

ENG201

Quiz-02

by Attiq Kundi

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Eng201

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Howard could not _____ the job.

accept

Your resume is a persuasive argument whose purpose is to convince your readers to hire you.

True

Which of the following is not an implicit purpose of a document?

To establish a relationship

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We’re having a lunch next week..... ?

Will you come

----- is/are a specified audience or demographics group for whom a message is designed.

Target audience

Choose the correct form of

verb.

Has stooped

The need of your audience can be----- keeping in view their purpose in reading the document.

Controlled

All of the following are good guidelines for rehearsing speech presentations except_____

Don't over-prepare.

Advisors provide information and advice for the -----.

Decision makers

The man----- my house was a cheat.

To whom I said

To improve organizational communication, ----- need to recognize and overcome communication barriers.

Employers

The ----- flow of information follows the official chain of command.

Formal

Which of the following statements is part of persuasion is oral presentation?

Going willing acceptance of an idea

The role of-----is to provide information for the decision markers.

Advisors

The performance of our players was rather -----.

Worse than I had expected.

To establish a relationship, create trust and credibility, and document actions are examples of implicit goals.

True

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It is usually really handy to have letters of ----- from previous employers.

Recommendation

Which of the three components is part of the human communication process?

Message, recording,

feedback

Informative speaking and persuasive speaking are examples of ----- presentation.

Oral

Choose the correct option from the following:

While writing a document ----- is written at the beginning of the document.

Statement of objective

Introduction and background information should be ----- when your reader is a technician.

Brief

Messages are also sent to the speakers from the listener. These are called ---- --.

Feedback

The key to successful communications is to make the reader feel that the most important person in our business relationship is the --.

Writer

Why document's objective should be stated at the beginning?

All of the given options

Which of the following levels of communication is most formal?

Public

Interpersonal communication helps one to ---- --.

To know what others are thinking (not sure)

Why experts read technical and scientific document?

To maintain and expand their own general expertise

To obtain specific answers to their own research and

writing. **All of the given options**

----- is an informal interpersonal channel of information not officially approved by the organization.

Grapevine

Oral presentations can be formal or informal.

True

Oral presentation can be formal or informal, depending upon their ---- and ---- purposes and the delivery situation.

Explicit, implicit

----- Audience is a specified audience or demographics group for whom a message is designed.

Specific Target

A -----Resume emphasizes the functions and tasks the applicant can perform.

Nonconventional Functional

Our readers feel -----if they know, we as writers understand their needs.

Exposed

Which three types of readers usually exist?

Phantom readers, future readers, complex readers.

Explicit purpose means the purpose which is ambiguously stated.

False

In----- type of resume, you may place your name along the bottom or side.

Non-Conventional

In the communication process, a receiver is ----.

The person who decodes a message

:

Style guides provide definite----- for preparing a document.

Instructions

The document should include extensive explanations of your conclusions and recommendations to establish --.

Credibilit

y

The essence of decision making is -----.

Problem solving

All of the following are true of extemporaneous speaking except-----.

It involves speaking from key words rather than reading or speaking from memory.

Which of the following is not the purpose of an informative speech?

Changing the attitudes

The oral communication is -----in its nature and brings back immediate result.

Conversational

The concept of time is ---- specific.

Culture

The role of a --- is to say how the organization, or some part, will act when confronted with a particular situation.

Decision makers

Complex readers are the readers who may use your communication after weeks, months or even years later.

False

One fundamental ---- of effective writing is to put the key information at the beginning.

Principle

Name and professional objectives are placed at the top in a ----- resume.

Conventional

While writing a document ----- is writing at the beginning of the document.

Statement of objective

Which of the following font should be used on overhead projection transparencies (OHPs)?

18pt Times Roman

The persuasive argument has two elements; a ---- and evidence to ----- your claim.

Claim, support

General experts possess extensive knowledge about on field in -----.

General

It is important to target your audience by identifying ----.

Audience purpose

The level of

expertise Audience

type

All of the given

A group of people who are compelled to assemble and listen to a speaker are known as a ----.

Voluntary audience

Feedback can come in the form of----.

All of the given options.

Symbols

Pictures

Verbal and non-verbal cues.

Mark the statement as true/false

Oral presentation can be only presented in formal mode.

False

It is better to state your document's objective at/in the----.

Beginning

Objectives should always be --- --.

Specific

Procedures and work plan in a document show-----.

Instructions

Content words (nouns, verbs, adjectives, adverbs) have only denotative meanings. Select the correct option:

True

----- is important, not only because it genuinely improves the reader's ability to understand your material, but also because it gives the reader confidence in your ability to assert control over detail.

Consistency

Phantom readers are called_

_____reade

rs.

Unnamed

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Which of the following should be the ultimate goal of persuasive speaking?

Select the correct option:

All of the above

(To reinforce the attitudes, beliefs, and values an audience already holds

To inoculate an audience against counter persuasion

To change attitudes & motivate an audience to act)

In short, your resume is an argument whose purpose is to _____ your readers to hire you.

Select the correct option:

convince-

The key to successful communications is to make the reader feel that the most important person in our business relationship is the _____.

Select the correct option:

Writer

When asked to deliver a preplanned and well-prepared speech, the type of delivery style you will use is _____.

Manuscript

a specified audience or demographic group of people for whom a message is designed can be termed as _____.

Target Audience

‘Procedures’ and ‘work plans’ are the sections of _____.

Proposals

The first step of audience analysis is to _____.

Examine the size of your audience

In a reader centered approach to writing it is important to indentify the _____.

The questions your readers will ask.

The strategy to answer all these questions.

The ways your readers will use your answers.

All of these

A _____ is a suggestion separate from the usual definition of a word.

Description

Which of the following is/are the purpose/s of general audience while reading scientific and technical documents?

to acquire information

to help make decisions

to learn how to do something

All of the given options

While writing a document, include extensive explanations of your conclusions if your audience _____.

Has a trust relationship with you

Which of the following complimentary close is accurate in general letter writing.

Sincerely,

Yours sincerely,

Yours respectfully,

All of the Given

Which of the following should be avoided while writing a business messages?

Pompous language

Preaching and bragging

Intimacy

All of the Given

Choose the correct answer:

The first goal in writing a business letter is to get the recipient's _____

Address

Try to ensure the use of _____ while compiling a business message.

Simple sentence

Articles and pronouns are _____

Functional words

Choose the correct option :

_____ are written for numerous internal purposes for example, to request information to make announcements, to outline policies, and to transmit meeting minutes.

Memorandum

Which of the following is the politest expression?

May I help you?

In case of organizing a text _____ should be followed in which ideas are built upon previous ones.

Sequence

At the bottom of last page of a business letter, ' _____ ' may show who typed

the letter, whether any material is enclosed with the letter, and who is receiving a copy of the letter.

End notations

How many sections do application letter have?

3 (Front matter, Body, End matter)

The words 'peruse' falls in the category of _____ words?

Unfamiliar

IN _____ format the address, date, salutation, paragraphs, and closing are all lined up at the left margin.

Block or full block

Keep the ____ - of your letter simple.

Body and purpose

Which of the following are principal meeting documents?

Agenda and minutes

Which of the following are known as 'Elements of a of a paragraph'?

Transitional elements

Topic sentences

Related sentences

All of the above

_____ words are usually more vivid than long ones and improve the readability of a document.

Short

Short _____ are usually more vivid than long ones and improve the readability of a document.

words

Which of the following provides your= information, analysis, and recommendations?

Analytical Report

‘Crippled workers face many problems on the job.’

Which of the following types of biases does it exemplify?

Disability bias

According to communication researchers, people can usually remember a maximum of _____ major points even in a long document.

Six

Five

Seven

three

In serif Typeface _____ is used for text.

Times Roman

Which of the following topics is usually not included in the “introduction” section of a formal report?

Synopsis

Conclusions are general statements bases on _____.

Facts

Which of these prefatory parts is least likely to be used?

Title By

The main objective of a persuasive report is to sell an idea, a service or a project.

True

_____ is known as state of being only one of its kind or being without an equal or parallel.

Uniqueness

A literature view should be _____.

well Arranged

In longer messages, the first few paragraphs should establish the following expect.

Recommendations

When your letter extends onto a second page you should use _____ for the second page.

letterhead

Which of the following report is bases on observation instead of theory.

Empirical research report

Which of the following belongs to the supplementary part of report

Index

Just as conclusions grow out of _____ the facts, _____ grow out of conclusions

interpretation, recommendation

In which direction does communication flow in a formal Communication network?

Horizontal downward and upward

Orders are considered one of the simplest types of?

Direct request

Use the indirect approach when the audience is?

Displeased

What is the first step in using the indirect plan?

Put the audience in an accepting mood

Choose the best option the main idea of a business message is usually ----- which is/are concisely stated.

one idea

The ----- of an order letter is to provide the vendor with detailed instruction for fulfilling and order.

Objective

One of the two basic purpose of business communication is to---- formation. Convey adjustment letter is a letter in answer to a ----- letter the answer may either be a refusal or a grant.

Complaint

a/an ----- letter is a letter in answer to complaint letter the answer may either be a refusal are grant?

Adjustment

Adjustments are also called

Claim statements

HKB's store managers are certainly interested in helping live is increased sales just as distributors are interested in felling the HKB order above statement is an example of -----

direct request

choose the best options:

the main idea of a business message is usually ----- which is/or concert stated.

one idea

when placing ----- you don't need to excite your readers interest just state your needs clearly and directly.

order

Choose the correct option: to decode a message is to:

interpret a message

Customer service is the department of an organization that respond to enquiries are complaints from customers of that organization?

true

Which of the following is the first and the most essential step in writing bad news messages?

Buffer

How many black lines do we live for a signature in a personal business letter?

3

The indirect plan consists of ----- parts

4

Credit approvals mark the beginning of a business relationship with a----

Customer

In the organization of a direct request the very first step is to state the

main idea

which of the following is a part of an indirect plan?

all of the above

Bad news is not delivered directly as it falls under the category of --- messages.

