



**MCM-301 Communication Skills**  
**Update MCQS For Quiz-4 File**  
**Solve By Vu Topper RM**



**85 To 100% Marks**



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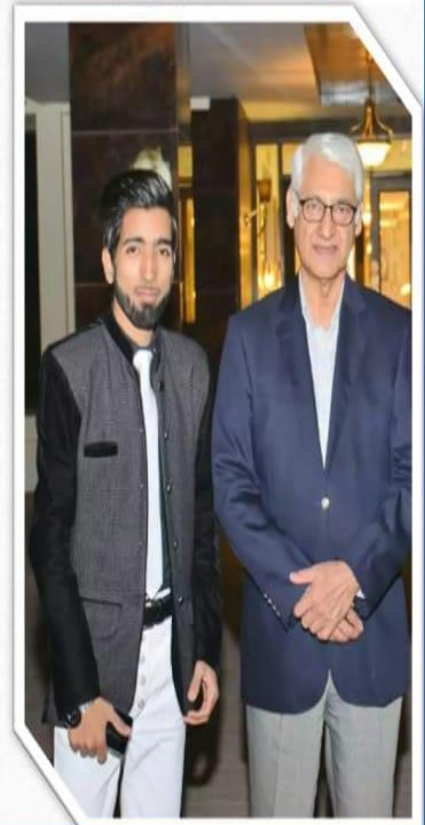
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Which one of the following is most appropriate sequence for effective writing?

- A. Planning > drafting > editing > organizing > proofreading
- B. Planning > drafting > organizing > editing > proofreading**
- C. Planning > organizing > drafting > editing > proofreading
- D. Planning > organizing > drafting > proofreading > editing

All of the following tactics can be employed for dealing with disruptive incidents EXCEPT:

- A. Drag Page 78**
- B. Delay
- C. Detour
- D. Dismiss

Which of the following can help the presenter to avoid a computer catastrophe?

- A. Have a contingency plan
- B. Use the Internet in real-time
- C. Have back-up technical support available**
- D. Have a contingency plan and back-up technical support available

In an effective writing Emphasis stands out in two positions i.e. at/in:

- A. The body and the end
- B. The lead and the body
- C. The middle and the body
- D. The beginning and the end Page 116**

Which of the following is not a guideline for courteous writing?

- A. Respond late Page 108**
- B. Omit discourteous wording
- C. Exclude irritating expressions
- D. Include meaningful apologies

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Which of the following is one of the major benefits of 35mm slides?  
Presentations can be easily duplicated. Page 91

“His GPA in 2000(MBA) was 3.9 on a four point scale.” Which of the following is a correct and more concrete example of above statement?

**A. His GPA was 3.9 on a four-point scale** Google

B. His GPA was good in 2000.

C. He got a good score in his MBA Program.

D. All of the given options

Business associates can be a helpful source for:

A. None of the given options

B. It is helpful to recall the questions

C. Can reveal questions and concerns

**D. Identifying probable questions and objections** Page 69

In a comfortable setting, people in the audience can do all of the following, EXCEPT:

A. See clearly

**B. Hear on edge** Page 81

C. Sit comfortably

D. Focus attentively

When do you think groups, rather than individuals working alone, should be used to solve a problem?

**A. When a quick resolution is essential**

B. When commitment to the decision is important

C. When the task is fairly simple and straightforward

D. When the task requires a limited amount of information and skills

When using visuals in a presentation, which of the following should be avoided?

**A. Talking to the visual.**

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- B. None of the given options
- C. Taking time to explain the visual.
- D. Fitting the visual to the material being discussed.

Diagrams are excellent for conveying all of the following; Except

- A. Information about size
- B. Information about shape
- C. Information about structure
- D. Information about audience**

Which of the following method of outlining topic involves presenting a general statement first, followed by specific supporting statements?

- A. Direct method** **Page 122**
- B. Indirect method
- C. Sustaining method
- D. Supporting method

Which one of the following refers to the seating arrangement in which people in the audience are seated in rows and columns without tables?

- A. V-formation
- B. Modified T-formation
- C. Theater-style arrangement** **Page 83**
- D. Conventional classroom style

Diversity is important to the success of groups. What does it mean?

- A. Group members should tolerate diversity
- B. Group members should encourage and support diversity**
- C. Group members should be honest in their personal views toward diversity
- D. Co-cultures can contribute to group dysfunction if differences dominate group goals

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To find the right media for your presentation you need to first determine which one of the following?

- A. The presentation budgets
- B. The size of your audience**
- C. Equipment and supply limitations
- D. All of the given

**Page 89**

What is the basic requirement of Coordinating behavior?

- A. It requires the use of verbal communication only
- B. It requires the use of nonverbal communication only
- C. It requires that group members be in the same geographic area
- D. It requires the exchange of messages whether verbal or nonverbal**

Which of the following cannot result from incomplete messages?

- A. Loss of sales
- B. Loss of goodwill
- C. Gaining good name**
- D. Loss of valued customers

**Page 118**

When considering objects or models as visual aids, the presenter should consider which of the following point?

- A. Objects and models are too big to use in a presentation.
- B. Audience-members can easily learn as much from other visual aids.**
- C. There are situations in which the object being discussed or a realistic model makes the best support.
- D. The object or model needs to be passed around the audience during the speaker's presentation so the audience-members can get a look at it while it is described.

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In written communication, use of active verbs helps make sentences more:

- A. Concise
- B. Specific
- C. Empathetic

**D. All of the given options**

**Page 117**

Ali has to write a research paper. He has finalized the topic and collected the initial data. Now he is going to write the first paragraph. Which stage of effecting writing it depicts?

- A. Editing
- B. Drafting**
- C. Planning
- D. Organizing

Careful outlining of topics is helpful for all of the given reasons EXCEPT:

- A. It saves writing time
- B. It improves the clarity of message**
- C. It keeps the suspense in message
- D. It enables to emphasize properly the various topics in the message

**Page 122**

All of the following steps are found in the planning stage of business writing, EXCEPT:

- A. Proofreading**
- B. Choose your idea
- C. Consider your reader
- D. Determine your purpose

**Page 120**

While using a flip board in presentation, 6x6 formula is used. What does it refers to?

- A. 6 sheets on flip board
- B. 6 lines, each having 6 words on a sheet**

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- C. 6 sentences with 6 different colors on one chart
- D. 6 words in every sentence written in 6 different colors

All of the following are considered as some basic truths about human nature that help us humanize our business messages, EXCEPT:

- A. People are perfect**
- B. People are defensive
- C. People expect courtesy
- D. People are self-centered

Visual aids perform which of the following functions?

- A. All of the given**
- B. Illustrating how things work
- C. Emphasizing important points
- D. Illustrating how things related to one another

With a limited time frame available for presentation, the Q & A session is conducted:

- A. Not at all
- B. Before a presentation
- C. During a presentation
- D. At the end of a presentation**

**Page 72**

Which of the following is the appropriate response to a comment of agreement?

