give details.

Colons: Use colons for the following purposes:

- To introduce and emphasize lists, quotations and explanations and certain appositional Elements (see Layout)
- To express ratios
- To separate numbers signifying different nouns, such as in separating units of
- Time or elements in a bibliographic citation
- To separate titles from subtitles

To set off and emphasize lists—The market for photovoltaic power systems includes

The following items: intrusion alarms, flood monitors, calculators, and telephone call boxes.

OR

The market for photovoltaic power systems includes the following items:

- Intrusion alarms
- Flood monitors
- Calculators
- Telephone call boxes

To set off and emphasize quotations—

The contract reads: "DL-400 coaxial cable shall be used for all platform instrument installations at Site 5, unless a specific exception is justified in the approved work order." Kulik noted: "Even potatoes are probably much better guarded today than radioactive materials." Phil Williams, and Paul N. Woessner, "The Real Threat of Nuclear Smuggling," *Scientific American* (Place colons outside quotation marks.)

To set off and emphasize explanations and appositional elements—

In designing the tachometer, the team first posed a question: What operations are needed on the input signal in order to generate the desired output?

To express ratios—

- The ratio of drag torque to bearing friction torque cannot exceed 3:1.
- The anti-GAP 43, anti-MAP 2, and anti-synaptophys in antibodies were diluted 1:1000, 1:300, and 1:100, respectively, in phosphate-buffered saline containing 10% bovine serum albumin. Andreas Schwarz et al., "A Regulatory Role for Sphingolipids in Neuronal Growth," *Journal of Chemical Biology*

To separate units of time–

- The main thruster engines ignited at 7:05 a.m. EDT.
- Thu Mar 16 03:21:44 1995
- To separate elements in a citation (in certain documentation styles)
- E. F. Lyon, "Airport Surface Traffic Automation," Lincoln Laboratory Journal 4:151 (1991).

Question No: 39 (Marks: 10)

Suppose you are a Market Surveyor, you were asked by your Manager to evaluate the feasibility of opening a restaurant in Wapda Town community.

Write a short memo report in response to the given task

Question No: 40 (Marks: 10)

What is the difference between Feasibility Report and Proposal?

Define value chain management and what is goal of value chain management.

Discuss 10 medium of advertising.

Define retailing?

Discuss distribution mix and party involve in distribution.

Define communication and how it occurs in management?

Discuss product lay out and it process?

Paper # 11

FINAL TERM EXAMINATION Fall 2009

Question No: 1 (Marks: 1)

Choose the sentence with the correct punctuation.

- ▶ I wanted a cup of coffee not a glass of milk.
- ▶ I wanted a cup of coffee: not a glass of milk.
- ▶ **I wanted a cup of coffee, not a glass of milk.**
- ▶ I wanted a cup of coffee; not a glass of milk.

http://www.grammarbook.com/grammar_quiz/quiz_results.asp

Question No: 2 (Marks: 1)

Choose the correct sentence.

- ▶ One-third of the eligible population tend not to vote in national elections.
- ▶ One-third of the eligible population are tending not to vote in national elections.
- ▶ One-third of the eligible population have tended not to vote in national elections.
- ▶ **One-third of the eligible population tends not to vote in national elections.**

http://www.grammarbook.com/grammar_quiz/grammar_mastery.asp

Question No: 3 (Marks: 1)

Which one of the following component is not a part of planning written message?

- ▶ Developing the main idea
- ▶ Construct an outline
- ▶ **Estimate the appropriate length (Page 46)**
- ▶ Handle audience's questions effectively

Question No: 4 (Marks: 1)

Feeling nervous leads speakers to:

- ▶ Improperly evaluate themselves
- ▶ **Forget their speech**
- ▶ Eliminate their anxiety
- ▶ Exaggerate their anxiety.

Question No: 5 (Marks: 1)

Which one of the following questions that produce specific information, save time, requires less effort to answer, and eliminate bias and prejudice in answers?

- ▶ Open-ended questions
- ▶ **Close-ended questions (Page 155)**
- ▶ Subjective questions
- ▶ Objective questions

Question No: 6 (Marks: 1)

AIDS stands for:

- ▶ Attention Immunodeficiency Syndrome
- ▶ Acquired Implement System
- ▶ **Acquired Immunodeficiency Syndrome (Page 147)**
- ▶ Attention Implement System

Question No: 7 (Marks: 1)

Which of the following messages aim to influence audiences who are inclined to resist, so they depend heavily on strategic planning?

- ▶ Considerate messages
- ▶ Courteous messages
- ▶ Informative messages
- ▶ **Persuasive messages (Page 76)**

Question No: 8 (Marks: 1)

Which form is correct in most situations?

- ▶ **Could you help me? (Not sure)**
- ▶ Help me?
- ▶ Excuse me; I was wondering if you could possibly help me?
- ▶ I need help.