Negative

To encourage the future is one of the goals while answering request that involved no potential sale.

False

Choose the correct option for the following

----- are an essential component of our most are admin admission grants and Employment processes.

References

The two basic strategies to communicate bad news on the direct plan and the indirect plan

true

----- makes a statement of support of a candidate by assessing the applicant's qualities and capabilities for performing a particular task recommendation letters
Which of the following elements relate to the organizing direct request?

Main Idea, necessary details and specific action

To increase the future Sell is one of the goals while answering request that involve no potential sale

True

Whether written or oral positive messages begin with clear statement of the main idea. Clarify any necessary details and end with a ---- close

Courteous

----- is the information, the name of an individual is the name of an organization that can provide details about an individual's past track record with credit

Credit reference

Choose correct preposition to fill in the blank his birthday is coming ----- next week

Up

A message organized by direct plan starts with a buffers statement

True

Choose the best option one should be careful about the chances of being ----- while making a direct request.

**Main Idea
necessary details
specific action**

All of the above

An indirect organizational plan is a technical way to express bad news and help us to avoid a-----

Negative decision

Computer programmer will a/an ----- to gain specific information about an

upcoming release of a software product from xyz category

Inquiry letter

Which part of a routine reply or positive reply should contain the details?

The opening of the message

To give your readers a feeling about their welfare on your part makes the message

Successful

Choose the correct option which format should be used for the information being sent inside an organization?

Memorandum

Customer Service Department of an organization that responds to enquiries and complaints from customer of that organization

True

Your message is unlikely to succeed if your audience is left with the feeling that you have their personal welfare in mind

False

While reading and adjustment letter the individual are the department responsible for the poor performance can be blamed

True

1. In the ----- report, present the main pieces of knowledge communicated in the literature and identify find some significant gap in this knowledge.

Literature review

2. In report writing a ----- is a declarative sentence which summarizes the specific topic and goals of a document

Purpose statement

3. Which of the following report is based on observation and experiment instead of theory?

Empirical Research report

4. Read the following statements and select the one free from gender bias.

(Should his students paper according to this state of pre-determined guidance)

Choose the best option which of the following errors does a sentence containment it has long strings modifiers are nouns?

Stack modifier

5. Which of the following sentence is correctly punctuated?

Paris, France is my favorite place to visit.

6. To give your readers a feeling about their welfare on your part makers the message_____.

Successful

7. Usually technical-information letters announce_____.

Technical information

8. Which format should be used for the information being sent inside an organization?

Memorandum

9.

10. A customer service is the department of an organization that responds to inquiries or complaints from customers of that organization.

True

11. Your message is unlikely to succeed if your audience is left with the

feeling that you have their personal welfare in mind.

False

12. Your message is most likely to succeed if your audience is left with the feeling that you have their personal welfare in mind.

True

13. Whether written or oral, positive messages begin with a clear statement of the main idea, clarify any necessary details and end with a _____ close.

Courteous

14. While writing an adjustment letter the individual or the department responsible for the poor performance can be blamed.

True

15. While responding adjustment letters, end the letter on a _____.

Pleasant note

16. While responding adjustment letters, reveal the good news in the first _____.

Sentence of the letter

17. While responding adjustment letter, explain the various circumstances under which _____.

Action has been taken

18. While responding adjustment letter, don't blame an individual or _____.

A specific department

19. While responding adjustment letter, Avoid lame excuses such as “Nobody’s perfect” or _____.

Mistakes will happen

20. Use the indirect approach when the audience is.

Displeased

21. _____ are an essential component of almost all admissions, grants, and employment processes.

References

22. How many BLANK LINES do we leave for a signature in a personal business letter?

3

23. The two basic strategies to communicate bad news message are direct plan and the indirect plan.

True

24. _____ makes a statement of support for a candidate by assessing the applicant’s qualities and capabilities for performing a particular task.

Recommendation letters

25. Which of the following elements relate to the organizing direct requests?

Main idea, necessary detail and specific action

26. To encourage the future sale is one of the goals while answering request that involved no potential sale

False

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27. Whether written or oral, positive messages begin with a clear statement of the main idea, clarify any necessary details and end with a _____ close

Courteous

28. A _____ is the information, the name of an individual, or the name of an organization that can provide details about an individual's part track record with credit.

Credit reference....

29. Adjustment letter is a letter in answer to a _____ letter.

Complaint....

30. Which of the following is a purpose of writing 'courteous close'?

All options....

31. His birthday is coming _____ next week.

Up....

32. A message organized by using direct plan starts with a buffer statement.

True....

33. An indirect organizational plan is a technical way to express a bad news and helps us to avoid a _____.

Negative decision

34. Which part of a routine reply or positive message should contain the details?

The opening of the message....

35. Whether written or oral, _____ messages begin with a clear statement of the main idea, clarify any necessary details and end with a courteous close.

Positive....

36. In the organization of a direct request the very first step is to state the _____.

Main idea....

37. In the organization of a direct request the 2nd step is to _____.

Give necessary details.....

38. In the organization of a direct request the 3rd step is to close with a Cordial request for _____.

Specific action....

39. Which of the following plan should be used for a bad news message?

Indirect plan....

40. All employees are requested to _____ from smoking in the presence of customers.

Restrict....

41. The punctuation mark that belongs to the salutation of a business letter is a _____.

Colon....

42. _____ letter begins the paper trail of a specific purchase.

Order....

43. An _____ is also known as a PO or purchase order letter.

Order letter....

44. An Order Letter is also known as a _____.

PO....

45. Order letters are like good mail order forms, although they also provide more room for explaining special needs are known as _____.

Placing orders.....

46. _____ Department is the department of an organization that responds to inquiries or complaints from customers of that organization.

Customer Services....

47.

48. The opening paragraph states the reason for the letter. The frank request should arouse curiosity and encourage a frank response.

Structure of customer letter....

49. Legal demand or assertion by a claimant for compensation, payment, or

reimbursement for a loss under a contract, or an injury due to negligence.

Claim.....

50. It is the process of handling and settling claims or the amount requested by a policyholder or claimant because of a loss or damage.

Adjustment....

51. _____ is a letter in answer to a complaint letter. The answer may either be a refusal or a grant.

Adjustment letter.....

52. In the _____ of a report, present the main pieces of knowledge communicated in the literature and identify some significant gap in this knowledge.

Literature review....

53. In report writing, a _____ is a declarative sentence which summarizes the specific topic and goals of a document.

Purpose statement.....

54. Which of the following report is based on observation and experiment instead of theory?.

Empirical research report

55. Read the following statements and select the one free from gender bias.

A professor should his student's papers according to this set of predetermined guidelines.

56. Which of the following errors does a sentence contain when it has long

strings modifiers or nouns?

Stacked modifier....

57. Which sentence is punctuated correctly?

The chairman asked, “Why are our profits down?”

58. What is the last step in planning a report?

Interpreting your investigation and research

59. What is the 4th step in planning a report?

Conduct research.....

60. What is the 3rd step in planning a report?

Prepare a work plan....

61. What is the 2nd step in planning a report?

Outline the issue for investigation....

62. What is the 1st step in planning a report?

Define the outline and purpose....

63. Which of the following sentences is correctly punctuated?

Paris, France is my favorite place to visit.....

64. _____ section does not simply focus on interpreting the facts but also on answering the readers’ question, i.e “ How are those facts significant to us ?”

Conclusion....

65. _____ is a neutral statement which is meant to bring the audience in an accepting mood.

Bad news.....

66. Which of the following is the most important part of indirect plan?

A buffer

67. An order letter is also known as a PO or purchase order letter.

True....

68. End matter of a proposal includes _____.

Bibliography, resumes, appendixes.....

All options....

69. End matter of your letter of a proposal includes _____.

Bibliography, resumes, appendixes.....

All options....

70. Credit references are generally used to determine the credit worthiness of a person or individual.

True....

71. While placing an order, there is no need to _____.

Excite your reader.....

72. While placing an order, you don't need to _____.

Excite your reader....

73. _____ at the moment. I'll get to the market.

As it isn't raining.....

74. What is a buffer in a negative message?

It explains the reasons for the negative message

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75. Which of the following words should be avoided when writing an adjustment grant?

Sorry, mistake, Problem All options

76. Which one of the following phrases are likely to offend and should be avoided?

I must refuse, we must deny....

77. Do not begin an indirect message with _____.

A buffer....

78. Which of the following is not a common problem that can cause poor organization of a message?

Using brainstorming technique....

79. 'Approving Credit' and 'Credit Reference' are the two types of positive responses to routine credit requests.

True.....

80. Which of the following ensures success to message by leaving audience with a feeling of their personal welfare in mind?

Courteous close.....

81. Your reason for communicating can usually be expressed in a sentence or two, but you will need more spaces or time to explain your point completely so that your audience will have no confusion or lingering doubt.

Necessary details....

82. Almost all business communication has two basic purposes: • To convey information • To produce in the audience a favorable (or at least accepting) attitude or response

Clear statement of the main idea.....

83. Whether written or oral, positive messages begin with a clear statement of the main idea, clarify any necessary details and end with a courteous close.

Organizing positive messages.....

84. A positive message begins with a clear statement of the main idea, clarifies any necessary details and end with a courteous close.

True.....

85. _____ is a neutral statement which is meant to bring the audience in an accepting mood.

Bad news....

86. To encourage the future sale is one of the goals while answering request

that involved no potential sale.

False....

87. To encourage the future sale is one of the goals while answering request that involved a potential sale.

True....

88. To leave your reader with a good impression of you and your firm, while answering requests that involved a potential sale

True....

89. To respond to the inquiry and answer all questions, while answering requests that involved a potential sale.

True

90. To respond to the inquiry and answer all questions, while answering requests that involved not a potential sale.

False....