- A. Thank you** **Page 76**
- B. I agree with it
- C. That's not right
- D. That's a very good point

The purpose of your message will determine:

- A. How much you need to know about your idea.
- B. How much you need to know about your reader. Page 121**

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- C. How much you need to know about the background of your letter.
- D. All of the given options

Supporting material can serve which of the following functions?

- A. Apply clarity
- B. Provide proof
- C. Increase interest

**D. All of the given options**

**Page 47**

What can be built through positive wording in written communication?

- A. Profit
- B. Goodwill
- C. Both
- D. None of these

**Page 110**

Which of the following method of outlining topic presents the specific information first, followed by conclusion?

- A. Direct method
- B. Indirect method
- C. Sustaining method
- D. Supporting method

**Page 123**

Suppose there is a group meeting and in the end all the group members agree on the final decision through discussion and debate. What kind of solution is it?

- A. Consensus
- B. Arbitration
- C. Compromise
- D. Majority vote

**Google**

All of the following are the elements of effective written communication, EXCEPT:

- A. Courtesy

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B. Correctness

**C. Cleanliness**

**Page 106**

D. Conciseness

In written communication active verbs help make sentences more:

A. Concise

B. Specific

C. Empathetic

**D. All of the given options**

**Page 117**

All of the following guidelines play an important part to make your writing concrete, EXCEPT:

**A. Use passive verbs.**

B. Use vivid, image-building words.

C. Use active rather than passive verbs.

D. Include as much specific information as possible.

In which stage of Group formation Members work to solve conflicts and recognize acceptable kinds of conduct?

A. Forming

**B. Norming**

**Page 98**

C. Storming

D. Performing

\_\_\_\_\_ is the language of business correspondence written for a general readership.

A. Formal English

B. African English

**C. Informal English**

**Page 112**

D. Common English

To keep a sentence effective, the suggested average sentence length is:

A. 20 to 30 words

B. 30 to

40 words

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**C. 17 to 20 words**

D. More than 40 words

Which one of the following group often meets face to face with a common purpose in mind?

A. Formal group

B. Standard group

**C. Informal group**

D. Universal group

While preparing for effective business writing Drafting Stage involves all of the following, EXCEPT:

**A. Editing**

B. Compose the body

C. Develop appropriate ending paragraph

D. Develop appropriate beginning paragraph

Which one of the following options refers to complimentary close?

A. Confidential

B. Dear Sir/Madam

**C. Yours sincerely**

D. Head, Communication Dept.

To begin a disappointed newsletter with a negative information, \_\_\_\_\_ a negative situation.

A. Eases

B. Reduces

C. Relieves

**D. Complicates**

Which of the following is the most appropriate opening for an invitation to a fund-raising event?

A. Extend the invitation

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- B. Give details of the event.
- C. Explain the purpose of the event.**
- D. Remind the recipient to bring a checkbook.

Which of the following method of outlining speech is generally preferred for negative news messages?

- A. Direct method** **Page 120**
- B. Indirect method
- C. Sustaining method
- D. Supporting method

Which of the following is the characteristic of good news letter?

- A. Use slow opening
- B. Begin with good news**
- C. Don't incorporate a you-viewpoint
- D. Begin with explanatory details or information

All of the following factors bring the element of completeness in a message EXCEPT:

- A. Answering all questions asked
- B. Providing all necessary information
- C. Using vivid, image-building words**
- D. Giving something extra, when desirable

All of the following are Non Essential parts of a letter EXCEPT:

- A. Subject line
- B. Attention line
- C. Addressee notation
- D. Complimentary close**

Which of the following type of letter is used to request general information rather than answers to specific questions?

- A. Claim
- B. Order

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- C. Direct Request
- D. Indirect request**

Which of the following is not suggested for an appropriate ending of business writing?

- A. By someone other than the reader
- B. Include reader-benefit material, if appropriate
- C. Keep the ending paragraph as long as circumstances allow**
- D. State who is to perform the desired action if the action is to be performed

The direct method is adopted at organising stage of effective business writing for which of the following purposes?

- A. Conveying facts
  - B. Presenting an evidence
  - C. Presenting a general statement**
- Page 122**

All of the following are achieved by adopting audience centered tone in a disappointing news message, EXCEPT:

- A. Destroying the receiver's pride**
- B. Remain well disposed toward your business
- C. Accepting that your disappointing-news represents a firm decision
- D. Understanding that, under the circumstances, your decision was fair and reasonable

While determining the order of the topics, one should review the outline, keeping all of the following questions in mind, EXCEPT:

- A. Are related topics properly shuffled?**
- B. Is the sequence of the topics likely to add clarity to my message?
- C. Are the ideas of equal importance presented in a parallel manner?
- D. Is the sequence of the topics appropriate for the development method I am using?

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Which of the following is to make a neutral, non-controversial statement that is closely related to the point of the message?

- A. Talk
- B. Buffer**
- C. Feedback
- D. Communication

BC is an abbreviation of which of the following?

- A. Blind copy**
- B. Before copy
- C. Begged copy
- D. Branded copy

While preparing for effective business writing Planning Stage involves all of the following, EXCEPT:

- A. Considering your reader
- B. Determining your purpose
- C. Choosing appropriate clothes**
- D. Determining the appropriate content

Order letters are usually written, when \_\_\_\_\_ are not available.

- A. Order reports
- B. Order blanks**
- C. Purchase slips
- D. Purchase reports

Due to which one of the following reason the claim letter differs from other positive and neutral messages using the direct plan?

- A. Contains a sales appeal
- B. Places blame on the receiver
- C. Have its explanation omitted
- D. Contains negative information**

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All of the following are Important details to include in the letter of invitation EXCEPT:

- A. The topic of the presentation
- B. The venue of the presentation
- C. The date and time of presentation
- D. The menu of lunch to be given in the end of presentation**

In a direct request letter, request can be presented in:

- A. First sentence**      **Google**
- B. Middle paragraph
- C. Closing paragraph
- D. Closing paragraph

All of the following are the qualities of effective claim letters EXCEPT:

- A. An effective claim letter contains threat.**
- B. An effective claim letter makes a definite request.
- C. An effective claim letter contains you attitude material.
- D. An effective claim letter presents all the facts pertinent to the situation.

All of the following are the characteristics of concrete writing EXCEPT:

- A. Vivid
- B. Vague**
- C. Specific
- D. Definite

Cc is an abbreviation of which of the following?

- A. Copy cat
- B. Cold copy
- C. Compiled
- D. Carbon copy**

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Which of the following is NOT the stage of effective business writing?

- A. Theater Stage**
- B. Drafting Stage
- C. Planning Stage
- D. Organizing Stage

Which of the following method is generally preferred when presenting positive or good-news information?

- A. Direct method**      **Page 122**
- B. Indirect method
- C. Sustaining method
- D. Supporting method

All of the following are Essential parts of a letter EXCEPT:

- A. Signature
- B. Salutation
- C. Letterhead
- D. Subject line**      **Page 128**

Which of the following statement is NOT true about a congratulatory message?

