

MCM301 FINAL TERM SOLVED QUIZZES

(VISIT VURANK FOR MORE)

Question # 2 of 10 (Start time: 09:50:06 AM)

Total Marks: 1

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

Select correct option:

6 sentences with 6 different colors on one chart

6 words in every sentence written in 6 different colors

6 sheets on flip board

6 lines, each having 6 words on a sheet

Question # 3 of 10 (Start time: 09:51:32 AM)

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

Select correct option:

Group members strive to achieve some common purpose

Group members influence and are influenced by one another

Group members are interdependent

Group members must interact face-to-face.

Question # 5 of 10 (Start time: 09:53:17 AM)

Total Marks: 1

What is the basic requirement of Coordinating behavior?

Select correct option:

It requires that group members be in the same geographic area

It requires the use of verbal communication only

It requires the use of nonverbal communication only

It requires the exchange of messages whether verbal or nonverbal

Question # 6 of 10 (Start time: 09:54:48 AM)

Total Marks: 1

When does a presentation begin?

Select correct option:

The moment you begin speaking.

The moment you are asked to give a presentation.

The moment you are in view of your listeners.

The moment you decide on a topic for your presentation.

Question # 8 of 10 (Start time: 09:56:31 AM)

Total Marks: 1

Diagrams are excellent for conveying all of the following, except :

Select correct option:

Information about size

Information about shape

Information about structure

Information about audience

Question # 9 of 10 (Start time: 09:57:31 AM)

Total Marks: 1

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

Select correct option:

All can be used effectively for the same purpose

Can be used to illustrate varied values

Are usually illegal for visual aids

Are usually not good visual aids

Question # 10 of 10 (Start time: 09:58:56 AM)

Total Marks: 1

Where does_____ during a presentation?

Select correct option:

Looking at your notes

Standing

Dressing with authority

Making eye contact

Question # 1 of 10 (Start time: 10:02:31 AM)

Total Marks: 1

Which one of the following is a planned and rehearsed speech that uses different words during rehearsals?

Select correct option:

Manuscript speech

Memorized speech

Impromptu speech

Extemporaneous speech

Question # 3 of 10 (Start time: 10:04:14 AM)

Total Marks: 1

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:

Select correct option:

Photographic slides

Chalk or dry-erase boards

Transparencies

CD-ROM or DVD

Question # 4 of 10 (Start time: 10:04:50 AM)

Total Marks: 1

Which of the following are central features of a group?

Select correct option:

Interaction

Mutual influence

Interdependence

All of the given options

Question # 5 of 10 (Start time: 10:05:03 AM)

Total Marks: 1

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

Select correct option:

6 sentences with 6 different colors on one chart

6 words in every sentence written in 6 different colors

6 sheets on flip board

6 lines, each having 6 words on a sheet

Question # 6 of 10 (Start time: 10:05:51 AM)

Total Marks: 1

Diagrams are excellent for conveying all of the following, except :

Select correct option:

Information about size

Information about shape

Information about structure

Information about audience

Question # 7 of 10 (Start time: 10:06:46 AM)

Total Marks: 1

How many general parts a basic speech must have?

Select correct option:

Three

Four

Five

Six

Question # 8 of 10 (Start time: 10:07:26 AM)

Total Marks: 1

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

Select correct option:

It helps put order to the information.

It serves as a model to check your work.

It serves as a guide from which to deliver your speech.

It helps to build confusion for the listeners.

Question # 9 of 10 (Start time: 10:08:23 AM)

Total Marks: 1

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

Select correct option:

Quest and availability

Question and answer

Question and anticipation

Query and audience

Question # 10 of 10 (Start time: 10:08:37 AM)

Total Marks: 1

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

Select correct option:

Two or more persons who are interacting with one another during which mutual influence is taking place

Any interaction between two or more persons

Any time two or more persons influence each other

Any collection of two or more persons

Question # 1 of 10 (Start time: 10:10:42 AM)

Total Marks: 1

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

Select correct option:

Spatial pattern

Chronological pattern

Topical pattern

Logical pattern

Question # 2 of 10 (Start time: 10:11:21 AM)

Total Marks: 1

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

Select correct option:

Informal group

Formal group

Universal group

Standard group

Question # 3 of 10 (Start time: 10:12:01 AM)

Total Marks: 1

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

EXCEPT:

Select correct option:

Detour

Delay

Dismiss

Drag

Question # 4 of 10 (Start time: 10:12:43 AM)

Total Marks: 1

Which of the following pattern is most appropriate when you used the problem/solution method?

Select correct option:

Spatial

Chronological

Topical

Logical

Question # 5 of 10 (Start time: 10:13:25 AM)

Total Marks: 1

All of the following are the types of comments from an audience EXCEPT:

Select correct option:

Agreement

Addition

Objection

Arbitrate

Question # 6 of 10 (Start time: 10:14:04 AM)

Total Marks: 1

Select which of the following is the method of arranging your subject's main points in a time sequence?

Select correct option:

Spatial order

Chronological order

Topical order

Logical order

Question # 7 of 10 (Start time: 10:14:58 AM)

Total Marks: 1

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

Select correct option:

The size of your audience.

Equipment and supply limitations

The presentation budget.

All of the given options

Question # 8 of 10 (Start time: 10:15:47 AM)

Total Marks: 1

A presenter who speaks too loudly may be perceived as which of the following?

Select correct option:

Bombastic

Aggressive

Insensitive to listeners

All of the given options

Question # 9 of 10 (Start time: 10:16:03 AM)

Total Marks: 1

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?