91. To leave your reader with a good impression of you and your firm, while answering requests that involved not a potential sale

False....

92. In business communications use the _____ format if the document will be sent to outside individuals.

Letter.....

93. Every sentence contains a subject and a

Predicate

94. To whom usually good will letters are written?

Customer....

95. Requests for information and action have ---- types.

2

96. ----- is the process of drafting your message; polishing it is a later step.

Composition

97. ----- makes a statement of support for a candidate by assessing the applicants qualities and capabilities for performing a particular task.

Recommendation letters

98. Which one of the following is the part of Proposal Structure?

Introduction

99. The two principal documents that hold relative importance in a meeting are the ---- and the ----

Agenda, meeting minutes

100. Which one of the following is not the part of Proposal Structure?

Subject

101. Choose the correct option from the following, are an essential component of almost all admissions, grant, and employment

References

102. Which of the following should you avoid when you are responding to a claim and your company is at fault?

Making a big apology

103. A message is a signal that serves as:

Informational report

104. Choose the correct option from the following. While writing a ---- identify a specific area of employment, summarize your qualifications for the job, refer to an enclosed resume, and request the next step of the application process, usually an interview

Job application letter

105. Choose the correct option from the following. In business communications use the format if the information is being sent inside an organization.

Memorandum.

106. In which direction does communication flow in a formal communication network?

Horizontal

107. Which of the following goals have to be kept in mind while writing bad news messages?

All options

108. Which of the following statements is false?

None. All of the above statements are correct

109. A flexible and efficient writing style that readers can understand in

one reading.

I plain English

110. ----- are Challenging to write because we know our readers will not be happy to receive the news.

Bad news messages

111. Which one of the following is the best expression to use with the customers for rejection?

I we have accepted the proposal from another builder.

112. Which is good advice when writing a memorandum?

Use a polite style for your colleagues. You can contract verbs, but do not be too **informal**

113. In which directions communication flow in a formal communication network?

Horizontal, downward and upward

114. Orders are considered one of the simplest types of _____.

Direct request

115. Use the indirect approach when the audience is _____.

Displaced

116. The main idea of a business message is usually _____ which is/are concisely stated

One idea / Single most important idea....

117. An indirect organizational plan is a technical way to express a bad

news and helps us to avoid a _____.

Blunt no

118. The _____ of an order letter is to provide the vendor with detailed instructions for fulfilling an order.

Objective.....

119. One of the two basic purposes of business communication is to _____ information.

Convey

120. Adjustment letter is a letter in answer to a _____ letter. The answer may either be a refusal or a grant

Complaint

121. A/An _____ letter is a letter in answer to a complaint letter. The answer may either be a refusal or a grant.

Adjustment....

122. Adjustment are also called.

Claim settlements

123. HKB's store managers are certainly interested in helping Levi's increase sales, just as distributors are interested in filling the HKB order' this statement is an example of_____.

Direct request....

124. The return address in a letter represents_____.

The person writing the letter

125. When placing _____ you don't need to excite your reader's interest, just take your needs clearly and directly.

Order....

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126. To decode a message is to:

Interpret a message

127. Customer services is the department of an organization that responds to inquiries or complaints from customers of that organization.

True.....

128. Which of the following is the first and the most essential step in writing bad news messages?

Buffer....

129. Application letters are usually just one page and consist of _____ sections

THREE....

130. Customer service correspondence occurs in _____ format.

Letterhead or postcard format.....

131. The purpose of giving complete _____ is to ensure that the audience has no confusion or lingering doubt about the message.

Supporting details.....

132. The indirect plan consists of _____ parts.

4....

133. Credit approvals mark the beginning of a business relationship with a _____.

Customer....

134. In the organization of a direct request the very first step is to state the _____.

Main idea....

135. Which of the following is a part of an indirect plan?

All option....

136.

137. Bad news is not delivered directly as it falls under the category of _____ messages.

Negative....

138. To encourage the future sale is one of the goals while answering request that involved no potential sale.

False.....

139. Claim is a legal demand or assertion by a claimant for _____ for a loss.

Reimbursement, payment and compensation.....all options....

140. Which part of a routine reply or positive message should contain the details?

The opening of the message....

141. In the organization of a direct request the very first step is to state the ____.

Main idea.....

142. The organization of a direct request the very 2nd step is to state the ____.

Give necessary details

143. The organization of a direct request the very 3rd step is to state the ____.

Close with a cordial request for specific action

144. One of the two basic information purposes of business communication is to _____ information.

Convey.....

145.

146. Credit references are generally used to determine the credit worthiness of a person or individual.

True....

147. A customer service is a department of an organization that responds to ____.

Inquiries or complaints....

148. In which direction does communication flow in a formal

communication network ?

Horizontal downward and upward

149. Orders are considered one of the simplest types of?

Direct request

150. Use the indirect approach when the audience is?

Displeased.

151. What is the first step in using the indirect plan?

Put the audience in an accepting mood

152. The main idea of a business message is usually _____ which is/are concisely stated.

One idea

153. An indirect organizational plan is a technical way to express bad news and help us to avoid a _____.

Blunt no

154. The _ of an order letter is to provide the vendor with detailed instruction for fulfilling and order.

Objective

155. One of the two basic purpose of business communication is to _____ formation.

Convey

156. The main address in a letter represents _____.

The person writing the letter

157. When placing _____ you don't need to excite your readers interest just state your needs clearly and directly.

Order

158. Credit approvals mark the beginning of a business relationship with a _____.

Customer

159. In the organization of a direct request the very first step is to state the _____.

Main idea

160. _____ are an essential component of our most are admission grants and employment processes.

References

161. The two basic strategies to communicate bad news on the direct plan and the indirect plan.

True....

162. _____ makes a statement of support of a candidate by assessing the applicant's qualities and capabilities for performing a particular task.

Recommendation letters

163. Which of the following elements relate to the organizing direct request?

Main idea, necessary details and specific action

164. In increase the future sell is one of the goals while answering request that involve no potential sale.

True

165. _____ is the information, the name of an individual is the name of an organization that can provide details about an individual's past track with credit.

Credit reference

166. A message organized by direct plan starts with a buffers statement.

True

167. An indirect organizational plan is a technical way to express bad news and help us to avoid a _____.

Negative decision

168. To give your readers a feeling about their welfare on your part makes the message.....

Successful

169. Which format should be used for the information being sent inside an organization?

Memorandum.....

170. In the _____ report, present the main pieces of knowledge communicated in the literature and identify find some significant gap in this knowledge.

Literature review

171. In report writing a _____ is a declarative sentence which summarizes the specific topic and goals of a document.

Purpose statement

- 172.
173. Which of the following report is based on observation and experiment instead of theory?

Empirical research report

174. Read the following statements and select the one free from gender bias.

Should his students paper according to this state of pre-determined guidance)

Which of the following errors does a sentence containment it has long strings modifiers are nouns?

Stack modifier

175. What is the last step in planning a report?

In treading your investigation and research

176. Which of the following you should avoid while writing a claim letter?

A complaining tone

177. A message organized by using direct plan starts with a buffer statement

False....

178. A bad news message organized on the direct plan starts with a clear statement.

True....

179. While writing bad news message, avoid blunt statements that are likely to cause pain and anger.

True....

180. _____ Letter is written to offer a brief description of the cause of dissatisfaction and prepare the necessary action.

Adjustment

181. Buffer statement constitutes the _____ part of a bad news message written in indirect organizational plan.

First

182. One of the two basic purposes of business communication is to _____ information.

Convey

183. You can communicate negative news without being negative by:

Pointing out the positive aspects of a situation, if any, telling what you can do, not just what you can't do.

184. To give your readers a feeling about their welfare on your part makes the message _____.

Successful....

185. Which one of the following is mostly used to handle repetitive routine

queries?

A computerized form response.....

186. When no special persuasion is needed, the use of _____ is recommended.

Direct request

187. Which format should be used for the information being sent inside an organization?

Memorandum.....

188. Letters of _____ are extremely important in decisions to hire, admit an individual and to award a scholarship or grant

Recommendation

189. Identify the statement which should not be included in 'NECESSARY DETAILS' section of a positive message.

Provide buffer statement....

190. Which one of the following media would be the best choice when you have to deny a promotion to a long-term employee?

A face-to-face meeting

191. Which one of the following is a specialized document prepared to share relevant information with the media?

An email.....

192. Which of the following is an essential component of employment process?

References

193. Will you please provide the details of the equipment utilization for the last quarter ? This statement is an example of:

A routine inquiry.....

194. Which of the following options is likely to offend and should be avoided?

We must turn down....

- 195.

196. Which of the following phrases are likely to offend and should be avoided.

We must deny.....

197. Which of the following phrases are likely to offend and should be avoided.

We must reject the proposal

198. Which of the following phrases are likely to offend and should be avoided.

We cannot afford to

199. While communicating, do not leave your audience in _____.

Doubt

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

Direct plan

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

Indirect plan....

202. The tone of an inquiry letter should be _____ so that the recipient may identify and provide the required information.

Friendly

203. Letters of _____ are extremely important in decisions to hire, admit an individual, and to award a scholarship or grant.

Recommendation

204. Claim letter is also called:

Complaint letter....

205. Various techniques are used to generate correspondence back to the customer.

True....

206. A _____ is the information, the name of an individual, or the name of an organization that can provide details about an individual's past track record with credit.

Credit reference

The careless handling of the bad news may result in a/an _____ on the part of the customer.

Emotional reaction....

While writing bad news message, avoid blunt statements that are likely to cause pain and anger.

True

While writing bad news message do not overemphasize the positive.

True

207. In the organization of a direct request the way first step is to state the _____.

Main idea

208. Positive message end with _____.

A courteous close

209. The buffer puts an audience in _____.

An accepting mood....

210. Which of the following is a method to communicate bad news to the customer?

All options

211. Be aware of the difference between a _____ request in question form and a question that is part of a request.

Polite.....