Question No: 9 (Marks: 1)

Choose the correct sentence.

- ▶ He is a happily-married man.
- ▶ **He is a happily married man.**
- ▶ He is a happily, married man.
- ▶ He is a happily; married man

http://www.grammarbook.com/grammar_quiz/hyphens_ly_words_1.asp

Question No: 10 (Marks: 1)

In the following sentence, which word is there a missing apostrophe?

My parents and their friends often visit each others houses.

- ▶ House's
- ▶ Parent's
- ▶ Other's
- ▶ **Friend's**

Question No: 11 (Marks: 1)

What punctuation mark should complete the following sentence?

John was angry and shouted at his son, "Go to your room now!

- ▶ Question mark
- ▶ Full stop
- ▶ **Speech mark**
- ▶ Comma

Question No: 12 (Marks: 1)

Which of the following proposal section refers to discussion of results?

- ▶ **Conclusion (Page 123)**
- ▶ Budget
- ▶ Procedure
- ▶ None of the above

Question No: 13 (Marks: 1)

Which of the following speech offers a verbal explanation of a complex process?

- ▶ **Explanatory speech**
- ▶ Instructional speech
- ▶ Demonstration speech
- ▶ Oral briefing

Question No: 14 (Marks: 1)

_____ is a matter of grouping or clustering ideas clearly.

- ▶ Visualization
- ▶ Simplification
- ▶ Effective organization
- ▶ Word choice

Question No: 15 (Marks: 1)

Which of the following would be unethical to use in a persuasive message?

- ▶ Consideration of audience needs

- ▶ The "you" attitude
- ▶ **Manipulation**
- ▶ Persuasion

http://wps.prenhall.com/bp_bovee_bct_8/0,9931,1783814-,00.html

Question No: 16 (Marks: 1)

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.

http://www.grammarbook.com/grammar_quiz/punctuation_mastery.asp

Question No: 17 (Marks: 1)

Choose the sentence with the correct comma placement.

- ▶ You are I am sure, telling the truth.
- ▶ You are I am sure telling, the truth.
- ▶ **You are, I am sure, telling the truth.**
- ▶ You are, I am sure telling the truth.

http://www.grammarbook.com/grammar_quiz/commas_1.asp

Question No: 18 (Marks: 1)

Choose the sentence with the correct punctuation.

- ▶ Clothes are often made from synthetic material; for instance, rayon.
- ▶ **Clothes are often made from synthetic material, for instance, rayon.**
- ▶ Clothes are often made from synthetic material, for instance: rayon.
- ▶ Clothes are often made from synthetic material, for instance; rayon.

http://www.grammarbook.com/grammar_quiz/semicolons_and_colons_1.asp

Question No: 19 (Marks: 1)

Which is farthest in the past?

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

Question No: 20 (Marks: 1)

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: 21 (Marks: 1)

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 (Page 23)**

Question No: 22 (Marks: 1)

Which of the following aspect represents a series of events that tells the reader what happened?

- ▶ Description
- ▶ Analysis
- ▶ **Narration (Page 129)**
- ▶ Improved version

Question No: 23 (Marks: 1)

Which of the following feature should be placed either immediately before or immediately after the noun?

- ▶ Adverb modifiers
- ▶ Dependent clause
- ▶ None of them
- ▶ **Modifiers of noun (Page 132)**

Question No: 24 (Marks: 1)

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.**

http://www.grammarbook.com/grammar_quiz/punctuation_mastery.asp

Question No: 25 (Marks: 1)

Choose the correct sentence.

- ▶ Jan asked? "What did Joe mean when he said, 'I will see you later.'"
- ▶ Jan asked, "What did Joe mean when he said, 'I will see you later?'"
- ▶ **Jan asked, "What did Joe mean when he said, 'I will see you later?'"**
- ▶ Jan asked, "What did Joe mean when he said, 'I will see you later'"?

http://www.grammarbook.com/grammar_quiz/punctuation_mastery.asp

Question No: 26 (Marks: 1)

What is meant by attitudes?

- ▶ **Judgments of right and wrong**
- ▶ Observable actions
- ▶ Statements of approval or disapproval
- ▶ Statements of truth

Question No: 27 (Marks: 1)

Which of the following element refers to brief overview of report's most important point?

- ▶ Synopsis
- ▶ **Executive Summary**
- ▶ Contents
- ▶ Bibliography

http://en.wikipedia.org/wiki/Executive_summary

Question No: 28 (Marks: 1)

What should be the purpose of visual aids?

- ▶ To make the document interesting
- ▶ To provide information
- ▶ To simplify the data
- ▶ **All of the above**

Question No: 29 (Marks: 1)

What is the last thing you need to do before you get ready to distribute your document?

- ▶ Designing
- ▶ Revising
- ▶ **Proofreading (Page 60)**
- ▶ All of the above

Question No: 30 (Marks: 1)

Which one of the following should be placed either immediately before or after the noun?