- A. The message should focus on the receiver from start to finish
- B. The message may be sent to a company relocating to a new building
- C. The message may be sent to an individual for being elected to an office in a social organization
- D. The message may close by referring to the writer's assistance to the receiver in his or her achievement**

“Would you please send me information about points of interest and scheduled events for families visiting Murree?” Which kind of letter would be suitable for the given information?

- A. Order letter

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- B. Claim letter
- C. Direct request letter
- D. Indirect inquiry letter**

Which of the following is not suggested to improve the effectiveness of the opening paragraph of business writing?

- A. Use a U-viewpoint in the opening
- B. Keep the beginning paragraph fairly short
- C. Use a fast-start beginning rather than slow beginning
- D. Use a U-viewpoint and I-viewpoint together in the opening**

The letters written to book some place like room, hall etc are called:

- A. Claim letters
- B. Order letters
- C. Reservation letters**
- D. Informal social invitation letters

While writing a persuasive message, which kind of beginning will be more appropriate?

- A. Begin with the buffer
- B. Begin with detailed explanation
- C. Begin with the catching proverb
- D. Begin with information that will catch the reader's attention**

Checking for the accuracy of dates, figures, amounts and numbers, misspelled words, topographic errors etc is done in which stage of writing?

- Editing
- Drafting
- Organizing
- Proofreading**

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All of the following suggestions help improve the effectiveness of the opening paragraph EXCEPT:

- A. Keep the beginning paragraph fairly short
- B. Use a fast-start beginning rather than a slow beginning
- C. Make sure the beginning is appropriate for the reader
- D. Make sure the beginning is inappropriate for the situation**

**Question No:3**

**(Marks:1)**

**Vu-Topper RM**

Bcc stands for:

- A. Blind carbon copy**
- B. Blind compiled copy
- C. Branded carbon copy
- D. Branded compiled copy

**Page 137**

**Question No:4**

**(Marks:1)**

**Vu-Topper RM**

Writing a letter to inquire about people involve two considerations. First is the need to respect the rights – legal and moral; second is:

- A. The need to structure the questions around the job involved
- B. The need to structure the questions with heavy vocabulary**
- C. The need to structure the questions keeping in mind the organization you are writing to
- D. The need to structure the questions according to your own personality and frame of mind

**Question No:5**

**(Marks:1)**

**Vu-Topper RM**

**Question No:6**

**(Marks:1)**

**Vu-Topper RM**

**Question No:7**

**(Marks:1)**

**Vu-Topper RM**

**Question No:8**

**(Marks:1)**

**Vu-Topper RM**

**Question No:9**

**(Marks:1)**

**Vu-Topper RM**

**Question No:10**

**(Marks:1)**

**Vu-Topper RM**

All of the following statements about groups are true, EXCEPT:

- A. Group members are interdependent**
- B. Group members must interact face-to-face.

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- C. Group members strive to achieve some common purpose
- D. Group members influence and are influenced by one another

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

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

Which of the following is the most appropriate definition of group communication?

- A. Any collection of two or more persons
- B. Any interaction between two or more persons
- C. Any time two or more persons influence each other
- D. Two or more persons who are interacting with one another during which mutual influence is taking place**

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

All of the following are the purposes of introduction except

- A. Avoid to the audience**
- B. Introducing your thesis
- C. Getting the audience's attention
- D. Establishing your rapport or credibility with the audience

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

At what point does an introduction begin?

- A. All of the given options
- B. It begins at the middle of your speech.
- C. It begins at any moment during your speech.
- D. It begins the moment you address the audience.**

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

An effective presenter uses pitch changes to indicate a change in the message. At the end of a sentence, raising the pitch signifies which of the following?

- A. Speech
- B. Confess
- C. Statement

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### D. A question

**Question No:16**

**(Marks:1)**

**Vu-Topper RM**

Which of the following refers to the degree of highness or lowness of a sound?

- A. Rate
- B. Pitch**
- C. Speed
- D. Volume

**Question No:17**

**(Marks:1)**

**Vu-Topper RM**

A presenter who consistently speaks at a rapid rate may be perceived as:

- A. Hurried
- B. Impatient
- C. To be nervous
- D. All of given option**

**Question No:18**

**(Marks:1)**

**Vu-Topper RM**

**Question No:19**

**(Marks:1)**

**Vu-Topper RM**

Letters of invitation include:

- A. Speaking invitations
- B. Formal social invitations
- C. Informal social invitation
- D. All of the given options**

**Question No:20**

**(Marks:1)**

**Vu-Topper RM**

The direct plan can be used for which one of the following?

- A. Claims**
- B. Sales messages
- C. Request refusals
- D. None of the given options

**Question No:21**

**(Marks:1)**

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**Question No:22**

**(Marks:1)**

**Vu-Topper RM**

Which of the following is not a part of writing plan of a reservation letter?

- A. A section which mentions arrival and departure times
- B. A section describing the quality of the room you booked in the other hotel**
- C. A fast-start opening which identifies the type of room desired and the days needed
- D. A courteous, action-oriented closing, which mentions your desire for a confirmation

**Question No:23**

**(Marks:1)**

**Vu-Topper RM**

While writing a letter to inquire about the people, one should keep in mind all of the following, except:

- A. Ask only for info related to the job
- B. Stress unrelated information/ facts**
- C. Structure the questions around the job
- D. Respect human rights, both legal and moral

**Question No:24**

**(Marks:1)**

**Vu-Topper RM**

All of the following are the elements of communication process.

EXCEPT:

- A. Sender
- B. Channel
- C. Message
- D. Creativity**

**Question No:25**

**(Marks:1)**

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If a modern organization uses the mediums like reports, conferences or interoffice memos to communication with the people working in the organization, what type of communication it will be?

- A. External communication
- B. Internal communication**

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- C. Interchange communication
- D. Interpersonal communication

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

Nonverbal messages are extremely important because \_\_\_\_\_.

- A. They are often more reliable because they are hard to fake.
- B. In a number of situations, we rely on them more than on verbal cues.
- C. They comprise well over half of our communication in face-to-face settings.

**D. Of all of the given reasons**

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

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

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

Which of the following would be a negative result of failing to analyze the audience properly?

- A. Assuming that gender stereotypes still hold true
- B. Using jargon or vocabulary that is inappropriate for the audience's educational level
- C. Offending audience members with a position that is contrary to their religious/moral beliefs

**D. All of given options**

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

In which process two people i.e. sender and the receiver are thinking at the same time?

- A. Writing
- B. Hearing
- C. Speaking

**D. Listening**

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**Question No:31**

**(Marks:1)**

**Vu-Topper RM**

**Question No:32**

**(Marks:1)**

**Vu-Topper RM**

Which of the following is(are) the example of public(s) that organizations communicate with, in external communication?