212. What is the most important implicit goal of a business document?

To establish a relationship

213. The main idea is the single _____ idea concisely stated.

Most important

214. For a recommender _____ in recommendation is a must.

Honesty

215. Application letters are usually just one page and consists of _____ section.

Three....

216. Which of the following are appropriate for larger orders?

Acknowledge....

217. _____ are appropriate for large orders, first orders, and orders that cannot be filled right away.

Acknowledge....

218. In bad news messages, you as a business person need to help your audience remain _____ towards your business and possibly towards you.

Disposed....

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219. Structural Clarity is a way to increase of your document.

Clarity

Which one of the following establishes a series of observations and emphasizes each element?

Enumeration pg 42

Comparison and contrast

220.

Which of the following is a correct length for an average sentence?

17 to 20 words pg 53

It's getting very late.....

I'll have to push you

We're having a barbecue next week,.....?

will you come

Which of the following is the main task of a Conventional resume?

Place the name and professional objectives at the top pg20

In writing commercial correspondence, it is important to employ a friendly yet efficient -----.

tone

Style guides are widely used in the professions and in organizations to achieve a uniform document look by identifying formal requirements for _____

Document appearance pg 37

The document should include extensive explanations of your conclusions and recommendations to establish _____

Credibility pg 26

221. Which of the following familiar expressions is correct replacement for 'lucrative'?

Profitable

222. Verbs and _____ are more concrete than adverbs and adjectives.

Nouns

223. The good organization of the content means _____.

Both of the above

224. Did the doctor look _____ your leg?

At

225. 'I left smoking long ago' _____

I gave up smoking long ago

226. How can you make your message forceful?

By using comparisons, By using figurative language.....both

227. Which one of the following phrases are likely to offend and should be avoided?

I must refuse, we must deny

228. In bad news messages, the _____ is of crucial importance.

Tone

229. A bad News message always begins with a _____ that provides a transmission to the refusal.

Neutral statement

230. In a business message, the words freedom, prestige, compassion, free, and comfort evoke _____ feelings.

Positive

231. If you are using letterhead stationery, include only the _____.
Two lines below the bottom of the letterhead.

Date

232. Business messages generally have _____ purposes.

Three

233. With restructuring of companies, communications are now created mainly by _____

All employees

234. Select the option which is an example of a clear and coherent sentence.

His report focused on age and gender of managers

235. 'Eriq is just like all the French, so dismissive of Americans.' The sentence contains _____

Racial Bias

236. The patient shows normal _____ and appears to be psychologically stable.

Affect

237. Which of the following words fall in the category of unfamiliar words?

Ascertain and Peruse.....Both

238. Full-Time college students should spend at least six hours a week studying if you want to succeed.

If they want to succeed

239. _____ at the moment. I'll get to the market.

As it isn't raining

240. Which of the following helps you to focus meeting on the core of topics and control its pace and flow?

Agenda

241. The purpose of giving complete _____ is to ensure that the audience has no confusion or lingering doubt about the message.

Supporting details

242. _____ minutes are often required by federal, state, or local law, by-laws, charters, or regulations in any organization.

Formal

243. Mathematics _____ John's favorite subject, while Civics is Andrea's favorite subject.

Is

244. In business communications use the _____ format if the document will be sent to outside individuals.

Letters

245. _____ is one of the cores of concreteness.

Grammar

246. _____ makes a statement of support for a candidate by assessing the applicant's qualities and capabilities for performing a particular task.

Recommendation letters

247. When you are dissatisfied with a company's product or service,

which of the following is the best option?

Written claim letter

248. Mr. John will _____ the report.

Consider

249. Select the option which gives the exact meaning of the verb 'accept'

Receive

250. When punctuation marks are omitted in the opening and closing lines of a letter, the punctuation style is called.

Open

251. Which of the following is the most important part of indirect plan?

Buffer

252. What is a common mistake made in writing persuasive messages?

Using you perspective

253. Which of the following transitional markers shows 'additional details'?

: moreover, furthermore, in addition, besides...All

254. There are _____ types of minutes

Two

255. They talked about things and persons _____ they remembered.

That

256. An order letter is also known as a _____ or purchase order letter, it begins the paper trail of a specific purchase.

PO

257. They saw a parking space _____ two cars and drove _____ it.

Between/ into

258. _____ share a general document architecture, which is usually modified to suit specific circumstances.

Proposals

259. The message senders need to assess their message from the eyes of the _____ to be sure that they have included all the relevant

information

Received

260. English _____ is constantly changing
Language and pronunciation.....both

261. What is style in writing?

Style is the way of using words to achieve a certain tone or overall impression in writing

262. When placing _____ you don't need to excite your reader's interest, just state your needs clearly and directly

Order

263. The _____ of an order letter is to provide the vendor with detailed instruction for fulfilling an order.

Objective

264. The persuasive message gives _____ to the audience.

A free choice

265. Which one of the following is a specialized prepared to share relevant information with the media?

An e-mail

266. Most organization rely on _____ for their existence.

Successful proposal writing

267. If you _____ anything to say, just speak out.

Have

268. _____ means preparing every message with the message receiver in mind.

Consideration

269. Choose the following verb from the following options.

Produce

270. Solicited and unsolicited are types of _____

Memos

271. In bad news messages, you as a business person need to help your audience understand the under the circumstances, your decision was

_____ and reasonable.

Fair

272. Functional words express relationships among content words.

True

273. The main idea of a business message is usually _____ which is/are concisely stated.

One idea

274. _____ are an essential component of almost all admissions, grant and employment processes.

References

275. Concreteness does not make use of denotative words instead of connotative words

False

276. The selection of format, style and organization of a report is done independent of the reader's requirement.

True

277. Sarah washed the apples _____ them in the fridge.

And put

278. Will you please provide the details of the equipment utilization for the last quarter? This statement is an example of;

A routine inquiry

279. A message which _____ in a reliable and competent manner is labeled as a credible message.

Completes an idea

280. In a coherent sentence the words are arranged so that the ideas clearly express the intended meaning.

True

281. Where's _____ USB drive I lent you last week ?

The

282. In _____ the organization sends out uninvited messages to sell a product or service.

Persuasive and formal reports...both

283. A letter of _____ asks someone for specific information.

Inquiry

284. Either answers _____ acceptable.

Is

285. Which one of the following is an example of a nonverbal message?

Eye contact

286. Which of the following is not a general purpose common to business communication?

To negotiate

287. Concise business writing includes _____

None of the above and sentencesboth options

288. One should be careful about the chances of being _____ while making a direct request.

Misunderstood

289. Mr. Ms and Mrs Are

Recipient titles

290. In business communication use the _____ format if the information is being sent inside an organization.

Memorandum

291. In business communication use the _____ format if the document will be sent to outside individuals

Letter

292. _____ is considered to be the best attitude in business environment.

You-attitude

293. One of the aspects of editing a message is to _____

Install editing software

294. When it doubt, use the more familiar words; audience will understand them better. This is the 'golden rule of _____'

Clarity

295. _____ is achieved through a balance between precise

language and familiar language

Clarity

296. In a _____ sentence the words are arranged so that the ideas clearly express the intended meaning.

Coherent

297. Which of the following is the first and the most essential step in writing bad news messages?

buffer

298. The mechanical insertion of 'phase' and 'thank you' does not ensure _____

Courtesy

299. _____ are an essential component of almost all admissions, grant and employment processes as it provides a statement of support for a candidate.

References and recommendations

300. Adjustment letter is a letter in answer to a _____ letter. The answer may either be a refusal or a grant

Complaint

301. The quality that gives force to important parts of sentences and paragraphs is _____

Emphasis

302. Content words (nouns, verbs, adjectives, adverbs) have both a denotative meaning as well as connotative meaning.

True

303. When no special persuasion is needed, the use of _____ is recommended.

Direct request

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

Patronizing

305. Keep your _____ simple and focused, so the purpose of your letter is clear.

Letter

306. Which type of letter can be used as a legal document to show the transaction between the customer and vendor?

Order letter

307. Consideration simply means that the writer shows _____ in his communication style.

Empathy

308. Which of the following is associated with scholarly writing?

309. Formal writing

310. What are you doing _____ the weekend?

On

311. The lawyer _____ his relative innocent.

Aims to prove

312. Acknowledgments are appropriate for _____

Larger orders

313. _____ letter is written you want to recognize someone for his help or support when you were in trouble

Appreciation

314. The aim of a _____ is to establish a working relationship to make it happen.

Business proposal

315. Which of the following letter accompanies a larger item, usually a document?

Transmittal letter

316. Getting the meaning from your head accurately to the reader is the purpose of _____

Clarity

317. Credit references are generally used to determine the credit of a person or individual

True

318. Communication that seems inconsequential can become very important if information it contains is _____

Complete and effective

319. Generally speaking, in business we communicate _____.
To both persuade and inform
320. _____ are considered binding contracts, so one should avoid implying offers or promises that can't be delivered
sales letter
321. While composing a business message, choose words that _____ be misinterpreted.
Won't
322. Most organizations rely on _____ for their existence.
Meeting with companies
323. _____ at the beginning of a persuasive request shows the reader that you know about his or her concerns and you have some reasons for making such.
An attention getting device
324. In the body of a business letter, what goes between each paragraph?
Two space if hand written
325. A memorandum may take the form of _____.
Email
326. In which direction does communication flow in a formal communication network?
Downward
327. In the _____ of a job application letter you have to refer to your enclosed resume and express your desire for an interview, stating when and how you can be
End matter
328. _____ in AIDA plan is the opportunity to remind readers of the benefits of taking the particular action.
Attention phase
329. _____ business people inform customers about the benefits of a product/action so the customers can recognize how ell the product/action will fill their need.