- ▶ Misplaced Modifiers
- ▶ **Modifiers of Nouns (Page 132)**
- ▶ Adverb Modifiers
- ▶ Dangling Modifiers

Question No: 31 (Marks: 2)

What is the difference between Alphanumeric and Decimal System?

Enumeration:

Of the two general enumeration systems widely used, the numerical system is clearer than the alphanumeric system. In the numerical system, the reader can always locate his or her place in the document from the single decimal number.

Question No: 32 (Marks: 2)

Define the term “Pagination”.

Pagination:

Number the front matter in italic lowercase roman numerals (i, ii, iii, iv, and so on). Normally, number the pages in the body of the document with Arabic numerals, starting with page 1. Numbers sequentially through page n at the end of the text, Including all back matter.

Question No: 33 (Marks: 2)

Define the term Syllable.

A **syllable** is a basic unit of written and spoken language. It is a unit consisting of uninterrupted sound that can be used to make up words. For example, the word hotel has two syllables: ho and tel.

Question No: 34 (Marks: 3)

What do you know about Hardware Functional Specifications?

Answer:

Hardware functional specifications as a rule contain the following:

- Functional description
- Configuration specification
 - Electrical description
- Physical characteristics
- Standards
- Environmental requirements
 - Diagnostic requirements
- Power requirements
- Cost target
- Maintenance cost target
- Resource requirements
- Documentation
- Risks

Question No: 35 (Marks: 3)

Why do we use Semicolons?

Answer:

Semicolons:

- Use semicolons to join two independent clauses or to separate parts of a sentence that have commas in them.
- To Join Two Independent Clauses
- The system has three beam launchers; two are in the two-tube combiner, and one is in the OP receiver.
- To Separate Sentence Elements with Commas Italicize titles of journals, books, newsletters, and manuals; letters, words, terms, and equation symbols; foreign words; and names of specific vessels.

Question No: 36 (Marks: 3)

Explain ‘Title fly and Title Page’.

Answer:

Title fly and Title Page: The title fly is a plane sheet with only the title of the report on it. The title report includes four blocks of information: The title of the report The name, title and address of the person that authorized the report The name, title and address of the person that prepared the report The date on which the report was submitted.

Question No: 37 (Marks: 5)

How Formal Speeches and Presentations can be developed?

Answer:

Developing formal speeches and presentations:

Developing a major speech or presentation is much like writing a formal report, with one unique to an oral communication channel. This is both an opportunity and a challenge. The opportunity lies in the interaction that's possible between you and the audience.

Question No: 38 (Marks: 5)

What is Conventional Superstructure for Instructions and why is it important in Technical English?

Answer:

Conventional Superstructure for Instructions

The conventional superstructure for instructions contains five elements

- Introduction
- Description of the equipment (if the instructions are for running a piece of equipment)
- Theory of operations
- Lists of material and equipment
- Guide to trouble shooting

The simplest instructions contain only directions. Most complex instructions contain some or all of the other five elements, the selection depending upon the aims of the writer and the needs of the readers. Many instructions also contain elements found in longer communications such as reports and proposals. Among these elements are cover, title page, table of contents, appendixes, list of references, glossary, list of symbols and index. Because these elements are not particular to instructions,

Question No: 39 (Marks: 10)

Is poorly organized structure basic drawback in writing problem? Do you agree?

Answer:

Organization is the structural framework for constructing a piece of writing. It is the logical progression and completeness of ideas in a text. Organization is important to effective writing because it provides readers with a framework to help them fulfill their expectations for the text. A well-organized piece of writing supports readers by making it easy for them to follow, while a poorly organized piece leads readers through a maze of confusion and confounded expectations.

Question No: 40 (Marks: 10)

Write a detailed note on Delivering the Speech.

Answer:

Delivering the speech:

When its time to deliver the speech, you may feel a bit of stage fright. Most people do even professional actors. A good way to overcome your fears is to rehearse until you're thoroughly familiar with your material. Communication professionals have suggested other tips, which we will now go over: Prepare more material than necessary. Extra knowledge, combined with a genuine interest in the topic, will boost your confidence. Think positively about your audience, yourself, and what you have to say. See yourself as polished and professional, and your audience will too. Be realistic about stage fright. After all, even experienced speakers admit that they feel butterflies before they address an audience. Tell yourself you're ready. Use the few minutes while you're arranging your materials, before you actually begin speaking, to tell yourself you're on and you're ready.

January
6,2013

Collected By "Anonymous"

Before you begin speaking, take a few deep breaths. It will help you calm down and improve your delivery. Have your first sentence memorized. Having your opening on the tip of your tongue helps you get started, and everything else starts falling into place. If your throat is dry, drink some water. Tension often causes your mouth to become dry. It is best to have a few sips of water before you begin.