- A. Consumers
- B. Stockholders
- C. Government agencies
- D. All of the given options**

**Question No:33**

**(Marks:1)**

**Vu-Topper RM**

**Question No:34**

**(Marks:1)**

**Vu-Topper RM**

**Question No:35**

**(Marks:1)**

**Vu-Topper RM**

**Question No:36**

**(Marks:1)**

**Vu-Topper RM**

Which of the following is the informal report used to communicate with individuals outside of an organization?

- A. Memo
- B. Letter**
- C. Magazine
- D. Periodical

**Question No:37**

**(Marks:1)**

**Vu-Topper RM**

Which of the following involves grasping what the speaker means by seeing the ideas and information from his/her point of view?

- A. Hearing
- B. Filtering**
- C. Speaking
- D. Listening

**Question No:38**

**(Marks:1)**

**Vu-Topper RM**

Effective communication benefits the organization by:

- A. Reducing cost
- B. Creating positive image
- C. Increasing employee productivity
- D. All of**

**the given**

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**Question No:39**

**(Marks:1)**

**Vu-Topper RM**

What does communication breakdown mean?

- A. We physically broke communication.
- B. We have been helpful in communication.
- C. We have been effective in communication.
- D. We have been ineffective in communication.**

**Question No:40**

**(Marks:1)**

**Vu-Topper RM**

Which one of the following patterns is especially effective if the audience already knows that the problem exists?

- A. Inductive order
- B. Deductive order
- C. Cause/effect order**
- D. Problem/solution order

**Question No:41**

**(Marks:1)**

**Vu-Topper RM**

Which type of communication it would be when co-workers decide to meet to deal with a problem?

- A. Upward
- B. Downward
- C. Horizontal**
- D. Intrapersonal

**Question No:42**

**(Marks:1)**

**Vu-Topper RM**

Types of media used to direct information upward are:

- A. TV, radio and wall chalking
- B. Letters, newspapers and radio
- C. Newspapers, books and interoffice memos
- D. Reports, interoffice memos and supervisor subordinate conferences**

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**Question No:43**

**(Marks:1)**

**Vu-Topper RM**

All of the following statements are the purposes of forming an outline for a speech EXCEPT one. Which one is it?

- A. It helps put order to the information.
- B. It serves as a model to check your work.
- C. It helps to build confusion for the listeners.**
- D. It serves as a guide from which to deliver your speech.

**Question No:44**

**(Marks:1)**

**Vu-Topper RM**

Which of the following is usually related to environmental factors that affect communication?

- A. Resistance
- B. Sender barrier
- C. Listener barrier
- D. Physical barrier**

**Question No:45**

**(Marks:1)**

**Vu-Topper RM**

In general, there are \_\_\_\_\_ of newspaper indexes:

- A. Two kinds
- B. Many kinds
- C. Three kinds**
- D. None of the given option

**Question No:46**

**(Marks:1)**

**Vu-Topper RM**

Speaking notes for speech should be:

- A. Legible
- B. Detailed
- C. Unobtrusive
- D. Legible and unobtrusive**

**Question No:47**

**(Marks:1)**

**Vu-Topper RM**

**Question No:48**

**(Marks:1)**

**Vu-Topper RM**

**Question No:49**

**(Marks:1)**

**Vu-Topper RM**

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Writing with you-attitude shows sincere \_\_\_\_ for the reader.

- A. Apathy
- B. Curiosity
- C. Concern**
- D. Sympathy

**Question No:50**

**(Marks:1)**

**Vu-Topper RM**

Which one of the following would not be interpreted to mean brevity which will result in an incomplete message?

- A. Courtesy
- B. Correctness
- C. Conciseness**
- D. Consideration

**Question No:51**

**(Marks:1)**

**Vu-Topper RM**

**Question No:52**

**(Marks:1)**

**Vu-Topper RM**

While you plan to make a good speech, you must be engaged in which of the following?

- A. Results
- B. Self-centered approach
- C. Theme or idea of the subject
- D. Audience-centered approach**

**Question No:53**

**(Marks:1)**

**Vu-Topper RM**

When people ask you for information and you can't honor the request, you may answer with:

- A. None of the these
- B. Direct approach only
- C. Indirect approach only
- D. Both direct and indirect approach**

**Question No:54**

**(Marks:1)**

**Vu-Topper RM**

In a well written disappointing newsletter, all of the following points are important, except:

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**A. Offering an apology for the decision**

B. Avoiding negative personal expressions

C. Explaining the company's policy as logical rather than rigid

D. Enough detail to make the reason for the refusal logically acceptable

**Question No:55**

**(Marks:1)**

**Vu-Topper RM**

Which of the following is not a part of the writing plan of a reservation letter?

A. A section which mentions arrival and departure times

**B. A section describing the quality of the room you booked in the other hotel**

C. A courteous, action-oriented closing, which mentions your desire for a confirmation

D. A fast-start opening which identifies the type of room desired and the days needed

**Question No:56**

**(Marks:1)**

**Vu-Topper RM**

**Question No:57**

**(Marks:1)**

**Vu-Topper RM**

**Question No:58**

**(Marks:1)**

**Vu-Topper RM**

**Question No:59**

**(Marks:1)**

**Vu-Topper RM**

**Question No:60**

**(Marks:1)**

**Vu-Topper RM**

Which of the following is not a fallacy about resume?

A. The purpose of a resume is to list all your skills and abilities

B. If you want a really good resume, have it prepared by a resume service

C. The better information you present about yourself in your resume, the better

**D. The objective of a resume is to kindle the employer interest and generate an interview**

**Question No:61**

**(Marks:1)**

**Vu-Topper RM**

The suggested plan for a sales letter includes all of the following elements,

EXCEPT:

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- A. A courteous, action-oriented closing
- B. An opening that could detract the reader's attention**
- C. A section designed to establish desire and conviction on the part of the reader
- D. A section that captures the reader's interest in the product or service you are selling

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

Where do cultural styles of audience in persuasion tend to differ?

- A. Differ in their levels of visible emotion
- B. Differ in their responses to persuasive appeals
- C. Differ in how they regard supporting materials
- D. All of the given**

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

Which of the following must NOT be adopted in preparing disappointing news messages?

- A. Use negative words or phrases**
- B. Use sales-promotion material whenever appropriate
- C. Consider using an implicit refusal rather than explicit refusal
- D. Capitalize on what you can do for the reader rather than what you cannot do

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

All of the following functions are performed by a good buffer, except:

- A. Compliments the reader
- B. Expresses your appreciation for being thought of
- C. Assures the reader of your attention to the request
- D. Indicates your lack of understanding of the reader's needs**

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

All of the following is achieved by adopting audience centered tone in a disappointing news message, EXCEPT:

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**A. Destroying the receiver's pride**

B. Remain well disposed toward your business

C. Accepting that your disappointing-news represents a firm decision

D. Understand that, under the circumstances, your decision was fair and reasonable

**Question No:66**

**(Marks:1)**

**Vu-Topper RM**

Which of the following is true about goodwill messages?