Aesthetical

330. With restructuring of companies, communications are row created mainly by _____

Supervisors/ managers

331. Mr. ali our English teacher, believes that students who major in economics or physics _____ their imaginations

Ruin

332. His birthday is coming _____ next week.

Up

333. The fans at the back of the theatre and that woman in front _____ making too much noise.

Were

334. Neither my brothers nor my father _____ attended college

Have

335. Which of the following elements relate to the organizing direct request?

Main idea, necessary detail and specific action

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

Memorandum

337. Therefore, Because, accordingly, thus, hence are used for _____

Additional details

338. While placing an order, there is no need to _____

Force your reader

339. One of the major flaws of a failed communication is _____

Fixed explanations

340. A/An _____ letter is a letter in answer to a complaint letter. The answer may either be a refusal or a grant.

Claim

341. Which one of the following is the best expression to use with the

customers for payment demand.

Please send your payment so we can proceed with your order.

342. She looked _____ from her book when she heard the noise.

Up

343. Which of the following statements is part of persuasion in oral presentation?

Gaining willing acceptance of an idea

344. When you turn your ideas into a message, you are the _____

Decoder

345. The reactions of a colleague or a prospective customer to an incomplete answer are likely to be _____

Unfavorable

346. Documents that are meant to 'enact' something include authorization memoranda and _____

Acceptance letters

347. Briefing, goodwill, information and report are part of _____ speaking.

Public

348. Effective business communication is not _____

Concise

349. The performance of our players was rather _____

Worse than I had expected

350. _____ is not one of the 7C's of communication

Character

351. Creativity is a measure of your believability based on how much trust you evoke and how reliable you are.

True

352. Written language is more _____ and generally follows a standardized grammar, structure, organization and vocabulary.

Restricted

353. Courtesy means only thinking about receiver and not valuing his

feelings.

False

354. Which of the following statements is more 'Vivid'?

This letter is three times as long as you said it would be

355. _____ accuracy depends on the writer's conceptual mastery of the subject and its vocabulary, as well as on his or her ability to analyze and shape data with a minimum of distortion.

Stylistic

356. Common implicit goals are to establish a relationship, create trust and establish credibility, and _____

Document actions

357. Readers consisting of diverse groups with widely varying backgrounds and responsibilities can be named _____ - readers

Complex

358. _____ is a short, familiar and conversational word for 'have need for'

Need

359. Accuracy, which is the careful conforming to truth or fact, has three main aspects which include document accuracy, stylistic accuracy and _____

Technical

360. Which of the following words fall in the category of unfamiliar words?

Ascertain and Peruse. Both

361. A letter in which all parts begin at the left margin are in _____ form.

Full block

362. Which of the following appear at the end of the report?

All options

363. Which of the following traits help in building good will?

Thoughtfulness and Appreciation

364. Which of the following phrases is likely to offend and should be

avoided?

We must deny

365. Which of the following is associated with scholarly writing?

Formal writing

366. A letter of inquiry asks someone for specific information.

True

367. _____ is a very vital step in composing a business message, and if one commits an error in this stage, it will be irreversible.

Concluding

368. _____ is a neutral statement which is meant to bring the audience in an accepting mood.

Good news

369. Which of the following familiar expressions is correct replacement for 'Lucrative'?

Profitable

370. In business communications use the _____ format if the information is being sent inside an organization

Memorandum

371. He _____ with his brother regularly.

Corresponds

372. How can business messages be more effective?

By being purposeful, audience-centered, and concise

373. _____ is brief, informal report used to establish a record

Memorandum

374. In a business message, talk to your audience in a way that they are left with no _____

Confusion

375. Keep your _____ simple and focused, so the purpose of your letter is clear.

Letter

376. In the composition of a business message technology like Microsoft

Word affects the composing process by _____

Increasing both productivity and effectiveness

377. Which one of the following is not a way of developing a paragraph?

Clarification

378. _____ are documents which present focused, salient content to a specific audience.

Reports

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379. The signature on a letter is handwritten directly above the _____

Writer's name

380. Phrases such as 'to continue the analysis' 'on the other hand' and 'additional concept' are used for _____

Smooth transitions

381. Maury and his brother _____ to the bowling alley every day.

Go

382. _____ are challenging to write because we know our readers will not be happy to receive the news.

Bad news messages

383. Generally speaking, in business we do not communicate to persuade and inform.

False

384. In _____ section of the application letter explain specifically why you are qualified for the job. Describe education, work experience and any other activity that display relevant talents.

Body

385. The _____ should normally begin with a brief summary statement, in one or two sentences, identifying the key topic and the scope of the memorandum.

Memorandum

386. Verbs and _____ are more concrete than adverbs and adjectives.

Nouns

387. Buffer statement constitutes the _____ part of a bad news message written in indirect organizational plan.

First

388. A message organized by using direct plan starts with a buffer statement.

True

389. His years of smoking have negatively _____ his health.

Affected

_____ are often used to present the result of an experiment, investigation, or an inquiry

Reports

While placing an order, there is no need to _____.

Excite your reader

Customer service correspondence occurs in _____ format.

Letterhead or postcard

There are a number of elements to a/an _____ letter. Complete the statement.

Business

Breaking the longer sentences into shorter ones improves

Readability

A letter in which all parts begin at the left margin are in _____ form.

Full block

Which of the following is associated with scholarly writing?

Formal writing

_____ is a very vital step in composing a business message and if one commits an error in this stage, it will be irreversible

Concluding

He _____ with his brother regularly.

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Memorandum

Buffer statement constitutes the _____ part of a bad news message written in indirect organizational plan

First

A message organized by using direct plan starts with a buffer statement.

True

His years of smoking has negatively _____ his health.

Affected

Which of the following is considered an effective approach for routine, good-news and goodwill messages?

Direct approach

Everyone on the bus _____ annoyed by the little boy running up and down the aisle

Was

Which of the following statement establishes credibility?

We're glad to make this recommendation

E-mail messages typically take the form of _____

Memoranda

_____ means that you must have one main idea in a paragraph. In case of other ideas they must be clearly related

Unity

Allotting time properly is very important. Especially when time is short, you need to **schedule yourself carefully and stick to it** is called _____ -

Scheduling

If you want to minimize the distortion which happens when a message is passed from **person to person**, then you are _____ -

Written medium

An order letter is also known as a PO or purchase order letter

True

All employees are requested to _____ from smoking in the presence of customers.

Refrain

The administration of the school district asks that each student bring identification before enrolling in the ALC.

Change 'them' to 'his' or 'her'

Credit references are generally used to determine the credit worthiness of a person or individual.

True

In the organization of a direct request the very first step is to state the _____.

Cordial request for specific action

To whom usually good will letters are written?

Customer.

Which of the following gives the customer an idea of the work that has been completed to date?

Interim progress reports

_____ of a business letter shows whether any material is enclosed with the letter and who is receiving a copy of the letter.

End notation

Oral communication is also known as _____

Impersonal communication

In the composition of a business message technology like Microsoft Word affects the composing process by _____

Increasing both productivity and effectiveness

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

Correctness

The _____ - of an order letter is to provide the vendor with detailed instructions for fulfilling an order.

Objective

Which of the following leaves your audience with the feeling that you have their personal welfare in mind ?

Courteous Close

In case of a business message which medium of communication is more effective when instant feedback is required?

Oral medium

Effective professional correspondence uses an appropriate style, clear and concise language, and _____

The active voice

Proposals share a general document architecture, which is usually modified to suit specific circumstances

True

Various techniques are used to generate correspondence back to the customer.

True

_____ with customers is gained by being enthusiastic, sincere, and trustworthy.

Credibility

Sales letter influences the reader to take a specific action by making an offer – not an announcement- to him

True

When the sentence length increases, try to chop it down into _____ sentences.

Two

Acknowledgements are appropriate for _____

Lager order

To persuade and to collaborate are the _____ purpose of a business message

General

Why a false statement should not be included in a sales letter?

Because it's a fraud

_____ are considered binding contracts, so one should avoid implying offers or promises that can't be delivered.

Sales letters

Do not change without facts is a guideline to achieve_____

Consideration

The _____ of a business proposal is to establish a working relationship to make it happen

Aim

While placing an order, there is no need to _____ -

Excite your reader

While planning long reports choose a significant basis or guiding _____ for the division of topic

Principle

An agenda is a simple list of _____ to be discussed.

Topics

_____ are often solitary in their process

Writers

Using incorrect words, incorrect grammar, and faulty pronunciation is called _____ language and this all suggest the inability to use good English

Substandard

Which of the following help the reader quickly identity the content?

Heading and captions

_____ inform customers about the benefits of a product or an action.

Ethical business people

Select the option which is an example of a clear and coherent sentence.

His report focused on age and gender of managers

Mr. John will _____ the report

Consider

In writing commercial correspondence, it is important to employ a friendly yet efficient _____

Tone

In the _____ years, he grew richer.

Subsequent

The signature on a letter is handwritten directly above the _____

Writer's name

Short report is submitted in the form of a letter or memorandum.

True

FAQ means _____

Frequently asked questions

While composing a message, vary the style to create a _____ that suits the purpose.

Tone

Customer service correspondence occurs in _____ format.

Letterhead or postcard

Biannually means _____

Two times in a year

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What do you usually have for _____ breakfast?

No article

A memorandum may take the form of _____

Email

Which of the following is the first and the most essential step in writing bad news messages?

Buffer

_____ not only conveys information, but also establishes a contractual relationship between you and the organization.

Acceptance letter

_____ are documents which present focused, salient content to a specific audience.

Reports

_____ of a business letter whether any material is enclosed with the letter and who is receiving a copy of the letter.

End notation

‘You- attitude is best implemented by expressing your message in terms of the audience’s interests and needs.

True

_____ the news on at five or six?

Is

In short reports attachments may consists of _____

Several pages

Which of the following have both, a denotative meaning and a connctative meaning?

Content words

He _____ the job.