Select correct option:

A question

Statement

Speech

Confess

Question # 10 of 10 (Start time: 10:17:18 AM)

Total Marks: 1

Business associates can be a helpful source for:

Select correct option:

Identifying probable questions and objections

Can reveal questions and concerns

It is helpful to recall the questions

None of the given options

Question # 1 of 10 (Start time: 10:20:20 AM)

Total Marks: 1

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

Select correct option:

Theater-style arrangement

Conventional classroom style

Modified T-formation

V-formation

Question # 2 of 10 (Start time: 10:21:08 AM)

Total Marks: 1

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

Select correct option:

Anticipating

Answering

Revising

All of the above

Question # 3 of 10 (Start time: 10:21:42 AM)

Total Marks: 1

Speaking notes for speech should be:

Select correct option:

Legible

Unobtrusive

Detailed

Legible and unobtrusive

Question # 4 of 10 (Start time: 10:23:05 AM)

Total Marks: 1

A good rule to recall when using statistics is:

Select correct option:

The more statistics, the better the effectiveness

Statistics should include several places past the decimal point for effect

Rounding and using a few key statistics is ineffective

Rounding and using a few key statistics is generally most effective

Question # 5 of 10 (Start time: 10:24:22 AM)

Total Marks: 1

Select which of the following is the practice of altering the tone and/or pitch of voice to more clearly express or magnify meaning:

Select correct option:

Inflection

Articulation

Pauses

Fillers

Question # 6 of 10 (Start time: 10:24:50 AM)

Total Marks: 1

Business associates can be a helpful source for:

Select correct option:

Identifying probable questions and objections

Can reveal questions and concerns

It is helpful to recall the questions

None of the given options

Question # 7 of 10 (Start time: 10:25:06 AM)

Total Marks: 1

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

Select correct option:

To be nervous

Impatient

Hurried

All of above

Question # 8 of 10 (Start time: 10:25:23 AM)

Total Marks: 1

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

Select correct option:

Anticipating

Answering

Recording

Rehearsing

Question # 9 of 10 (Start time: 10:26:07 AM)

Total Marks: 1

Select which of the following is the method of arranging your subject's main points in a time sequence?

Select correct option:

Spatial order

Chronological order

Topical order

Logical order

Top of Form

Question # 1 of 10 (Start time: 06:00:48 PM)

Total Marks: 1

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

Select correct option:

Letterhead

Salutation

Subject line

Signature

Top of Form

Question # 2 of 10 (Start time: 06:01:54 PM)

Total Marks: 1

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

Select correct option:

Use the right level of language

Check a uracy of words, information and data

Use correct grammar and punctuation

Check font style

Question # 3 of 10 (Start time: 06:02:47 PM)

Total Marks: 1

Bpc is an abbreviation of which of the following?

Select correct option:

Blind photo copy

Blind paper copy

Blind person copy

Blind pasted copy

Top of Form

Question # 4 of 10 (Start time: 06:03:37 PM)

Total Marks: 1

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

Select correct option:

Eases

Reduces

Complicates

Relieves

Top of Form

Question # 5 of 10 (Start time: 06:05:00)

Total Marks: 1

Which one of the following is suitable for both promotional and informational presentations in either the Proactive or Interactive modes?

Select correct option:

V-formation

Modified T-formation

T-formation

U-formation C

Question # 6 of 10 (Start time: 06:05:38)

Total Marks: 1

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

Select correct option:

17 to 20 words

20 to 30 words

30 to 40 words

More than 40 words

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

Select correct option:

Providing all necessary information

Answering all questions asked

Giving something extra, when desirable

Using vivid, image-building words

Quiz Start Time: 06:00 PM

Question # 9 of 10 (Start time: 06:09:34 PM)

Total Marks: 1

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

Select correct option:

I agree with it.

That's a very good point

Thank you

That's not right

Question # 10 of 10 (Start time: 06:12:02)

Total Marks: 1

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

Select correct option:

Including only relevant material

Adding extra and unrelated information

Eliminating wordy expressions

Avoiding unnecessary repetition

Question # 1 of 10 (Start time: 08:45:19 PM)

Total Marks: 1

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

Select correct option:

People are self-centered

People are defensive

People are perfect

People expect courtesy

Quiz Start Time: 08:45 PM

Question # 2 of 10 (Start time: 08:46:12 PM)

Total Marks: 1

Which of the following are central features of a group?

Select correct option:

Interaction

Mutual influence

Interdependence

All of the given options ??

Question # 3 of 10 (Start time: 08:46:42 PM)

Total Marks: 1

"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?

Select correct option:

His GPA was 3.9 on a four point scale.

His GPA was good in 2000.

He got a good score in his MBA Program.

All of the given options

Question # 5 of 10 (Start time: 08:47:36 PM)

Total Marks: 1

Which of the following cannot result from incomplete messages?

Select correct option:

Loss of goodwill

Loss of valued customers

Loss of sales

Gaining good name

Question # 6 of 10 (Start time: 08:48:21 PM)

Total Marks: 1

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

Select correct option:

Are the ideas of equal importance presented in a parallel manner?

Is the sequence of the topics appropriate for the development method I am using?

Is the sequence of the topics likely to add clarity to my message?

Are related topics properly shuffled?

Question # 6 of 10 (Start time: 08:48:21 PM)

Total Marks: 1

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

Select correct option:

Are the ideas of equal importance presented in a parallel manner?

Is the sequence of the topics appropriate for the development method I am using?

Is the sequence of the topics likely to add clarity to my message?

Are related topics properly shuffled?

Question # 7 of 10 (Start time: 08:49:42 PM)

Total Marks: 1

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

Select correct option:

Begin with the catching proverb

Begin with the buffer

Begin with information that will catch the reader's attention

Begin with detailed explanation

Quiz Start Time: 08:45 PM

Question # 8 of 10 (Start time: 08:50:18 PM)

Total Marks: 1

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

Select correct option:

Addressee notation

Attention line

Subject line

Complimentary close

Question # 9 of 10 (Start time: 08:51:16 PM)

Total Marks: 1

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?

Select correct option:

Consensus

Compromise

Arbitration

Majority vote

Top of Form

Question # 10 of 10 (Start time: 08:51:53 PM)

Total Marks: 1

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

Select correct option:

At the end of a presentation

During a presentation

Before a presentation

Not at all

Question # 1 of 10 (Start time: 06:01:09 PM)

Total Marks: 1

Which of the given sentences is bias free?

Select correct option:

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.C

Question # 3 of 10 (Start time: 06:02:55 PM)

Total Marks: 1

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

Select correct option:

Keep the ending paragraph as long as circumstances allow.C

Avoid the inclusion of negative information in the ending.