**A. All of the given**

B. Seemingly informative

C. Presented to change attitudes

D. Presented to change behaviors

**Question No:67**

**(Marks:1)**

**Vu-Topper RM**

Which statement would be the best close for an adjustment letter?

A. Your business is appreciated

**B. Your new keyboard is being air expressed to you**

C. We regret the trouble that the faulty keyboard caused you

D. You may be interested in upgrading your internal memory with our inexpensive chips

**Question No:68**

**(Marks:1)**

**Vu-Topper RM**

**Question No:69**

**(Marks:1)**

**Vu-Topper RM**

With the use of which of the following, we reason from specific evidence to specific evidence?

A. Logic

**B. Analogy**

C. Induction

D. Deduction

**Question No:70**

**(Marks:1)**

**Vu-Topper RM**

All of the following are correct when it comes to writing disappointing news letters EXCEPT:

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- A. Avoid a meaningless closing
- B. Avoid a neutral or buffered opening**
- C. Avoid the use of negative words or phrases
- D. Avoid making suppositions that are not likely to occur

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

Which of the following calls on human reason?

- A. Logical appeals**
- B. Irrational appeals
- C. Emotional appeals
- D. Unreasonable appeals

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

Almost every customer who makes a claim is emotionally involved; therefore; the \_\_\_ is usually the best approach for a refusal

- A. Direct method
- B. Callous method
- C. Straight method
- D. Indirect method**

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

All of the following are the different types of buffers EXCEPT:

- A. Fairness
- B. Bad news**
- C. Agreement
- D. Cooperation

**Page 157**

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

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

With the use of which of the following, we reason from a generalizing to a specific conclusion?

- A. Logic
- B. Analogy
- C. Induction

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## D. Deduction

**Question No:76**

**(Marks:1)**

**Vu-Topper RM**

To say a clear no or writing a straight refusal in a disappointing news letter; all of the following techniques are useful EXCEPT:

**A. Use a non-courteous tone**

B. Use a conditional statement

C. De-emphasize the disappointing news

D. Tell the audience what you did, can do, or will do, rather than what you did not do, cannot do, or will not do

**Question No:77**

**(Marks:1)**

**Vu-Topper RM**

Which of the following is the most correct statement about the interest section of the indirect plan for persuasion?

A. Make action easy

B. Be positive and brief

**C. Show benefits to receiver**

D. Downplay any negative points

**Question No:78**

**(Marks:1)**

**Vu-Topper RM**

Which type of goodwill message is most likely to use an RSVP?

**A. Invitation**

B. Condolence

C. Appreciation

D. Holiday greeting

**Question No:79**

**(Marks:1)**

**Vu-Topper RM**

**Question No:80**

**(Marks:1)**

**Vu-Topper RM**

**Question No:81**

**(Marks:1)**

**Vu-Topper RM**

Which of the following method is the best approach for refusing a claim?

A. Direct method

B. Callous method

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- C. Straight method  
**D. Indirect method**

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

Which of the following calls on human feeling, basing the argument on audience needs or sympathies?

- A. Logical appeals  
B. Irrational appeals  
**C. Emotional appeals**  
D. Unreasonable appeals

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

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

The courteous close of a direct request letter contains all of the following EXCEPT:

- A. A specific request  
**B. Information about your city**  
C. Information about how you can reach  
D. An expression of appreciation or goodwill

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

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

In routine requests, it is advised to use direct approach which means:

- A. Placing the main idea in middle  
B. Placing the main idea in the end  
**C. Placing the main idea in opening**  
D. Placing the main idea anywhere according to writer's choice

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

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

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

All of the following are non-essential parts of letter EXCEPT:

- A. Subject line

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**For More Help Contact What's app 03224021365**

- B. Attention line
- C. Addressee notation
- D. Complimentary close**

**Question No:90** (Marks:1) **Vu-Topper RM**  
All of the following are qualities of effective claim letters EXCEPT:

- A. An effective claim letter contains threat**
- B. An effective claim letter makes a definite request
- C. An effective claim letter contains you attitude material
- D. An effective claim letter presents all the facts pertinent to the situation

**Question No:91** (Marks:1) **Vu-Topper RM**  
Like all routine messages, routine requests have all of the following EXCEPT:

- A. A body
- B. A close
- C. A center**
- D. An opening

**Question No:92** (Marks:1) **Vu-Topper RM**  
**Question No:93** (Marks:1) **Vu-Topper RM**

Bpc is an abbreviation of which of the following?

- A. Blind paper copy
- B. Blind photo copy**
- C. Blind person copy
- D. Blind pasted copy

**Question No:94** (Marks:1) **Vu-Topper RM**  
**Question No:95** (Marks:1) **Vu-Topper RM**

Order letters are comprised of all of the following distinct content components except:

- A. Method of payment

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### **B. Quality report of the items**

C. Directions for shipping the merchandize

D. Pertinent information about the items being ordered

Question No:96	(Marks:1)	Vu-Topper RM
Question No:97	(Marks:1)	Vu-Topper RM
Question No:98	(Marks:1)	Vu-Topper RM

All of the following are considered as some basic truths about human nature that helps us humanize our business messages, EXCEPT:

**A. People are perfect**

B. People are defensive

C. People expect courtesy

D. People are self-centered

Question No:99	(Marks:1)	Vu-Topper RM
Question No:100	(Marks:1)	Vu-Topper RM
Question No:101	(Marks:1)	Vu-Topper RM

The sender analyzes the receiver's knowledge so that he/she could:

A. Emphasize receiver benefits

**B. Avoid making a negative impression**

C. Compose the message at the proper level

D. Choose the approach to use in the message

Question No:102	(Marks:1)	Vu-Topper RM
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All of the following steps are essential to an effective response of questions EXCEPT:

A. Listen

B. Answer

**C. Discern**

D. Anticipation

Question No:103	(Marks:1)	Vu-Topper RM
Question No:104	(Marks:1)	Vu-Topper RM

بري صحبت سے تتهائي بهتر ہے اور تتهائي سے نيك صحبت بهتر ہے

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“His black assistant speaks more clearly than he does”. Which kind of biasness this sentence shows?

- A. Age biasness
- B. Racial biasness**
- C. Gender biasness
- D. Disability biasness

**Question No:105**

**(Marks:1)**

**Vu-Topper RM**

**Question No:106**

**(Marks:1)**

**Vu-Topper RM**

In a persuasive message, opposing ideas should be:

- A. Ignored**
- B. Not mentioned
- C. Cited, then refuted
- D. Mentioned only when necessary

**Question No:107**

**(Marks:1)**

**Vu-Topper RM**

**Question No:108**

**(Marks:1)**

**Vu-Topper RM**

Which of the following is correct about coercion, persuasion and manipulation: for persuasive messages?

- A. Are unrelated
- B. Are loosely connected
- C. Are blended into each other
- D. Are three separate categories**

**Question No:109**

**(Marks:1)**

**Vu-Topper RM**

Which of the following is not true of emotions?

- A. Emotions are learned.
- B. Emotions are innate.**
- C. Emotions help us
- D. To enact social roles.