Executed

Letters can be used to communicate in _____

Formal contexts and semi-formal contexts.....both

Acknowledgements are appropriate for _____

Larger order

An audit report contains numbers usually in the form of _____

Tables

_____ Department is the department of an organization that responds to inquiries or complaints from customers of that organization

Customer Services

In _____ the organization sends out uninvited messages to sell a product or service.

Unsolicited letter

Which one of the following is not a way of developing a paragraph?

Clarification

Job application letter should accurately restate the key terms of employment.

False

Which of the following is the primary vehicle communication within an organization?

Memorandum

The _____ is best implemented by expressing your message in terms of the audience's interests and needs

You attitude

The _____ of the document helps you decide how to precede, how to respond to the audience, which information to focus on, and which channel or medium to use.

Purpose

When you are dissatisfied with a company's product or service, which of the following is the best option?

Written claim letter

Memo is the short form of.

Memorandum

Ethical business people especially inform their customers about the true _____.

Benefits of a product

In which of the following message categories would you place sales and marketing messages?

Persuasive messages

Choose precise, concrete and familiar word for the term ‘ render assistance to’

Help

He _____ tomorrow

Will pay

A business message is said to be well organized if _____ are stated clearly.

Claim and inquiry

Which of the endings best goes with the opening ‘ Dear Personal Director’ in letter Writing?

Best regards,

There are _____ types of writing.

Two

Which of the following is not an example of the pair of words?

Between, among

_____ are often used to display the result of an experiment, investigation, or inquiry.

Reports

Which ‘ transitional word’ is used to show’ comparison and contrast?

Conversely

Reports are the documents which present focused and salient results of an experiment, investigation or an inquiry to a specific audience.

True

To whom usually good will letters are written?

Customer

He _____ a new job.

Found

The main idea is the single _____ idea, concisely stated.

Most important

Letters of _____ are typically related to employment, admissions to institutions of higher education or scholarship eligibility.

Recommendation (page 88)

Concreteness does not make use of denotative words instead of connotative words.

False

He _____ with his boss tomorrow.

Will discuss

A better organized message has _____ chances of understanding on the part of the audience.

Increased

The message senders need to assess their message from the eyes of the _____ to be sure that they have included all the relevant information.

Receivers

Formal minutes are often required by federal, state, or local law, by-laws, charters, or organizations

True

A message organized by using direct plan starts with a buffer statement.

False

Which of the following is not a part of indirect plan for bad news messages?

A clear statement of the bad news.

_____ are considered binding contracts, so one should avoid implying offers or promises that can't be delivered.

Sales letters

_____ stems from a sincere you-attitude. It is not merely politeness with mechanical insertion of ' please' and thank you but applying socially accepted manners is also a form of it.

Courtesy

Which of the following parameters defines demographics of consumers?

Income

In the body of a business letter, what goes between each paragraph?

One space if hand written and two spaces if typedboth

Which of the following is not the purpose of informational reports?

To inform or instruct the reader.

Which one of the following makes use of denotative words instead of connotative words?

Concreteness

The subject of a business report _____ its format and vocabulary.

Affects

There have been a lot of rain in the lower mainland in the last twenty-four hours.

Change 'have been' to 'has been'

In many organizations the final place of writing is a team effort with more than one writer working on a single document is called _____

Collaboration

My brother likes math's _____ he doesn't like history.

But

Both an essay and a paragraph is required for successful graduation.

Change is to are

In a business message, talk to your audience in a way that they are left with no

Confusion

_____ is one of the cores of concreteness.

Clarity

Which of the following you should avoid when you are responding to a claim and your company is at fault?

Sympathizing with the customer's inconvenience

Letters of _____ are extremely important in decisions to hire, admit an individual and to award a scholarship or grant.

Recommendation

Which part of speech is especially powerful and tells what is happening in a sentence?

Verbs

When placing an order, you should excite your reader's interest.

False

Consideration is also called the _____

You-attitude

Which of the following is NOT used in external business communication ?

Memo

Effective professional correspondence uses an appropriate style, clear and concise language, and _____

The active voice

_____ Stems from a sincere you-attitude. It is not merely politeness with mechanical insertion of please and thank you but applying socially accepted manners is also a form

Courtesy confirm

In which directions does communication flow in a formal communication network?

Downward

_____ at the moment. I'll get to the market.

AS it isn't raining

In _____ attachments may consists of several pages.

Short reports

While writing news message, avoid blunt statements that are likely to cause pain and anger.

True

An agenda is a simple list of _____ to be discussed.

Topics

Adjustment letter is a letter in answer to a _____ letter. The answer may either be refusal or a grant.

Complaint

In composing a business letter, the most important skill is _____.

The art of delivering

Which of the following is not a characteristics of correctness?

Check accuracy of figures, fact and **words**.

We are looking _____ the shops when we were in the market.

Around

We were looking _____ the shops when we were in the market.

Around

Various techniques are used to generate correspondence back to the customer.

True

Which of the following sentences contains figurative expressions?

She could be called the spark plug of the group

When the sentence length increases, try to chop it down into _____ sentences

Two

Allotting time properly is very important, Especially when time is short, you need to schedule yourself carefully and stick to it is called _____

Scheduling

The aim of a _____ is to establish a working relationship to make it happens

Business proposal

Which type of product is intangible?

Services

While composing a business message, choose words that _____ be misinterpreted.

Won't

_____ makes a statement of support for a candidate by assessing the applicant's qualities and capabilities for performing a particular task.

Recommendation letters

If a memo is typed by a person other than the memo writer _____ should be used.

Reference initials

Did the doctor look _____ your leg?

At

To decode a message is to;

Interpret a message

Use the memorandum format if the information is being sent inside an organization.

True

Which of the following letter accompanies a larger item, usually a document?

Transmittal letter

The subjects of a business report _____ its format and vocabulary.

Affects

There are a number of elements to a/an _____ letter. Complete the statement.

Business

Which one of the following is not the part of proposal structure?

Subject

The signature on a letter is handwritten directly above the _____

Writer's letter

Choose the verb from the following options.

Produce

Which of the following is an essential component of employment process?

References

Which of the following is the first step involved in planning a sales letter?

Determining the main idea

The decode a message is to.

Interpret a message

Protocol is another name for _____

Minutes

Proposals share a general document architecture, which is usually modified to suit specific circumstances.

True

While writing bad news message, avoid blunt statements that are likely to cause pain and anger.

True

How main types of sentences are used to give your sentence variety?

3

If you expect your audience to _____ with you, use a structure that focuses attention on conclusion.

Agree

Job application letters not only convey information, but also establish a contractual relationship between you and organization.

False

Which of the following is not a part of indirect plan for bad news messages?

A buffer

The planning stage should take about _____

50% of the time you have to produce the message

How many punctuation styles are usually used in business communication?

Two

The subject of a business report _____ its format and vocabulary.

Affects

There are a number of elements to business letter.

True

There have been a lot of rain in the lower maintained in the last twenty-four hours.

Change have been to has been

In the body of business letter, what goes between each paragraph?

One space if hand written and two space if typed...both

Which of the following is not the purpose of informational reports?

To inform or instruct the reader

Formal minutes are often required by federal, or local law, by laws, characters, regulations.

True

He _____ with his boss tomorrow.

Will discuss

_____ is one of the cores of concreteness

Grammar

There are _____ types of writing

Fiveconfirm page no 8

A message organized by using direct plan starts with a buffer statement.

FALSE

Communicating concretely does not means being _____

Vague and general in one's writing

Which of the following parameters defines demographics of consumers?

Income

In a business message, talk to your audience in a way that they are left with no

Confusion

In many organization the final piece of writing is a team effort; with more than one writer working on a single document is called_____

Collaboration

A business message is said to be well organized if _____ are stated clearly.

Purpose and subject

How many type of sentences are used to give your sentence variety?

3

In_____ attachments may consists of several pages.

Short reports

If you expect your audience to _____ with you, use a structure that focuses attention on conclusion.

Agree

Which of the following is NOT used in external business communication?

Memo

Which of the following sentences contains figurative expression?

She could be called the spark plug of the group

Which of the following is an essential component of employment process?

References

The organization of a longer message should reflect both the _____

Purpose of the message and the audience's probable reaction

To whom usually good will letters are written?

Customer

Construct effective sentences and paragraph for _____.

Clarity

When placing an order, you should excite your reader's interest.

True

IS your mother working in _____ old office building?

No article

Which part of speech is especially powerful and tells what is happening in a sentence?

Verbs

I like sohail and Eiffel tower is in Paris

Unity

In bad news messages, you as a business person need to help your audience remain _____ towards your business and possibly towards you.

Disposed

A buffer is the last step while writing an indirect plan.

False

When you know the reader's name but not the gender, which is an appropriate salutation?

Dear ali confirm

Age, gender, occupation, income, and education are ____ aspects of vital consideration for defining the audience.

Demographic

Which of the following is associated with scholarly writing?

Formal writing

Varying our style can enable us to sound passionate or objective in a written document.

True

She came _____ some old letters in the cellar.

Across

In mixed punctuation a comma flows the salutation.

False

In mixed punctuation a colon flows the salutation.

True

Which of the following elements relate to the organizing direct requests?

General rule, main idea and cordial request

Which of the following transitional markers shows additional details?

Furthermore

Which of the following gives you an opportunity to get your message across to a skeptical or hostile audience?

Indirect approach

Which of the following ensures success to message by leaving audience with a feeling of their personal welfare in mind?

Courteous close

In bad news message, the _____ is of crucial importance.

Tone

Don't make false promises. People are more likely to react positively to your message when they have confidence in you. The above statement is an example of _____

Credibility

Most organization rely on _____ for their existence.

Successful proposal writing

_____ is one of the cores of concreteness.

Grammar

They talked about things and persons _____ they remembered.

Which

If you are using letterhead stationery, include only the _____ two lines below the bottom of the letterhead.