Include reader-benefit material, if appropriate.

State who is to perform the desired action if the action is to be performed by someone other than the reader.

Question # 4 of 10 (Start time: 06:04:10 PM)

Total Marks: 1

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

Select correct option:

All can be used effectively for the same purpose

Can be used to illustrate varied values

Are usually illegal for visual aids

Are usually not good visual aids

Question # 7 of 10 (Start time: 06:06:06 PM)

Total Marks: 1

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

Select correct option:

Developing appropriate beginning paragraph

Composing the body

Developing appropriate ending paragraph

Editing

Question # 10 of 10 (Start time: 06:07:48 PM)

Total Marks: 1

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

Select correct option:

Forming

Storming

Norming

Performing

Question # 1 of 10 (Start time: 04:12:49 PM)

Total Marks: 1

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

Select correct option:

U-formation

T-formation

Modified T-formation

V-formation

Question # 2 of 10 (Start time: 04:13:41 PM)

Total Marks: 1

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

Select correct option:

Direct method

Indirect method

Supporting method

Sustaining method

Question # 3 of 10 (Start time: 04:14:30 PM)

Total Marks: 1

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

Select correct option:

Direct method

Indirect method

Supporting method

Sustaining method

Question # 4 of 10 (Start time: 04:15:27 PM)

Total Marks: 1

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

Select correct option:

Apathy

Concern

Sympathy

Curiosity

Question # 5 of 10 (Start time: 04:16:21 PM)

Total Marks: 1

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?

Select correct option:

Planning

Organizing

Drafting

Editing

Quiz Start Time: 04:12 PM

Question # 6 of 10 (Start time: 04:16:45 PM)

Total Marks: 1

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

Select correct option:

Taking time to explain the visual.

Fitting the visual to the material being discussed.

Talking to the visual.

None of the given options (Note Sure)

Question # 9 of 10 (Start time: 04:18:54 PM)

Total Marks: 1

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

Select correct option:

Make sure the beginning is appropriate for the reader.

Make sure the beginning is inappropriate for the situation

Use a fast-start beginning rather than a slow beginning.

Keep the beginning paragraph fairly short.

Question # 10 of 10 (Start time: 04:19:20 PM)

Total Marks: 1

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

Select correct option:

Group members strive to achieve some common purpose

Group members influence and are influenced by one another

Group members are interdependent

Group members must interact face-to-face.

Question # 2 of 15 (Start time: 05:03:55 PM)

Total Marks: 1

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

Select correct option:

Pertinent information about the items being ordered

Directions for shipping the merchandize

Quality report of the items

Method of payment

Question # 3 of 15 (Start time: 05:04:44 PM)

Total Marks: 1

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

Select correct option:

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 # 4 of 15 (Start time: 05:06:12 PM)

Total Marks: 1

In written communication active verbs help make sentences more:

Select correct option:

Specific

Concise

Empathetic

All of the given options

Question # 6 of 15 (Start time: 05:07:55 PM)

Total Marks: 1

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

Select correct option:

Placing the main idea in opening

Placing the main idea in middle

Placing the main idea in the end

Placing the main idea anywhere according to writer's choice

Question # 7 of 15 (Start time: 05:09:05 PM)

Total Marks: 1

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

Select correct option:

Gender biasness

Racial biasness

Age biasness

Disability biasness

Question # 9 of 15 (Start time: 05:10:03 PM)

Total Marks: 1

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

Select correct option:

An effective claim letter contains your attitude material.

An effective claim letter presents all the facts pertinent to the situation.

An effective claim letter contains threat.

An effective claim letter makes a definite request.

Question # 11 of 15 (Start time: 05:12:41 PM)

Total Marks: 1

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

Select correct option:

Condolence

Invitation

Appreciation

Holiday greeting

Question # 12 of 15 (Start time: 05:13:42 PM)

Total Marks: 1

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

Select correct option:

Respond late

Exclude irritating expressions

Include meaningful apologies

Omit discourteous wording

Question # 13 of 15 (Start time: 05:14:21 PM)

Total Marks: 1

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

Select correct option:

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 # 5 of 15 (Start time: 05:27:26 PM)

Total Marks: 1

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

Select correct option:

Sales messages

Request refusals

Claims

None of the given options

Question # 7 of 15 (Start time: 05:29:03 PM)

Total Marks: 1

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

Select correct option:

Direct method

Indirect method

Supporting method

Sustaining method

Question # 8 of 15 (Start time: 05:29:44 PM)

Total Marks: 1

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

Select correct option:

Including only relevant material

Adding extra and unrelated information

Eliminating wordy expressions

Avoiding unnecessary repetition

Quiz Start Time: 05:23 PM

Question # 9 of 15 (Start time: 05:30:28 PM)

Total Marks: 1

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

Select correct option:

Specific

Definite

Vivid

Vague

Question # 10 of 15 (Start time: 05:31:48 PM)

Total Marks: 1

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

Select correct option:

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

Quiz Start Time: 05:23 PM

Question # 12 of 15 (Start time: 05:33:13 PM)

Total Marks: 1

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

Select correct option:

De-emphasize the disappointing-news

Use a conditional statement

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

Use a non-courteous tone

Question # 13 of 15 (Start time: 05:34:43 PM)

Total Marks: 1

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

raising event?

Select correct option:

Explain the purpose of the event.

Give details of the event.

Extend the invitation.

Remind the recipient to bring a checkbook.

