

When you write a _____, you are aiming to sell your idea or convince someone to accept your idea.

Select the correct option

- | | |
|----------------------------------|----------|
| ☒ | proposal |
| ☐ | memo |
| ☐ | letter |
| ☐ | report |

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Microsoft Word offers many templates of _____ from which to choose which suits your purpose and audience.

Select the correct option

☐	circular
☐	letter
☐	memo
☒	email



The _____ is the largest part of the report and it develops the concepts of the summarized topics.

Select the correct option

☐	introduction
☒	discussion 
☐	conclusion
☐	recommendation

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The criteria of an Incident Report do not include:

 Select the correct option

☐	Introduction
☐	Personal
☒	Status 
☐	Discussion

Could not save your answer. Please try again.

In business communication, where large amounts of information have to be communicated _____ are not effective.

Select the correct option

☐	circulars
☐	letters
☒	emails
☐	reports

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Business reports are used:

Select the correct option

- | | |
|----------------------------------|-----------------------|
| ☐ | Externally |
| ☐ | Internally |
| ☐ | Vertically |
| ☒ | All the given options |



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Developing the content means that you develop your _____ persuasively and observe ethical technical writing norms.

Select the correct option

☐	introduction
☐	methodology
☐	discussion
☒	ideas 



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In business communication, a _____ email is sent to inform a member about a meeting agenda, date, time, location and upcoming expenditure, fees, costs, etc.

Select the correct option

- | | |
|----------------------------------|----------------|
| ☒ | confirmation |
| ☐ | procedure |
| ☐ | feasibility |
| ☐ | recommendation |



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In the _____ version, technology provides many tips which can help the C.V. writer.

Select the correct option

☐	email
☐	social media
☐	scan-able
☒	mail



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Identify from the following which one is the part of basic components of a reverse chronological or a functional resume:

Select the correct option

☐

Introduction

☒

Qualification 

☐

Methodology

☐

Discussion

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A _____ provides clarity for the less specialized audience.

Select the correct option

- | | |
|----------------------------------|--|
| ☒ | <p>glossary</p>  |
| ☐ | <p>references</p> |
| ☐ | <p>recommendation</p> |
| ☐ | <p>graphics</p> |

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In business communication, memos are one of the _____ most used forms of communication, other being letters and emails.

Select the correct option

- | | |
|----------------------------------|-------|
| ☒ | three |
| ☐ | four |
| ☐ | five |
| ☐ | six |

[Click to Show Answer & Move to Next Question](#)

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The _____ restates the problem, the solutions, and the benefits.

Select the correct option

☐	introduction
☐	methodology
☐	discussion
☒	conclusion



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Question # 3 of 10 (Start time: 04:12:37 AM, 10 January 2020)

Total Marks: 1

The _____ letter prefates the reports and provides the reader with an overview.

Select the correct option

- | | |
|----------------------------------|------------|
| ☐ | circular |
| ☒ | cover ✓ |
| ☐ | formal |
| ☐ | semi-block |

(Click on the correct answer to reveal the correct answer)

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The _____ clarifies to the audience why this proposal is important, and explains the problem leading to the suggestions.

Select the correct option

☐	abstract
☐	methodology
☒	introduction
☐	discussion



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The _____ of your CV depends on how well it conveys the content and information.

Select the correct option

- | | |
|----------------------------------|---|
| ☐ | identification |
| ☒ | effectiveness  |
| ☐ | objectives |
| ☐ | education |

[Click to Show Answer & Move to Next Question](#)

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High-level executives have CVs that look _____ from workers on the shop floor.

Select the correct option

☒	different	
☐	similar	
☐	bigger	
☐	smaller	

[Click to Show Answer & Move to Next Question](#)

Any type of _____ in your CV can backfire and inaccurate information can damage one for life.

Select the correct options

☐	inter-conversation
☐	information
☐	underestimation
☒	misinformation 

Click to Start Answer & Move to Next Question

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Usually short reports focus on a single topic, limited in time frame and comprises of _____ pages.

Select the correct option

☒	1-5
☐	1-6
☐	1-7
☐	1-8

Click to Show Answer & Move to Next Question

You write a _____ resume when you are a non-traditional job applicant, returning to work after a gap and are not fresh graduate.

Select the correct option

☐

chronological

☐

combination

☒

functional

☐

targeted



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In business English the first thing to keep in mind while writing emails is recognizing _____.

Select the correct option

☐	speaker
☒	audience
☐	content
☐	manager



[Click to Show Answer & Move to Next Question](#)

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The _____ of a business report includes the tone and the degree of formality in writing.

Select the correct option

☐	introduction
☐	methodology
☒	style
☐	discussion



[Click to Show Answer & Move to Next Question](#)

The _____ of the main ideas is what makes the report effective.

Select the correct option

- | | |
|----------------------------------|----------------|
| ☐ | introduction |
| ☒ | development |
| ☐ | conclusion |
| ☐ | recommendation |



Click to Save Answer & Move to Next Question

In business world, if one wants more significance for one's correspondence, write _____.

Select the correct option



reports



letters



circulars



memos

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In business world, a _____ letter gives information to clients, vendors and tells them what they are receiving, helping to focus readers' attention on important things.

Select the correct option

☐	inquiry
☒	transmittal
☐	recommendation
☐	cover

The _____ format of a letter omits the salutation and complimentary close e.g. sincerely.

Select the correct option



Full Block



Simplified



Modified Block



Modified Semi-Block

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In business letter, the subject line is placed two spaces below reader's name and two spaces above _____.

Select the correct option



subject line



body



complimentary close



salutation



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The length of a business letter can range from one page of text to more than _____ pages.

Select the correct option

☒	three
☐	four
☐	five
☐	six

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The inside address and the heading, i.e. the readers' address, the complimentary close and signatures are essentials of all _____.

Select the correct option

☐	memos
☐	circulars
☒	letters
☐	reports

In business English, _____ is used for routine communication within the company and addresses a wider audience who might be receiving complimentary copies.

Select the correct option

☐	letter
☐	memo
☒	report
☐	circular