Date

In the _____ of a job application letter you have to refer to your enclosed resume and express your desire for an interview, stating when and how you

can be contracted.

End matter

The _____ should normally begin with a brief summary statement, in one or two sentences, identifying the key topic and the scope of the memorandum.

Memorandum

All of the following messages are likely to please your audience except.

Granting an adjustment.

Be aware of the difference between a _____ request in question form and a question that is part of a request.

Polite

The contract_____.

Had a requirement of 2 years

Business letter is the most _____ mode of communication.

Convenient

Which of the following indicates consideration?

Focus on you instead of I or we

Functional words include_____.

Conjunction and preposition and articles and pronouns Both

It stems from a sincere you- attitude . Mechanical insertion of please and thank you is not helpful. Rather it is politeness that grows out of respect and concern for other. The above statement describes which of the following.

Courtesy

_____ are functional units that revolve around a single thought.

Paragraph

What is style in writing?

Style is the way of using words to achieve a certain tone or overall impression in writing.

If a memo is typed by a person other than the memo writer ____ should be used.

Signature line

When your letter extends onto a second page you should use ____ for the second page.

Letterhead

Defining the purpose of the document helps the writer to _____.

Decide all of the above

Identify the statement which should NOT be included in NECESSARY DETAILS section of a positive message.

Satisfy reader's information needs

A _____ sentence expresses one independent clause and one or more dependent clauses.

Complex

While communicating do not leave your audience in _____.

Doubt

Communication that seems inconsequential can become very important if information it contains is _____.

Full of facts and business jargons

Did the doctor look _____ your leg?

At

If you expect your audience to _____ with you, use structure that focuses attention on conclusion.

Agree

Recommenders must be _____ people.

Respectable

The purpose of _____ is to get the meaning from your head accurately to the reader.

Clarity

_____ includes doctoral dissertations, scholarly articles, top-level government agreements etc.

formal writing

Which one of the following is the part of proposal Structure?

Letter of transmittal

Which of the following parameters defines demographics of consumers?

Lifestyle

A good writer is highly _____ as he strongly believes that a message sent is not message received.

Investigate

In _____ - of AIDA plan your objective is to encourage your audience to hear about your main idea, problem or new product.

Attention phase

There have been a lot of rain in the lower mainland in the last twenty four hours.

Change have been to has

TONE is the most difficult part of writing to control because it is _____.

Non-formal

In writing commercial correspondence, it is important to employ a friendly yet **efficient** _____

Tone

Which term from the following is used to describe type of audience?

Primary

Desire is one of the four phrases of Aida plan

True

The main idea is the single _____ idea concisely stated.

Most important

Acceptable writing mechanics is related to _____ of a document.

All options

In which direction does communication flow in a formal Communication network?

Horizontal downward and upward

orders are considered one of the simplest types of?

direct request

use the indirect approach when the audience is?

Displeased

what is the first step in using the indirect plan? **put the**

audience in an accepting mood

choose the best option the main idea of a business message is usually ----- which is/are concisely stated.

one idea

an indirect organizational plan is a technical way to express bad news and help us to avoid a -----

blunt no

choose the correct option

The ----- of an order letter is to provide the vendor with detailed instruction for fulfilling and order.

Objective

One of the two basic purpose of business communication is to----
formation.

Convey

adjustment letter is a letter in answer to a ----- letter the answer may either be a refusal or a grant.

Complaint

a/an ----- letter is a letter in answer to complaint letter the answer may either be a refusal are grant?

Adjustment

adjustments are also called-----

claim statements

HKB's store managers are certainly interested in helping live is increased sales just as distributors are interested in felling the HKB order

above statement is an example of -----

direct request

choose the best options:

the main idea of a business message is usually ----- which is/or
concert stated.

one idea

the main address in a letter represents-----

the person writing the letter

when placing ----- you don't need to to excite your readers interest just state your
needs clearly and directly.

order

choose the correct option:

to decode a message is to:

interpret a message

customer service is the department of an organization that respond to enquiries
are complaints from customers of that organization?

true

which of the following is the first and the most essential step in writing bad news messages?

Buffer

customer service corresponding occur in----- format

letterhead or postcard

the purpose of giving complete ----- is to ensure that the audience has no confusion are lingering doubt about the message

supporting details

how many black lines do we use for a signature in a personal business letter?

3

the indirect plan consists of ----- parts

4

credit approvals mark the beginning of a business relationship with a----

Customer

in the organization of a direct request the very first step is to state the ---
main idea

bad news is not delivered directly as it falls under the category of ---
- messages.

Negative

to encourage the future is one of the goals while answering request that involved no potential sale.

False

choose the correct option for the following

----- are an essential component of our most are admin admission grants and Employment processes.

References

The two basic strategies to communicate bad news on the direct plan and the indirect plan

true

----- makes a statement of support of a candidate by assessing the applicant's qualities and capabilities for performing a particular task

recommendation letters

which of the following elements relate to the organizing direct request?

main Idea, necessary details and specific action

to increase the future Sell is one of the goals while answering request that involve no potential sale

True

whether written or oral positive messages begin with clear statement of the main idea. Clarify any necessary details and end with a close

Courteous

----- is the information, the name of an individual is the name of an organization that can provide details about an individual's past track record with credit

credit reference

choose correct preposition to fill in the blank his birthday is coming ----- next week

Up

a message organized by direct plan starts with a buffers statement

True

while responding adjustment letters and the letter on a -----

pleasant note

an indirect organizational plan is a technical way to express bad news and help us to avoid a-----

negative decision

which part of a routine reply or positive reply should contain the details?

the opening of the message

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to give your readers a feeling about their welfare on your part makes the message -----

Successful

choose the correct option

which format should be used for the information being sent inside an organization?

memorandum

Customer Service Department of an organization that responds to enquiries and complaints from customer of that organization

True

your message is unlikely to succeed if your audience is left with the feeling that you have their personal welfare in mind

false

while reading and adjustment letter the individual are the department responsible for the poor performance can be blamed

True

in the ----- report, present the main pieces of knowledge communicated in the literature and identify find some significant gap in this knowledge.

Literature review

in report writing a ----- is a declarative sentence which summarizes the specific topic and goals of a document

purpose statement

which of the following report is based on observation and experiment instead of theory?

empirical Research report

read the following statements and select the one free from gender bias.

(should his students paper according to this state of pre-determined guidance)

choose the best option

which of the following errors does a sentence containment it has long strings modifiers are nouns?

stack modifier

which sentence is punctuated correctly?

the chairman of, "why are our profit down?"

What is the last step in Planning a report?

in treating your investigation and research

which of the following sentence is correctly punctuated?

Paris, France is my favorite place to visit.

1) The two basic strategies to communicate bad news on the direct planned the indirect plan

True

2) ____makes a statement of support of a candidate by assessing the applicant's qualities and capabilities for performing a particular task.

recommendation letters

3) Which of the following elements relate to the organizing direct request?

main Idea, necessary details and specific action

4) To increase the future Sell is one of the goals while answering request that involve no potential sale

True

5) Choose the best option

The main idea of a business message is usually _____ which is/are concisely stated.

one idea

6) An indirect organizational plan is a technical way to express bad news and help us to avoid a _____.

blunt no

7) Choose the correct option

The ----- of an order letter is to provide the vendor with detailed instruction for fulfilling and order.

Objective

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8) One of the two basic purpose of business communication is to formation.
Convey

9) Adjustment letter is a letter in answer to a _____ letter the
answer may either be a refusal or a grant.
Complaint

10) A/An _____ letter is a letter in answer to complaint letter the answer may
either be a refusal are grant?
Adjustment

11) Adjustments are also called_____.

claim statements

12) HKB's store managers are certainly interested in helping live is increased sales just as distributors are interested in felling the HKB order

above statement is an example of_____.

direct request

13) Choose the best options:

the main idea of a business message is usually which is/or concert stated.

one idea

14) The main address in a letter represents_____.

the person writing the letter

15) When placing.

___you don't need to excite your readers interest just state your needs clearly and directly.

Order

16) Choose the correct option:

to decode a message is to:

interpret a message

17) Customer service is the department of an organization that respond to enquiries are complaints from customers of that organization?

True

18) Which of the following is the first and the most essential step in writing bad news messages?

Buffer

19) just one and consist of _____ sections

Three

20) Customer service corresponding occur in format letterhead or postcard the purpose of giving complete _____ is to ensure that the audience has no confusion are lingering doubt about the message

supporting details

21) How many black lines do we live for a signature in a personal business letter?

3

22) The indirect plan consists of parts

4

23) Credit approvals mark the beginning of a business relationship with a _____

Customer

24) In the organization of a direct request the very first step is to state the _____ main idea

27) Bad news is not delivered directly as it falls under the category of _____ messages.

Negative

28) To encourage the future is one of the goals while answering request that involved no potential sale.

False

29) Choose the correct option for the following _____ are an essential component of our most are admin admission grants and Employment processes.

References

30) In which direction does communication flow in a formal Communication network?

Horizontal downward and upward

31) Orders are considered one of the simplest types of?

direct request

32) Use the indirect approach when the audience is? Displeased

33) What is the first step in using the indirect plan?

put the audience in an accepting mood

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34) Whether written or oral positive messages begin with clear statement of the main idea. Clarify any necessary details and end with a ____close

Courteous

35) ____is the information, the name of an individual is the name of an organization that can provide details about an individual's past track record with credit

credit reference

36) Choose correct preposition to fill in the blank his birthday is coming ____next week

Up

37) A message organized by direct plan starts with a buffers statement
True

38) While responding adjustment letters and the letter on a
—
pleasant note

39) An indirect organizational plan is a technical way to express bad news and help us to avoid a _____
negative decision

40) Which part of a routine reply or positive reply should contain the details? the opening of the message to give your readers a feeling about their welfare on your part makes the message_.

