

MCM301

QUIZ No 4

100% CORRECT SOLUTIONS

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Question # 1

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

The message may be sent to a company relocating to a new building.

The message may be sent to an individual for being elected to an office in a social organization.

The message should focus on the receiver from start to finish.

The message may close by referring to the writer's assistance to the receiver in his or her achievement.

Question # 2

Writing with a you-attitude shows sincere _____ for the reader.

Apathy

Concern

Sympathy

Curiosity

Question # 3

Which of the following is not true of emotions?

Emotions help us to enact social roles.

Emotions are learned.

Emotions are innate.

Emotions are belief systems that guide our responses to feelings.

Question # 4

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

Direct method

Indirect method

Supporting method

Sustaining method

Question # 5

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

17 to 20 words

20 to 30 words

30 to 40 words

More than 40 words

Question # 6

Order letters are usually written, when _____ are not available.

Order reports

Order blanks

Purchase reports

Purchase slips

Question # 7

To begin a disappointed newsletter with a negative information, _____ a negative situation.

Eases

Reduces

Complicates

Relieves

Question # 8

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

When the task requires a limited amount of information and skills

When a quick resolution is essential

When commitment to the decision is important

When the task is fairly simple and straightforward

Question # 9

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

Accepting that your disappointing-news represents a firm decision

Understanding that, under the circumstances, your decision was fair and reasonable

Remain well disposed toward your business

Destroying the receiver's pride

Question # 10

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

It improves the clarity of message

It saves writing time

It enables to emphasize properly the various topics in the message

It keeps the suspense in message

Question # 11

In a disappointing newsletter:

It is important to apologize.

Apology can be made with reason.

No apology is offered for the decision.

None of the given options

Question # 12

“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?

Direct request letter

Indirect inquiry letter

Claim letter

Order letter

Question # 13

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

Direct method

Callous method

Straight method

Indirect method

Question # 14

Bestands for:

Blind carbon copy

Blind compiled copy

Branded carbon copy

Branded compiled copy

Question # 15

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

The topic of the presentation

The date and time of presentation

The venue of the presentation

The menu of lunch to be given in the end of presentation

Question # 16

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

Providing all necessary information

Answering all questions asked

Giving something extra, when desirable

Using vivid, image-building words

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

Analogy Logic Induction Deduction

Question # 17

In written communication active verbs help make sentences more:

Specific

Concise

Empathetic

All of the given options

Question # 18

The letter of decline must be:

Straight

Courteous

Callous

Unsympathetic

Question # 19

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

Expresses your appreciation for being thought of

Assures the reader of your attention to the request

Compliments the reader

Indicates your lack of understanding of the reader's needs

Question # 20

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

Informal English

Formal English

Common English

African English

Question # 21

Which of the given sentences is bias free?

Please share this report with your supervisor. He will find it interesting. Mr. Usman, aged 55, has just joined our Technical Department.

Mr. Umer is an unusually tall Asian.

Workers with physical disabilities face many barriers on the job

Question # 22

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

Use the right level of language

Check a uracy of words, information and data

Use correct grammar and punctuation

Check font style

Question # 23

Order letters are usually written, when _____ are not available.

Order reports Order blanks Purchase reports Purchase slips

Question # 24

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

Specific Definite Vivid Vague

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

:Planning > drafting > organizing > editing > proofreading

Planning > organizing > drafting > proofreading > editing

Planning > organizing > drafting > editing > proofreading

Planning > drafting > editing > organizing > proofreading

Question # 25

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

Organizing Drafting Editing Proofreading

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