**Question No:110**

**(Marks:1)**

**Vu-Topper RM**

Emotions are belief systems that guide our responses to feelings.

- A. Values

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B. Psychological Emotions

**C. All of the given options**

D. Motivational appeals refer to

**Question No:111**

**(Marks:1)**

**Vu-Topper RM**

**Question No:112**

**(Marks:1)**

**Vu-Topper RM**

**Question No:113**

**(Marks:1)**

**Vu-Topper RM**

The letter of decline must be:

A. Straight

B. Callous

**C. Courteous**

D. Unsympathetic

**Question No:114**

**(Marks:1)**

**Vu-Topper RM**

The vocabulary of informal writing is:

A. Tricky

B. Intricate

C. All of given

**D. Less difficult**

**Question No:115**

**(Marks:1)**

**Vu-Topper RM**

**Question No:116**

**(Marks:1)**

**Vu-Topper RM**

**Question No:117**

**(Marks:1)**

**Vu-Topper RM**

**Question No:118**

**(Marks:1)**

**Vu-Topper RM**

Which of the following barriers are most often the hardest to identify and reduce or eliminate?

A. Sender barriers

B. Physical barriers

C. Listener barriers

**D. None of given options**

**Question No:119**

**(Marks:1)**

**Vu-Topper RM**

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Which of the following is needed to introduce the reader to a longer, accompanying message?

- A. Both
- B. Page memo
- C. None of these

**D. Transmittal memo**

**Page 178**

**Question No:120**

**(Marks:1)**

**Vu-Topper RM**

Which of the following will fall under the category of social invitation letter?

**A. All of the above**

**Page 145**

- B. Letter for booking a hotel room
- C. Invitation of delivering a lecture
- D. Invitation for the farewell party of a faculty member.

**Question No:121**

**(Marks:1)**

**Vu-Topper RM**

Intrapersonal communication processes depend upon communicators?

- A. Self-talk
- B. Creativity
- C. All of the given**
- D. Frame of reference

**Question No:122**

**(Marks:1)**

**Vu-Topper RM**

Which one of the following statement is correct about communication?

- A. Communication skills are not learnt.
- B. Communication can solve all problems.
- C. Communication is dynamic, not static.**
- D. Communication is just an information transfer.

**Question No:123**

**(Marks:1)**

**Vu-Topper RM**

Which one of the following is a mass medium of communication?

- A. Radio
- B. Newspaper
- C. Television

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**D. All of the above**

**Question No:124**

**(Marks:1)**

**Vu-Topper RM**

Probing in a communication process is:

A. Making judgments

B. None of the above

**C. An attempt to gain additional information**

D. An attempt to explain what the sender meant

**Question No:125**

**(Marks:1)**

**Vu-Topper RM**

Creating and holding a mental image of the person with whom you are conversing by telephone will:

A. Make your voice sound professional.

B. Minimize the potential for in-person interruptions.

C. Give the impression the other person is important.

**D. Help you keep the conversation focused on the other person.**

**Question No:126**

**(Marks:1)**

**Vu-Topper RM**

The person who attaches meaning to a message is called:

A. Sender

**B. Receiver**

C. Encoding

D. Transmitter

**Question No:127**

**(Marks:1)**

**Vu-Topper RM**

\_\_\_\_\_ is an automatic psychological process of receiving aural stimuli.

A. Listening

**B. Hearing**

C. Speaking

D. None of these

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**Question No:128**

**(Marks:1)**

**Vu-Topper RM**

A thesis statement is a \_\_\_\_\_ in sentence form.....

- A. Direct statement
- B. Indirect statement
- C. Straight statement

**D. Declarative statement**

**Question No:129**

**(Marks:1)**

**Vu-Topper RM**

\_\_\_\_\_ is a sentence that does not express the feeling, conditions, opinions and attitude.

- A. Direct statement
- B. Thesis statement
- C. Indirect statement

**D. Straight statement**

**Question No:130**

**(Marks:1)**

**Vu-Topper RM**

All of the following are the tools for getting audience attention, except:

- A. Stories
- B. Conclusion**
- C. Startling statement
- D. Rhetorical questions

**Question No:131**

**(Marks:1)**

**Vu-Topper RM**

Deductive and inductive are the types of \_\_\_\_\_ order.

- A. Spatial
- B. Topical
- C. Logical**
- D. Chronological

**Question No:132**

**(Marks:1)**

**Vu-Topper RM**

In which speech, speaker does not have time to analyze the audience...

- A. Manuscript
- B. Memorized

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**C. Impromptu**

D. Extemporaneous

**Question No:133**

**(Marks:1)**

**Vu-Topper RM**

If your objective is to train a new computer consultant, what will be your general goal or general purpose....

A. To teach

**B. To inform**

C. To persuade

D. To entertain

**Question No:134**

**(Marks:1)**

**Vu-Topper RM**

Which of the following statement explains mediated communication?

**A. Mediated communication occurs when two (or a few) people use some**

B. Mediated communication occurs when a group of people uses email to send a

C. Mediated communication occurs when people try to communicate at mass level.

D. Mediated communication occurs when two (or a few) people use loud speaker to

**Question No:135**

**(Marks:1)**

**Vu-Topper RM**

When superiors provide directions to their subordinates regarding what to do, this is known as a type of \_\_\_\_\_ communication.

A. Lateral

B. Upward

C. Horizontal

**D. Downward**

**Question No:136**

**(Marks:1)**

**Vu-Topper RM**

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After listening to Ayesha's long speech, Boenish told her what she understood from her long talk. Which form of listening it is?

- A. Critical listening
- B. Active listening**
- C. Empathic listening
- D. Preferential listening

**Question No:137**

**(Marks:1)**

**Vu-Topper RM**

**Question No:138**

**(Marks:1)**

**Vu-Topper RM**

In order to listen more effectively, you should:

- A. Talk less
- B. Minimize distractions
- C. Pay attention to verbal and nonverbal cues
- D. All of the given options**

**Question No:139**

**(Marks:1)**

**Vu-Topper RM**

When centering on the audience, you start by finding \_\_\_\_\_ that enable you to identify with them.

- A. Both
- B. Rare traits
- C. Common traits**
- D. Extraordinary character

**Question No:140**

**(Marks:1)**

**Vu-Topper RM**

When working to create and maintain a favorable relationship with a receiver, a sender should:

- A. Use positive wording.**
- B. Do just what the receiver expects.
- C. Stress mutual interests and benefits.
- D. Impress the receiver by using technical terms.

**Question No:141**

**(Marks:1)**

**Vu-Topper RM**

بري صحبت سے تھائی بہتر ہے اور تھائی سے نیک صحبت بہتر ہے

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If a manager asks his assistant to compile a report on the overall performance of the department, which forms of communication it, will be?