Question # 14 of 15 (Start time: 05:38:09 PM)

Total Marks: 1

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

Select correct option:

Direct request

Indirect request

Claim

Order

Top of Form

Question # 15 of 15 (Start time: 05:38:47 PM)

Total Marks: 1

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

Select correct option:

Objects and models are too big to use in a presentation

Audience-members can easily learn as much from other visual aides

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

There are situations in which the object being discussed or a realistic model makes the best support

MCM301:

Question # 1 of 15 (Start time: 05:45:46 PM)

Total Marks: 1

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

Select correct option:

Two or more persons who are interacting with one another during which mutual influence is taking place

Any interaction between two or more persons

Any time two or more persons influence each other

Any collection of two or more persons

Question # 2 of 15 (Start time: 05:46:52 PM)

Total Marks: 1

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

Select correct option:

De-emphasize the disappointing-news

Use a conditional statement

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

Use a non-courteous tone

Question # 3 of 15 (Start time: 05:48:13 PM)

Total Marks: 1

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

Select correct option:

Condolence

Invitation

Appreciation

Holiday greeting

Question # 4 of 15 (Start time: 05:49:19 PM)

Total Marks: 1

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

Select correct option:

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 # 5 of 15 (Start time: 05:50:20 PM)

Total Marks: 1

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

Select correct option:

Explain the purpose of the event.

Give details of the event.

Extend the invitation.

Remind the recipient to bring a checkbook.

Question # 6 of 15 (Start time: 05:51:07 PM)

Total Marks: 1

In a well written disappointing newsletter, all of the following points are kept in mind, except:

Select correct option:

Enough detail to make the reason for the refusal logically a eptable.

Explaining the company's policy as logical rather than rigid

Offering an apology for the decision

Avoiding negative personal expressions

Question # 7 of 15 (Start time: 05:51:59 PM)

Total Marks: 1

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

Select correct option:

Conciseness

Correctness

Consideration

Courtesy

Question # 8 of 15 (Start time: 05:52:58 PM)

Total Marks: 1

Letters of invitation include:

Select correct option:

Speaking invitations

Informal social invitation

Formal social invitations

All of the given options

Question # 9 of 15 (Start time: 05:53:44 PM)

Total Marks: 1

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

Select correct option:

An effective claim letter contains you attitude material.

An effective claim letter presents all the facts pertinent to the situation.

An effective claim letter contains threat.

An effective claim letter makes a definite request.

Question # 10 of 15 (Start time: 05:55:01 PM)

Total Marks: 1

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

Select correct option:

Make sure the beginning is appropriate for the reader.

Make sure the beginning is inappropriate for the situation

Use a fast-start beginning rather than a slow beginning.

Keep the beginning paragraph fairly short.

Question # 11 of 15 (Start time: 05:56:15 PM)

Total Marks: 1

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

Select correct option:

Informal group

Formal group

Universal group

Standard group

Question # 12 of 15 (Start time: 05:57:33 PM)

Total Marks: 1

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

Select correct option:

Group members strive to achieve some common purpose

Group members influence and are influenced by one another

Group members are interdependent

Group members must interact face-to-face.

Question # 13 of 15 (Start time: 05:58:46 PM)

Total Marks: 1

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

Select correct option:

Are the ideas of equal importance presented in a parallel manner?

Is the sequence of the topics appropriate for the development method I am using?

Is the sequence of the topics likely to add clarity to my message?

Are related topics properly shuffled?

Question # 14 of 15 (Start time: 05:59:50 PM)

Total Marks: 1

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

Select correct option:

Respond late

Exclude irritating expressions

Include meaningful apologies

Omit discourteous wording

Question # 15 of 15 (Start time: 06:01:01 PM)

Total Marks: 1

Diagrams are excellent for conveying all of the following, except :

Select correct option:

Information about size

Information about shape

Information about structure

Information about audience

Top of Form

Skills new

Quiz Start Time: 10:59 PM

Question # 1 of 15 (Start time: 10:59:55 PM)

Total Marks: 1

Letters of invitation include:

Select correct option:

Speaking invitations

Informal social invitation

Formal social invitations

All of the given options

Bottom of Form

Top of Form

Quiz Start Time: 10:59 PM

Question # 2 of 15 (Start time: 11:00:39 PM)

Total Marks: 1

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

Select correct option:

Courtesy

Correctness

Conciseness

Cleanliness

Bottom of Form

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Quiz Start Time: 10:59 PM

Question # 3 of 15 (Start time: 11:01:56 PM)

Total Marks: 1

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

Select correct option:

Direct request

Indirect request

Claim

Order

Top of Form

Quiz Start Time: 10:59 PM

Question # 4 of 15 (Start time: 11:03:09 PM)

Total Marks: 1

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

Select correct option:

Use the right level of language

Check a uracy of words, information and data

Use correct grammar and punctuation

Check font style

Top of Form

Quiz Start Time: 10:59 PM

Question # 5 of 15 (Start time: 11:03:53 PM)

Total Marks: 1

Which of the following are central features of a group?

Select correct option:

Interaction

Mutual influence

Interdependence

All of the given options

Top of Form

Quiz Start Time: 10:59 PM

Question # 6 of 15 (Start time: 11:04:34 PM)

Total Marks: 1

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

Select correct option:

Buffer

Feedback

Communication

Talk

Top of Form

Quiz Start Time: 10:59 PM

Question # 7 of 15 (Start time: 11:05:19 PM)

Total Marks: 1

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

Select correct option:

Planning > drafting > organizing > editing > proofreading

Planning > organizing > drafting > proofreading > editing

Planning > organizing > drafting > editing > proofreading

Planning > drafting > editing > organizing > proofreading

Top of Form

Quiz Start Time: 10:59 PM

Question # 8 of 15 (Start time: 11:06:25 PM)

Total Marks: 1

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

Select correct option:

Informal social invitation letters

Reservation letters

Claim letters

Order letters

Top of Form

Question # 9 of 15 (Start time: 11:07:23 PM)

Total Marks: 1

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

Select correct option:

Sales messages

Request refusals

Claims

None of the given options

Top of Form

Quiz Start Time: 10:59 PM

Question # 10 of 15 (Start time: 11:08:01 PM)

Total Marks: 1

In a well written disappointing newsletter, all of the following points are kept in mind, except:

Select correct option:

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

Explaining the company's policy as logical rather than rigid

Offering an apology for the decision

Avoiding negative personal expressions

Top of Form

Question # 11 of 15 (Start time: 11:08:55 PM)

Total Marks: 1

Diagrams are excellent for conveying all of the following, except :

Select correct option:

Information about size

Information about shape

Information about structure

Information about audience

Top of Form

Question # 12 of 15 (Start time: 11:09:22 PM)

Total Marks: 1

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

Select correct option:

Respond late

Exclude irritating expressions

Include meaningful apologies

Omit discourteous wording

Top of Form

Question # 13 of 15 (Start time: 11:09:50 PM)

Total Marks: 1

Supporting material can serve which of the following functions?