Successful

41) Choose the correct option

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

Memorandum

42) Customer Service Department of an organization that responds to enquiries and complaints from customer of that organization

True

43) Your message is unlikely to succeed if your audience is left with the feeling that you have their personal welfare in mind

false

44) While reading and adjustment letter the individual are the department responsible for the poor performance can be blamed

True

45) Which of the following sentence is correctly punctuated?

Paris, France is my favorite place to visit.

46) In report writing a _____ is a declarative sentence which summarizes the specific topic and goals of a document

purpose statement

47) Which of the following report is based on observation and experiment instead of theory?

empirical Research report

48) Read the following statements and select the one free from gender bias.

(Should his students paper according to this state of pre- determined guidance)

49) Choose the best option

which of the following errors does a sentence containment it has long strings modifiers are nouns?

stack modifier

50) Which sentence is punctuated correctly?

the chairman of, "why are our profit down?"

What is the last step in Planning a report?

in treating your investigation and research

51) Which of the following sentence is correctly punctuated?

Paris, France is my favorite place to visit.

52) In the _____ report, present the main pieces of knowledge communicated in the literature and identify find some significant gap in this knowledge.

Literature review

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In order to create trust and establish credibility with a reader with whom you have had past negative experience, include extensive explanations of your conclusions and recommendations in the document.

Select the correct option:

True

Which of the following should be the ultimate goal of persuasive speaking?

Select the correct option:

To reinforce the attitudes, beliefs, and values an audience already holds

To inoculate an audience against counter persuasion

To change attitudes & motivate an audience to act

All of the above

In short, your resume is an argument whose purpose is to _____ your readers to hire you.

Select the correct option

convince

The key to successful communications is to make the reader feel that the most important person in our business relationship is the _____.

Select the correct option:

writer

A ____ resume emphasizes the functions and tasks the applicant can perform.

Select the correct option:

functional-

Phantom readers are called _____ readers.

unnamed

_____ accuracy depends on the writer's conceptual mastery of the subject and its vocabulary, as well as on his or her ability to analyze and shape data with a minimum of distortion.

Technical

_____ accuracy refers to the proper coverage of your topics in appropriate detail.

Select the correct option:

Document

_____ possess extensive knowledge about a field in general, but might be unfamiliar with particular technical terms, or specific equipment related to your subject matter.

Select the correct option:

general experts

Which of the followings are usually more vivid than long ones and improve the Readability of a document?

Short words (pg 57)

format should be used if the document will be sent to outside individuals?

Letter (pg 63)

Which of the following can be defined as

“the words one chooses to state one’s

message, Say much more than their dictionary definitions”?

Semantics (pg 76)

Which question is used to ask about residential status?

What's your address?

How can you make the following statement Concise?
„There are only four rules of our company and every employee is bound to follow these rules.“

Four rules must be observed. (pg 33)

Which of the following is promoted by simple, direct language?

Stylistic clarity (pg 27)

Which of the following is used as brief, informal reports within an organization?

Memo (Pg 79)

Select the statement about the communication process that is NOT true.

Your performance in business will not be judged by your communication ability.

Biased language that might offend the audience is based on

Cultural bias, gender bias (pg 58)

Why important observations, suggestions, or objections should be written?

To create permanent records (Pg 20)

Which Three types of readers usually exist?

Phantom Readers, Future Readers, Complex Readers (pg 23)

To whom usually good will letters are written?

Customer

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

Concreteness (Pg 35)

Which guideline should be followed to ensure Courtesy?

Be sincerely tactful, thoughtful and appreciative

Use expressions that show respect

Omit irritating expressions

All of the above (Pg 38)

Which of the following factors enables you to evaluate the effectiveness of your message?

Feedback (Pg 127)

Which of the following can make a meeting unsuccessful?

Holding a meeting when a memo or other business message would have done the job. (Pg 158)

Which of the followings is an essential component of employment process?

References (Pg 68)

Which of the following is the basis of Courtesy?

You-attitude (Pg 38)

Which of the followings are included in Functional words?

Conjunctions, prepositions, articles, pronouns (Pg 56)

A fault in the communication procedure where the meaning of the message is lost “in translation” from intention to language or from language to understanding is called .

Distortion

What is the emphasis of a Functional resume?

Provide functions and tasks the applicant can perform (Pg 13)

What is the goal of a Non-conventional resume?

Put the most important information first (Pg 13)

Which of the followings are real but unnamed readers?

Phantom Readers (Pg 23)

Why Comparison is useful for paragraph development?

It emphasizes similarities (Pg 29)

Which of the following complimentary close is accurate in general letter writing?

Yours sincerely,

Sincerely,

Yours respectfully,

All of the above (Pg 64)

How the credibility of the communicator can

be systematically analyzed?

Through communication probe (Pg 32)

What is meant by the term 'Connotative'?

It refers to the literal meaning of words.

In which of the following message categories would you place sales and marketing messages?

Persuasive

Which plan or model is mostly used in business messages?

The logical plan or its variation
The emotional appeal or its variation
The AIDA model or its variation

What can be considered as the heart of a report?

Only the body of the report

When you are writing a routine message, what kind of approach will be used?

The direct approach (Pg 52)

Which of the following you should avoid when writing a claim letter?

A complaining tone (Pg 71)

What is meant by the term 'Denotative'?

It refers to the literal meaning of a word.

Where can we apply seven C's?

To written and oral communication (Pg 31)

While writing persuasive messages which four things should be kept in mind about your audience?

Needs and appeals, emotion and logic, credibility, semantics (Pg 76)

Which type of letter not only conveys information, but also establishes a contractual relationship between you and the organization or person offering you the position?

Acceptance letter (Pg 64)

Why do Experts read technical and scientific documents?

To maintain and expand their own general expertise

To obtain specific answers to their own research and writing

To evaluate a document's technical or scientific content.

All of the above (Pg 17)

Which of the following suggests “Implication of a word or a suggestion separate from the usual definition”?

Implementation

Which of the following is the primary vehicle for communication within an organization?

Memorandum (pg 63)

Which phrase should be used while making a presentation?

Please feel free to interrupt me with questions.

Which phrase is correct?

When were you born?

Which of the following is best when you don’t need immediate feedback, but you do need speed?

Electronic message (Pg 49)

Which of the following suggests the following statement? "First group the ideas and then put them in sequence."

Organizing a message (Pg 52)



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

Official communication (Pg 4)



Which of the following aims at gathering specific information?

Letter of inquiry (Pg 66)



Which of the following is best when you want immediate feedback?

Oral medium (Pg 49)



Which is farthest in the past?

a month ago

Which phrase is used during a presentation?

Thank you very much for your time today.

which of the following is achieved through a balance

between precise language and familiar language?

Clarity (Pg 36)

One Letters are usually just one page and consist of three sections .

Front matter, body, end matter (Pg 64)

Which of the following is used in a letter to emphasize a point or to include a brief personal message?

End notes (Pg 59)

Which of the followings use Salutations?

Letters (Pg 63)

What strategies should be opted for writing to Technicians?

All of the above (Pg 17)

Question No: 56 (Marks: 1) - Please choose one
Claim letter is also called:

Complaint letter Question

politeness that grows out of respect and concern for others."

Courtesy (Pg 45)

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

project

Which format should be used if the document will be sent to outside individuals?

Letter (Pg 67)

Which of the followings are like good mail order forms, although they also provide more room for explaining special needs?

Order letters (Pg 70)



Which is a correct response to the question: How do you do?

I'm fine.



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

Did they?



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

Defining your objectives (Pg 11)



How many steps are essential for successful oral statement?

Seven (Pg 31)



All of the above (Pg 13)

How many aspects does Accuracy have?

3 (Pg 27)

Make your name and professional achievements prominent (pg 13)

The activity of conveying information (pg 19)

To written and oral communication (pg 31)

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

Composing (Pg 53)

Which of the following consists of four parts: a buffer, reasons supporting the negative decision, clear, diplomatic statement of the negative decision and a helpful, friendly, and positive close?

Indirect plan (pg 74)

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

Indirect plan (Pg 74)

Which Three roles does an audience play?

Decision makers, Advisors, Implementers (Pg 22)

Which section of a résumé creates most disagreements among experts about its relative advantages and disadvantages?

Career objective (Pg 14)

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

Include only relevant and factual information. (Pg 69)

Which one of the following options should be used during business correspondence?

Bias-free language (Pg 58)

Which one of the following can create immense difference between class room communication and job communication?

Size of audience (Pg 3)

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

Good news message

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

Proofreading (Pg 60)

From 2008-2009-2010 midterm papers

Which format should be used if the document will be sent to outside individuals?

Letter

Which of the following can be defined as “the words one chooses to state one’s message, Say much more than their dictionary definitions”?

Semantics

Which question is used to ask about residential status?

What's your address?

How can you make the following statement Concise?
„There are only four rules of our company and every employee is bound to follow these rules

Four rules must be observed.

Which of the following is promoted by simple, direct language?

Stylistic clarity

Which of the following is used as brief, informal reports within an organization?

Memo

Select the statement about the communication process that is NOT true.

Your performance in business will not be judged by your communication ability.

Biased language that might offend the audience is based on

Cultural bias, gender bias

Why important observations, suggestions, or objections should be written?

To create permanent records

Which Three types of readers usually exist?

Phantom Readers, Future Readers, Complex Readers

To whom usually good will letters are written?

Customer

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

Concreteness

Which of the following factors enables you to evaluate the effectiveness of your message?

Feedback

Which of the following can make a meeting unsuccessful?

Holding a meeting when a memo or other business message would have done the job.

Which of the following is an essential component of employment process?

References

Which of the following is the basis of Courtesy?

You-attitude

Which of the following are included in Functional words?

Conjunctions, prepositions, articles, pronouns

A fault in the communication procedure where the meaning of the

Distortion

What is the emphasis of a Functional resume?

Provide functions and tasks the applicant can perform

Please choose one What is the goal of a Non-conventional resume?

Put the most important information first

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