- A. Lateral communication
- B. Upward communication
- C. Downward communication**
- D. Intrapersonal communication

**Question No:142** (Marks:1) **Vu-Topper RM**  
Which is NOT true for creating effective opening paragraph?

- A. Don't consider your reader**
- B. Use a you-viewpoint in the opening
- C. Keep the beginning paragraph fairly short.
- D. Make sure the beginning is appropriate for the reader

**Question No:143** (Marks:1) **Vu-Topper RM**  
Audience information i.e. age, gender, education, occupation and socioeconomic status falls into the category:

- A. Geographic factors
- B. Demographic factors**
- C. Psychographic factors
- D. All of the given options

**Question No:144** (Marks:1) **Vu-Topper RM**  
Generally, there are \_\_\_\_\_ kinds of newspaper indexes.

- A. Four
- B. Five
- C. Three**
- D. None of the given options.

**Question No:145** (Marks:1) **Vu-Topper RM**  
**Question No:146** (Marks:1) **Vu-Topper RM**  
**Question No:147** (Marks:1) **Vu-Topper RM**

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**Question No:148**

**(Marks:1)**

**Vu-Topper RM**

Which of the following is not true of emotions?

- A. Emotions are learned.
- B. Emotions are innate.**
- C. Emotions help us to enact social roles.

**Question No:149**

**(Marks:1)**

**Vu-Topper RM**

**Question No:150**

**(Marks:1)**

**Vu-Topper RM**

When applied to business messages 'correctness' means all of the following, EXCEPT:

- A. Check font style**
- B. Use the right level of language
- C. Use correct grammar and punctuation
- D. Check accuracy of words, information and data

**Question No:151**

**(Marks:1)**

**Vu-Topper RM**

Which of the following is NOT among the drawbacks of using computerized design programs?

- A. Design over content
- B. Simplistic presentations**
- C. Poorly conceived messages
- D. Overly complex presentations

**Question No:152**

**(Marks:1)**

**Vu-Topper RM**

**Question No:153**

**(Marks:1)**

**Vu-Topper RM**

How can the credibility of a presenter be increased?

- A. All of the given options**
- B. Complimenting the audience
- C. Demonstrating your sincerity
- D. Being well dressed and well groomed

**Question No:154**

**(Marks:1)**

**Vu-Topper RM**

Which of the following is/are central feature(s) of a group?

- A. Interaction

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- B. Interdependence
- C. Mutual influence
- D. All of the given options**

**Question No:155** (Marks:1) **Vu-Topper RM**  
All of the following are the types of comments from an audience EXCEPT:

- A. Agreement
- B. Addition
- C. Objection
- D. Arbitrate**

**Question No:156** (Marks:1) **Vu-Topper RM**  
**Question No:157** (Marks:1) **Vu-Topper RM**  
Writing with a you-attitude shows sincere \_\_\_\_\_ for the reader.

- A. Apathy
- B. Concern
- C. Curiosity
- D. Sympathy**

**Question No:158** (Marks:1) **Vu-Topper RM**  
All of the following are the common reasons for disruptive behavior EXCEPT one. Which one is that?

- A. Resistance to change
- B. Resentment of the presenter
- C. Reappearance of the presenter**
- D. Repetition of behavior that is successful for the detractor

**Question No:159** (Marks:1) **Vu-Topper RM**  
Which one of the following seatings is the least comfortable for an audience, especially for presentations that last longer than an hour?

- A. U-formation

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- B. Modified T-formation  
**C. Conventional theater style**  
D. Conventional classroom style

**Question No:160** (Marks:1) **Vu-Topper RM**  
**Question No:161** (Marks:1) **Vu-Topper RM**

Which one of the following is suitable for both promotional and information ales?

- A. T-formation  
B. V-formation  
**C. U-formation**  
D. Modified T-formation

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

A speech designed to change or reinforce the audience's beliefs or actions. This is an example of:

- A. Persuasive speech**  
B. Informative speech  
C. Ceremonial speech  
D. None of the given options

**Question No:163** (Marks:1) **Vu-Topper RM**  
**Question No:164** (Marks:1) **Vu-Topper RM**  
**Question No:165** (Marks:1) **Vu-Topper RM**  
**Question No:166** (Marks:1) **Vu-Topper RM**  
**Question No:167** (Marks:1) **Vu-Topper RM**

Which one of the following should not be interpreted to mean brevity, which will result in an incomplete message?

- A. Courtesy  
B. Correctness  
**C. Conciseness**  
D. Consideration

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**Question No:168**

**(Marks:1)**

**Vu-Topper RM**

Which one of the following information is true about bar charts, simple column charts and multi-column charts?

- A. Are usually not good visual aids
- B. Are usually illegal for visual aids
- C. Can be used to illustrate varied values
- D. All can be used effectively for the same purpose**

**Question No:169**

**(Marks:1)**

**Vu-Topper RM**

Which one of the following is not required to keep conciseness in writing?

- A. Eliminating wordy expressions
- B. Including only relevant material
- C. Avoiding unnecessary repetition
- D. Adding extra and unrelated information**

**Question No:170**

**(Marks:1)**

**Vu-Topper RM**

If your objective is to try to change what an audience thinks or does, what should be your general goal or general purpose?

- A. To teach
- B. To inform
- C. To entertain
- D. To persuade**

**Question No:171**

**(Marks:1)**

**Vu-Topper RM**

**Question No:172**

**(Marks:1)**

**Vu-Topper RM**

\_\_\_\_\_ is often regarded as an undesirable thing, which prevents the best ideas from being adopted.

- A. Impulsion
- B. Perception
- C. Compulsion
- D. Compromise**

**Page 103**

بري صحبت سے تنہائی بہتر ہے اور تنہائی سے نیک صحبت بہتر ہے

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**Question No:173**

**(Marks:1)**

**Vu-Topper RM**

With a limited time, frame available for presentation, the Q & A session is conducted:

- A. Not at all
- B. During a presentation
- C. Before a presentation
- D. At the end of a presentation**

**Question No:174**

**(Marks:1)**

**Vu-Topper RM**

**Question No:175**

**(Marks:1)**

**Vu-Topper RM**

Which one of the following seating is more common for proactive presentation delivered to large audiences?

- A. V-formation
- B. Modified T- formation
- C. Conventional theatre style**
- D. Conventional classroom style

**Question No:176**

**(Marks:1)**

**Vu-Topper RM**

Business associates can be helpful for

- A. None of the above options
- B. It is helpful to recall the questions
- C. Can reveal questions and concerns
- D. Identifying probable questions & objections**

**Question No:177**

**(Marks:1)**

**Vu-Topper RM**

A presenter who speaks too loudly may be perceived as

- A. Bombastic
- B. Aggressive
- C. Insensitive to listeners
- D. All of the above options**

**Question No:178**

**(Marks:1)**

**Vu-Topper RM**

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Which one of the following is most appropriate when using problem/solution method?