Select correct option:

Apply clarity

Increase interest

Provide proof

All of the given options

Top of Form

Question # 14 of 15 (Start time: 11:10:39 PM)

Total Marks: 1

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

Select correct option:

Two or more persons who are interacting with one another during which mutual influence is taking place

Any interaction between two or more persons

Any time two or more persons influence each other

Any collection of two or more persons

Top of Form

Question # 15 of 15 (Start time: 11:11:19 PM)

Total Marks: 1

In written communication active verbs help make sentences more:

Select correct option:

Specific

Concise

Empathetic

All of the given options

Question # 1 of 15 (Start time: 12:35:02 PM)

Total Marks: 1

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

Select correct option:

Contains a sales appeal.

Have its explanation omitted.

Places blame on the receiver.

Contains negative information.

Question # 2 of 15 (Start time: 12:36:31 PM)

Total Marks: 1

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

Select correct option:

Informal group c

Formal group

Universal group

Standard group

Bottom of Form

Top of Form

Question # 3 of 15 (Start time: 12:37:21 PM)

Total Marks: 1

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

Select correct option:

Specific

Definite not confirm

Vivid

Vague

Question # 4 of 15 (Start time: 12:38:51 PM)

Total Marks: 1

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

Select correct option:

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

Top of Form

Question # 5 of 15 (Start time: 12:40:21 PM)

Total Marks: 1

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

Select correct option:

Informal social invitation letters

Reservation letters

Claim letters

Order letters

Top of Form

Question # 6 of 15 (Start time: 12:41:52 PM)

Total Marks: 1

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

Select correct option:

The size of your audience.

Equipment and supply limitations

The presentation budget.

All of the given options c

Top of Form

Question # 7 of 15 (Start time: 12:42:51 PM)

Total Marks: 1

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

Select correct option:

Choosing appropriate clothes

Considering your reader

Determining the appropriate content

Determining your purpose

Top of Form

Question # 8 of 15 (Start time: 12:43:38 PM)

Total Marks: 1

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

Select correct option:

Conciseness

Correctness

Consideration

Courtesy

Top of Form

Question # 9 of 15 (Start time: 12:44:15 PM)

Total Marks: 1

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

Select correct option:

Direct approach only

Indirect approach only

Both direct and indirect approach

None of the given options

Top of Form

Question # 10 of 15 (Start time: 12:45:01 PM)

Total Marks: 1

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

Select correct option:

People are self-centered

People are defensive

People are perfect

People expect courtesy

[Top of Form](#)

Question # 11 of 15 (Start time: 12:46:29 PM)

Total Marks: 1

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

Select correct option:

Forming

Storming

Norming

Performing

[Top of Form](#)

Question # 12 of 15 (Start time: 12:47:06 PM)

Total Marks: 1

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

Select correct option:

Informal English

Formal English

Common English

African English

Top of Form

Question # 13 of 15 (Start time: 12:47:33 PM)

Total Marks: 1

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

Select correct option:

A specific request

Information about how you can be reached

An expression of appreciation or goodwill

Information about your city

Top of Form

Question # 14 of 15 (Start time: 12:48:50 PM)

Total Marks: 1

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

Select correct option:

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 # 15 of 15 (Start time: 12:50:20 PM)

Total Marks: 1

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

Select correct option:

Compromise

Compulsion

Impulsion

Perception

Question # 1 of 15 (Start time: 11:45:08 PM)

Total Marks: 1

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

Select correct option:

Sales messages

Request refusals

Claims

None of the given options

Bottom of Form

Top of Form

Question # 2 of 15 (Start time: 11:46:19 PM)

Total Marks: 1

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

Select correct option:

Direct method

Indirect method

Supporting method

Sustaining method

Bottom of Form

Top of Form

Question # 3 of 15 (Start time: 11:47:29 PM)

Total Marks: 1

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

Select correct option:

Determine your purpose

Consider your reader

Choose your idea

Proofreading

Bottom of Form

Top of Form

Question # 4 of 15 (Start time: 11:48:12 PM)

Total Marks: 1

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

17 to 20 words

20 to 30 words

30 to 40 words

More than 40 words

Bottom of Form

Top of Form

Question # 5 of 15 (Start time: 11:48:50 PM)

Total Marks: 1

The purpose of your message will determine:
Select correct option:

How much you need to know about your reader.

How much you need to know about your idea.

How much you need to know about the background of your letter.

All of the given options

Bottom of Form

Top of Form

Question # 6 of 15 (Start time: 11:49:43 PM)

Total Marks: 1

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

Select correct option:

Informal English

Formal English

Common English

African English

Bottom of Form

Top of Form

Question # 7 of 15 (Start time: 11:50:00 PM)

Total Marks: 1

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

Select correct option:

Begin with good news

Use slow opening

Begin with explanatory details or information

Don't incorporate a you-viewpoint

Bottom of Form

Top of Form

Question # 8 of 15 (Start time: 11:50:27 PM)

Total Marks: 1

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

Select correct option:

Choosing appropriate clothes

Considering your reader

Determining the appropriate content

Determining your purpose

Bottom of Form

Top of Form

Question # 9 of 15 (Start time: 11:50:52 PM)

Total Marks: 1

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

Select correct option:

Direct approach only

Indirect approach only

Both direct and indirect approach

None of the given options

Bottom of Form

Top of Form

Question # 10 of 15 (Start time: 11:51:25 PM)

Total Marks: 1

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

Select correct option:

A specific request

Information about how you can be reached

An expression of appreciation or goodwill

Information about your city

Bottom of Form

Top of Form

Question # 12 of 15 (Start time: 11:52:27 PM)

Total Marks: 1

In written communication active verbs help make sentences more:

Select correct option:

Specific

Concise

Empathetic

All of the given options

Bottom of Form

Top of Form

Question # 13 of 15 (Start time: 11:52:49 PM)

Total Marks: 1

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

Select correct option:

Direct method

Indirect method

Supporting method

Sustaining method

Bottom of Form

Top of Form

Question # 14 of 15 (Start time: 11:53:08 PM)

Total Marks: 1

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

Select correct option:

Informal group

Formal group

Universal group

Standard group

Bottom of Form

Top of Form

Question # 15 of 15 (Start time: 11:53:49 PM)

Total Marks: 1

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

Select correct option:

Agreement

Fairness

Cooperation

Bad news

Top of Form

Question # 4 of 15 (Start time: 11:55:30 PM)

Total Marks: 1

“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?