- A. Spatial
- B. Topical
- C. Logical**
- D. Chronological

**Question No:179**

**(Marks:1)**

**Vu-Topper RM**

Which types of speaking relies on speaking notes

- A. Impromptu
- B. Memorized
- C. Manuscript**
- D. Extemporaneously

**Question No:180**

**(Marks:1)**

**Vu-Topper RM**

Which of the following is the skill of speaking in distinct syllables

- A. Fillers
- B. Inflection
- C. Articulations**
- D. Monotone delivery

**Page 59**

**Question No:181**

**(Marks:1)**

**Vu-Topper RM**

Which one of following is the most formal type of speech delivery

- A. Memorized
- B. Impromptu
- C. Manuscript**
- D. Extemporaneous

**Question No:182**

**(Marks:1)**

**Vu-Topper RM**

**Question No:183**

**(Marks:1)**

**Vu-Topper RM**

Which one of the following is method of arranging information by dividing it into parts?

- A. Spatial pattern

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- B. Logical pattern
- C. Topical pattern**
- D. Chronological pattern

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

What is the average rate of the speech?

- A. 130 words/minute
- B. 140 words/minute**
- C. 150 words/minute
- D. 160 words/minute

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

All of the following are considered as the core values of correctness, except:

- A. Spelling
- B. Loudness**
- C. Punctuation
- D. Proper grammar

**Page 110**

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

Which of the given sentences is bias free?

- A. Mr. Umar is an unusually tall Asian.
- B. Mr. Usman, aged 55, has just joined our Technical Department.
- C. Workers with physical disabilities face many barriers on the job.**
- D. Please share this report with your supervisor. He will find it interesting.

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

All of the following are the benefits of handouts EXCEPT:

- A. Handouts eliminate the need for note taking.
- B. Handouts can be used with all types of presentation media.
- C. Handouts provide an accurate record of the information being presented.

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**D. Handouts passed out in advance tend to cause attendees to prejudge the presenter and/or the presentation. Page 94**

**Question No:188**

**(Marks:1)**

**Vu-Topper RM**

A presenter can prepare effective responses by which of the following?

- A. Revising
- B. Answering
- C. Anticipating
- D. All of the above**

**Question No:189**

**(Marks:1)**

**Vu-Topper RM**

Effective writers visualize the \_\_\_\_\_ before starting to write.

- A. Story
- B. Colors
- C. Reader**
- D. Publisher

**Question No:190**

**(Marks:1)**

**Vu-Topper RM**

**Question No:191**

**(Marks:1)**

**Vu-Topper RM**

When does a presentation begin?

- A. The moment you begin speaking.
- B. The moment you are in view of your listeners.
- C. The moment you are asked to give a presentation.
- D. The moment you decide on a topic for your presentation.**

**Question No:192**

**(Marks:1)**

**Vu-Topper RM**

**Question No:193**

**(Marks:1)**

**Vu-Topper RM**

Where does immediacy come from during a presentation?

- A. Standing
- B. Making eye contact**
- C. Looking at your notes
- D. Dressing with authority

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**Question No:194**

**(Marks:1)**

**Vu-Topper RM**

Select which sort of information you will include in your statement when you need to answer concisely:

- A. Include all information
- B. To the point information**
- C. Include authentic statement
- D. Include irrelevant information too

**Question No:195**

**(Marks:1)**

**Vu-Topper RM**

**Question No:196**

**(Marks:1)**

**Vu-Topper RM**

Q&A is an abbreviation of which of the following?

- A. Query and audience
- B. Quest and availability
- C. Question and answer**
- D. Question and anticipation

**Page 68**

**Question No:197**

**(Marks:1)**

**Vu-Topper RM**

**Question No:198**

**(Marks:1)**

**Vu-Topper RM**

Tributes, acceptance, inspiration, speaking after-dinner, & master of ceremonies are examples of:

- A. None of the given
- B. Informative speech
- C. Informative speech
- D. Ceremonial speech**

**Question No:199**

**(Marks:1)**

**Vu-Topper RM**

Which one of the following arrangements is a modification of conventional classroom seating?

- A. U-formation
- B. T-formation
- C. V-formation**
- D. Standard group

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**Question No:200**

**(Marks:1)**

**Vu-Topper RM**

Which of the following is NOT used in oral speaking style?

- A. Active voice
- B. Contractions often
- C. Mostly long sentences**
- D. Personal pronouns freely

**Question No:201**

**(Marks:1)**

**Vu-Topper RM**

A presenter can prepare effective responses to questions by following all of the given steps EXCEPT one. Which one is that?

- A. Anticipating
- B. Answering
- C. Recording**
- D. Rehearsing

**Question No:202**

**(Marks:1)**

**Vu-Topper RM**

Which one of the following seating's is most common for proactive presentation delivered to large audiences?

- A. V-formation
- B. Modified T-formation
- C. Conventional theater style**
- D. Conventional classroom style

**Question No:203**

**(Marks:1)**

**Vu-Topper RM**

In a presentation setting, the only sound that should be prominent is that of the:

- A. Music
- B. Announcements
- C. Speaker's voice**
- D. Electronic feedback from sound system

**Question No:204**

**(Marks:1)**

**Vu-Topper RM**

Fillers \_\_\_\_\_ the continuity of communication

- A. Develop

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- B. Build up
- C. Interrupt**
- D. Emphasize

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

In a well-planned presentation where there is no need to record information that comes up on the spot, there may be no need for:

- A. Transparencies
- B. CD-ROM or DVD**
- C. Photographic slides
- D. Chalk or dry-erase boards

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

How many words is average speaker's rate per minute?

- A. Countless
- B. 100 to 150**
- C. 400 to 500
- D. More than 500

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

\_\_\_\_\_ can also seriously impede the transmission of ideas.

- A. Prejudice**
- B. Tolerance
- C. Broadsides
- D. Acceptance

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

Which of the following process is the automatic psychological process of receiving aural stimuli?

- A. Hearing
- B. Filtering
- C. Speaking
- D. Listening**

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**Question No:209**

**(Marks:1)**

**Vu-Topper RM**

In a disappointing newsletter:

- A. It is important to apologize.
- B. None of the given options**
- C. Apology can be made with reason.
- D. No apology is offered for the decision.

**Question No:210**

**(Marks:1)**

**Vu-Topper RM**

The degree to which you and others share common meanings for words will depend on:

- A. None of the given options
- B. The diversity of your backgrounds
- C. The extent to which you share common approaches
- D. The extent to which you share common backgrounds and experiences**

**Question No:211**

**(Marks:1)**

**Vu-Topper RM**

Which of the following are central features of a group?

- A. Interaction
- B. Interdependence
- C. Mutual influence
- D. All of the given options**

**Question No:212**

**(Marks:1)**

**Vu-Topper RM**

Which of the following parts of an order-acknowledgement letter should be forward-looking?

**The closing Page 154**

**Question No:213**

**(Marks:1)**

**Vu-Topper RM**

Which of the following would be the best visual support for a presentation given to the illiterate farmers on how to grow a better crop?

**Video**

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Question No:214

(Marks:1)

Vu-Topper RM

In a well-planned presentation where there is no need to record information that comes up on the spot, there may be no need for:

**Transparencies**

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