Select correct option:

Direct request letter

Indirect inquiry letter

Claim letter

Order letter

Top of Form

Question # 5 of 15 (Start time: 11:55:48 PM)

Total Marks: 1

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

Select correct option:

Poorly conceived messages

Simplistic presentations

Design over content

Overly complex presentations

Top of Form

Question # 6 of 15 (Start time: 11:56:38 PM)

Total Marks: 1

Select the correct option upon which the presentation through visual aid depends rather than presenter:

Select correct option:

Equipment

Literature

Feed back

Audio

Top of Form

Question # 7 of 15 (Start time: 11:57:45 PM)

Total Marks: 1

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

Select correct option:

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

Top of Form

Question # 8 of 15 (Start time: 11:58:20 PM)

Total Marks: 1

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

Select correct option:

Direct approach only

Indirect approach only

Both direct and indirect approach

None of the given options

Top of Form

Question # 9 of 15 (Start time: 11:58:40 PM)

Total Marks: 1

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

Select correct option:

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

Top of Form

Question # 10 of 15 (Start time: 11:59:25 PM)

Total Marks: 1

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

Select correct option:

Choosing appropriate clothes

Considering your reader

Determining the appropriate content

Determining your purpose

Top of Form

Question # 11 of 15 (Start time: 11:59:34 PM)

Total Marks: 1

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

Select correct option:

Group members should tolerate diversity

Group members should encourage and support diversity

Group members should be honest in their personal views toward diversity

Co-cultures can contribute to group dysfunction if differences dominate group goals

Top of Form

Question # 12 of 15 (Start time: 12:00:07 AM)

Total Marks: 1

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

Select correct option:

Specific

Definite

Vague

Vivid

Top of Form

Question # 13 of 15 (Start time: 12:00:39 AM)

Total Marks: 1

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

Select correct option:

Use a U-viewpoint in the opening.

Use a fast-start beginning rather than a slow beginning.

Use a U-viewpoint and I-viewpoint together in the opening.

Keep the beginning paragraph fairly short.

Top of Form

Question # 14 of 15 (Start time: 12:01:20 AM)

Total Marks: 1

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

Select correct option:

De-emphasize the disappointing-news

Use a conditional statement

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

Use a non-courteous tone

Top of Form

Question # 15 of 15 (Start time: 12:02:07 AM)

Total Marks: 1

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

Use the right level of language

Check a uracy of words, information and data

Use correct grammar and punctuation

Check font style

Top of Form

Question # 1 of 15 (Start time: 09:10:06 AM)

Total Marks: 1

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

Select correct option:

Direct method

Indirect method

Supporting method

Sustaining method

Top of Form

Question # 2 of 15 (Start time: 09:10:35 AM)

Total Marks: 1

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

Select correct option:

Direct method

Indirect method

Supporting method

Sustaining method

Top of Form

Question # 3 of 15 (Start time: 09:11:06 AM)

Total Marks: 1

What is the basic requirement of Coordinating behavior?

Select correct option:

It requires that group members be in the same geographic area

It requires the use of verbal communication only

It requires the use of nonverbal communication only

It requires the exchange of messages whether verbal or nonverbal

Top of Form

Question # 4 of 15 (Start time: 09:12:03 AM)

Total Marks: 1

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

Select correct option:

Use a U-viewpoint in the opening.

Use a fast-start beginning rather than a slow beginning.

Use a U-viewpoint and I-viewpoint together in the opening.

Keep the beginning paragraph fairly short.

Top of Form

Question # 5 of 15 (Start time: 09:13:07 AM)

Total Marks: 1

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

Select correct option:

Order reports

Order blanks

Purchase reports

Purchase slips

Top of Form

Question # 6 of 15 (Start time: 09:14:40 AM)

Total Marks: 1

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

Select correct option:

Providing all necessary information

Answering all questions asked

Giving something extra, when desirable

Using vivid, image-building words

Top of Form

Question # 7 of 15 (Start time: 09:16:06 AM)

Total Marks: 1

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

Select correct option:

Informal social invitation letters

Reservation letters

Claim letters

Order letters

Top of Form

Question # 8 of 15 (Start time: 09:17:38 AM)

Total Marks: 1

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

Select correct option:

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.

Top of Form

Question # 9 of 15 (Start time: 09:19:02 AM)

Total Marks: 1

In written communication active verbs help make sentences more:

Select correct option:

Specific

Concise

Empathetic

All of the given options

Top of Form

Question # 10 of 15 (Start time: 09:19:30 AM)

Total Marks: 1

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

Select correct option:

Organizing

Drafting

Editing

Proofreading

Top of Form

Question # 11 of 15 (Start time: 09:20:16 AM)

Total Marks: 1

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

Select correct option:

Planning > drafting > organizing > editing > proofreading

Planning > organizing > drafting > proofreading > editing

Planning > organizing > drafting > editing > proofreading

Planning > drafting > editing > organizing > proofreading

Top of Form

Question # 12 of 15 (Start time: 09:21:22 AM)

Total Marks: 1

Which of the given sentences is bias free?

Select correct option:

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.

Top of Form

Question # 13 of 15 (Start time: 09:22:22 AM)

Total Marks: 1

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

Select correct option:

Addressee notation

Attention line

Subject line

Complimentary close

Top of Form

Question # 14 of 15 (Start time: 09:25:14 AM)

Total Marks: 1

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

Select correct option:

Group members should tolerate diversity

Group members should encourage and support diversity

Group members should be honest in their personal views toward diversity

Co-cultures can contribute to group dysfunction if differences dominate group goals

Top of Form

Question # 15 of 15 (Start time: 09:26:16 AM)

Total Marks: 1

In a persuasive message, opposing ideas should be:

Select correct option:

Cited, then refuted

Mentioned only when necessary

Ignored

Not mentioned

Question # 1 of 15 (Start time: 09:28:39 AM)

Total Marks: 1

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

Select correct option:

Emotional appeals

Logical appeals

Irrational appeals

Unreasonable appeals

Question # 2 of 15 (Start time: 09:29:09 AM)

Total Marks: 1

Stands for:

Select correct option:

Blind carbon copy

Blind compiled copy

Branded carbon copy

Branded compiled copy

Question # 3 of 15 (Start time: 09:29:30 AM)

Total Marks: 1

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

Select correct option:

Courtesy

Correctness

Conciseness

Cleanliness

Question # 4 of 15 (Start time: 09:29:49 AM)

Total Marks: 1

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

Select correct option:

Include as much specific information as possible.

Use active rather than passive verbs.

Use vivid, image-building words.

Use passive verbs.

Question # 5 of 15 (Start time: 09:30:09 AM)

Total Marks: 1

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

Select correct option:

Informal group

Formal group

Universal group

Standard group

Top of Form

Question # 6 of 15 (Start time: 09:31:02 AM)

Total Marks: 1

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

Select correct option:

Are three separate categories

Are loosely connected

Are blended into each other

Are unrelated

Question # 7 of 15 (Start time: 09:32:13 AM)

Total Marks: 1

In a disappointing newsletter:

Select correct option:

It is important to apologize.

Apology can be made with reason.

No apology is offered for the decision.

None of the given options

Question # 8 of 15 (Start time: 09:33:14 AM)

Total Marks: 1

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

Select correct option:

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

Top of Form

Question # 9 of 15 (Start time: 09:33:40 AM)

Total Marks: 1

Which of the following is not true of emotions?

Select correct option:

Emotions help us to enact social roles.

Emotions are learned.

Emotions are innate.

Emotions are belief systems that guide our responses to feelings.

Question # 10 of 15 (Start time: 09:34:17 AM)

Total Marks: 1

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

Select correct option:

Group members strive to achieve some common purpose

Group members influence and are influenced by one another

Group members are interdependent

Group members must interact face-to-face.

Bottom of Form

Top of Form

Question # 11 of 15 (Start time: 09:34:40 AM)

Total Marks: 1

Bc is an abbreviation of which of the following?

Select correct option:

Blind copy

Branded copy

Begged copy

Before copy

Top of Form

Question # 12 of 15 (Start time: 09:35:12 AM)

Total Marks: 1

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

Select correct option:

Direct method

Callous method

Straight method

Indirect method

Top of Form

Question # 13 of 15 (Start time: 09:35:47 AM)

Total Marks: 1

Motivational appeals refer to:

Select correct option:

Values

Psychological needs

Emotions

All of the given options

Question # 14 of 15 (Start time: 09:37:01 AM)

Total Marks: 1

What is the basic requirement of Coordinating behavior?

Select correct option:

It requires that group members be in the same geographic area

It requires the use of verbal communication only

It requires the use of nonverbal communication only

It requires the exchange of messages whether verbal or nonverbal

Question # 1 of 15 (Start time: 02:53:00 PM)

Total Marks: 1

Bc is an abbreviation of which of the following?

Select correct option:

Blind copy

Branded copy

Begged copy

Before copy

Question # 2 of 15 (Start time: 02:53:53 PM)

Total Marks: 1

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

Select correct option:

An effective claim letter contains you attitude material.

An effective claim letter presents all the facts pertinent to the situation.

An effective claim letter contains threat.

An effective claim letter makes a definite request.

Top of Form

Question # 3 of 15 (Start time: 02:54:22 PM)

Total Marks: 1

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

Select correct option:

People are self-centered

People are defensive

People are perfect

People expect courtesy

Top of Form

Question # 4 of 15 (Start time: 02:55:12 PM)

Total Marks: 1

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

Select correct option:

Compromise

Compulsion

Impulsion

Perception

Top of Form

Question # 5 of 15 (Start time: 02:55:43 PM)

Total Marks: 1

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

Select correct option:

Informal English

Formal English

Common English

African English

Top of Form

Question # 6 of 15 (Start time: 02:56:21 PM)

Total Marks: 1

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

Select correct option:

Begin with the catching proverb

Begin with the buffer

Begin with information that will catch the reader's attention

Begin with detailed explanation

Question # 7 of 15 (Start time: 02:57:38 PM)

Total Marks: 1

The purpose of your message will determine:

Select correct option:

How much you need to know about your reader.

How much you need to know about your idea.

How much you need to know about the background of your letter.

All of the given options

Top of Form

Question # 8 of 15 (Start time: 02:58:26 PM)

Total Marks: 1

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

Select correct option:

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 # 9 of 15 (Start time: 02:59:36 PM)

Total Marks: 1

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

Select correct option:

Apathy

Concern

Sympathy

Curiosity

Question # 10 of 15 (Start time: 03:00:18 PM)

Total Marks: 1

Which of the following is not true of emotions?

Select correct option:

Emotions help us to enact social roles.

Emotions are learned.

Emotions are innate.

Emotions are belief systems that guide our responses to feelings.

Top of Form

Question # 11 of 15 (Start time: 03:01:00 PM)

Total Marks: 1

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

Select correct option:

Direct method

Indirect method

Supporting method

Sustaining method

Question # 12 of 15 (Start time: 03:01:39 PM)

Total Marks: 1

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

Select correct option:

17 to 20 words

20 to 30 words

30 to 40 words

More than 40 words

Question # 13 of 15 (Start time: 03:02:17 PM)

Total Marks: 1

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

Select correct option:

Order reports

Order blanks

Purchase reports

Purchase slips

Question # 14 of 15 (Start time: 03:03:30 PM)

Total Marks: 1

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

negative situation.

Select correct option:

Eases

Reduces

Complicates

Relieves

Top of Form

Question # 15 of 15 (Start time: 03:04:15 PM)

Total Marks: 1

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

Select correct option:

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 # 1 of 15 (Start time: 06:50:24 PM)

Total Marks: 1

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

Select correct option:

Ascertaining 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 # 2 of 15 (Start time: 06:50:59 PM)

Total Marks: 1

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

Select correct option:

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

Bottom of Form

Top of Form

Question # 3 of 15 (Start time: 06:51:37 PM)

Total Marks: 1

In a disappointing newsletter:

Select correct option:

It is important to apologize.

Apology can be made with reason.

No apology is offered for the decision.

None of the given options

Question # 4 of 15 (Start time: 06:52:59 PM)

Total Marks: 1

“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?

Select correct option:

Direct request letter

Indirect inquiry letter

Claim letter

Order letter

Question # 5 of 15 (Start time: 06:53:48 PM)

Total Marks: 1

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

Select correct option:

Direct method

Callous method

Straight method

Indirect method

Bottom of Form

Top of Form

Question # 6 of 15 (Start time: 06:54:27 PM)

Total Marks: 1

Bstands for:

Select correct option:

Blind carbon copy

Blind compiled copy

Branded carbon copy

Branded compiled copy

Question # 7 of 15 (Start time: 06:55:03 PM)

Total Marks: 1

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

Select correct option:

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 # 8 of 15 (Start time: 06:55:17 PM)

Total Marks: 1

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

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?

Select correct option:

Analogy

Logic

Induction

Deduction

Question # 10 of 15 (Start time: 06:55:54 PM)

Total Marks: 1

In written communication active verbs help make sentences more:
Select correct option:

Specific

Concise

Empathetic

All of the given options

Question # 11 of 15 (Start time: 06:56:16 PM)

Total Marks: 1

The letter of decline must be:

Select correct option:

Straight

Courteous

Callous

Unsympathetic

Question # 12 of 15 (Start time: 06:56:34 PM)

Total Marks: 1

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

Select correct option:

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 # 13 of 15 (Start time: 06:57:02 PM)

Total Marks: 1

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

Select correct option:

Informal English

Formal English

Common English

African English

Bottom of Form

Top of Form

Question # 14 of 15 (Start time: 06:57:21 PM)

Total Marks: 1

Which of the given sentences is bias free?

Select correct option:

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 # 15 of 15 (Start time: 06:57:50 PM)

Total Marks: 1

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

Select correct option:

Use the right level of language

Check a uracy of words, information and data

Use correct grammar and punctuation

Check font style

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

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

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

- ▶ Planning Stage
- ▶ Organizing Stage
- ▶ Drafting Stage
- ▶ **Body Composition Stage**

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

- ▶ Develop appropriate beginning paragraph
- ▶ Compose the body
- ▶ Develop appropriate ending paragraph
- ▶ **Editing**

The vocabulary of informal writing is:

- ▶ **Less difficult**
- ▶ Tricky
- ▶ Intricate
- ▶ All of the given options

Which one of the following is not a fallacy about resume?

- ▶ The purpose of a resume is to list all your skills and abilities.
- ▶ The more good information you present about yourself in your resume, the better.
- ▶ If you want a really good resume, have it prepared by a resume service.
- ▶ **The objective of a resume is to kindle the employer interest and generate an interview.**

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

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

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

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

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

- ▶ Differ in their responses to persuasive appeals
- ▶ Differ in their levels of visible emotion
- ▶ Differ in how they regard supporting materials
- ▶ **All of the given options**

Which of the following methods cannot be used to capture attention in the opening paragraph of a persuasive message?

- ▶ **Use of color**
- ▶ Use of receiver's name
- ▶ Use of conjunction
- ▶ Use of an interjection

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

messages?

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

Which one of the following is NOT a common reason for disruptive behavior?

- ▶ Resistance to change.
- ▶ Resentment of the presenter.
- ▶ Repetition of behavior that is successful for the detractor.
- ▶ **Reappearance of the presenter.**

How do having your hands on your hips, pointing with your index finger, and pounding your fists is commonly interpreted as?

- ▶ Open or confident
- ▶ Dictatorial or arrogant
- ▶ **Insecure or nervous**
- ▶ Happy or pleased

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

- ▶ **Articulation**
- ▶ Fillers
- ▶ Inflection
- ▶ Monotone delivery

When does a presentation begin?

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

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

- ▶ Spatial pattern
- ▶ Chronological pattern
- ▶ **Topical pattern**
- ▶ Logical pattern

When a quotation is quite long for the introduction of speech, it is suggested that the presenter may:

- ▶ Use it as it is at the beginning of the presentation
- ▶ Use it as it is at the conclusion of the presentation
- ▶ Paraphrase the quotation to avoid confusion and/or boredom
- ▶ **Decide not to take advantage of the quotation**

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

- ▶ Listener barrier
- ▶ Sender barrier
- ▶ **Physical barrier**
- ▶ Resistance

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

- ▶ Physical barriers
- ▶ Listener barriers
- ▶ Sender barriers
- ▶ **None of given options**

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

- ▶ Compose the message at the proper level.

- ▶ Emphasize receiver benefits.
- ▶ Choose the approach to use in the message.
- ▶ **Avoid making a negative impression.**

What does Communication breakdown mean?

- ▶ **We have been ineffective in communication.**
- ▶ We have been effective in communication.
- ▶ We have been helpful in communication.
- ▶ We physically broke communication.

Farhan talking with his friend on telephone is an example of which type of communication?

- ▶ **Mediated communication**
- ▶ Mass communication
- ▶ Interpersonal communication
- ▶ Intrapersonal communication

Which of the following is correct for the person who attaches meaning to a message?

- ▶ Channel
- ▶ **Receiver**
- ▶ Sender
- ▶ Encoder

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