

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

Select the correct option

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

Click to Save Answer & Move to Next Question

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

Select the correct option

☐	circular
☐	letter
☐	memo
☒	email



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

Select the correct option

- | | |
|----------------------------------|--|
| ☐ | introduction |
| ☒ | discussion  |
| ☐ | conclusion |
| ☐ | recommendation |

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

The criteria of an Incident Report do not include:

Select the correct option

☐	Introduction
☐	Personal
☒	Status
☐	Discussion

Report Generated by CamScanner

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

Select the correct option

☐	circulars
☐	letters
☒	emails 
☐	reports

Click to Save Answer & Move to Next Question

Maha Malik's Compilation

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Business reports are used:

Select the correct option

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



Click to Save Answer & Move to Next Question

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

Select the correct option

☐ introduction

☐ methodology

☐ discussion

☒ ideas



Click to Show Answer & Move to Next Question

Maha Malik's Compilation

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

Select the correct option

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

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

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

Select the correct option

- | | |
|----------------------------------|--------------|
| ☐ | email |
| ☐ | social media |
| ☐ | scan-able |
| ☒ | mail |



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

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

Select the correct option

☐

Introduction

☒

Qualification 

☐

Methodology

☐

Discussion

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

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A _____ provides clarity for the less specialized audience.

Select the correct option



glossary



references



recommendation



graphics

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

Maha Malik's Compilation

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

Select the correct option



three



four



five



six

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

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

Select the correct option

☐

introduction

☐

methodology

☐

discussion

☒

conclusion



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

Total Marks: 1

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

Select the correct option

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

Go to the next question

Maha Malik's Compilation

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

Select the correct option

☐ abstract

☐ methodology

☒ introduction

☐ discussion



Click to Save Answer & Move to Next Question

Maha Malik's Compilation

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

Select the correct option

☐ identification

☒ effectiveness 

☐ objectives

☐ education

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

Maha Malik's Compilation

Maha Malik's Compilation

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

Select the correct option

- | | | |
|----------------------------------|-----------|--|
| ☒ | different |  |
| ☐ | similar | |
| ☐ | bigger | |
| ☐ | smaller | |

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

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

Select the correct option

☐ inter-conversation



☐ information



☐ underestimation



☒ misinformation



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

Maha Malik's Compilation

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

Select the correct option

- | | |
|----------------------------------|-----|
| ☒ | 1-5 |
| ☐ | 1-6 |
| ☐ | 1-7 |
| ☐ | 1-8 |

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

Maha Malik's Compilation

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

Select the correct option

☐

chronological

☐

combination

☒

functional

☐

targeted



Click to Save Answer & Move to Next Question

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

Select the correct option

☐

speaker

☒

audience

☐

content

☐

manager

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

Maha Malik's Compilation

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

Select the correct option

- ☐ introduction
- ☐ methodology
- ☒ style
- ☐ discussion



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

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

Select the correct option

☐

introduction

☒

development

☐

conclusion

☐

recommendation

Click to Save Answer & Move to Next Question

Maha Malik's Compilation

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

Select the correct option



reports



letters



circulars



memos

Maha Malik's Compilation

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

Select the correct option

☐	inquiry
☒	transmittal
☐	recommendation
☐	cover

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

Select the correct option



Full Block



Simplified



Modified Block



Modified Semi-Block

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

Select the correct option



subject line



body



complimentary close



salutation



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

Select the correct option

☒	three
☐	four
☐	five
☐	six

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

Select the correct option

☐	memos
☐	circulars
☒	letters
☐	reports

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

Select the correct option

☐	letter
☐	memo 
☒	report
☐	circular

In business communication, English word count expands up to _____ when translated into a European language.

Select the correct option

☐

20%

☒

30%

☐

35%

☐

40%

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

Maha Malik's Compilation

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In _____ cultures, achievement is often measured in terms of power and wealth, and emphasis placed on work goals and assertiveness.

Select the correct option

☐	femininity
☒	masculine 
☐	universalism
☐	particularism

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

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The way to preserve someone's positive face is by paying _____ attention to that person.

Select the correct option

- | | |
|----------------------------------|----------|
| ☒ | positive |
| ☐ | negative |
| ☐ | neutral |
| ☐ | no |

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

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Social class and _____ of parents play a part in the power differentials of families.

Select the correct option

- | | |
|----------------------------------|-----------|
| ☐ | income |
| ☐ | status |
| ☒ | education |
| ☐ | behavior |



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

Question # 3 of 10 (Start time: 04:26:27 PM, 04 February 2020)

Total Marks: 1

In non-verbal communication, body language include(s):

Select the correct option

- | | |
|----------------------------------|-----------------------|
| ☐ | eye movement |
| ☐ | touch |
| ☐ | body distance |
| ☒ | All the given options |



Click to View Answer & Move to Next Question

In intercultural communication, the _____ society's emphasis on group doesn't mean equality.

Select the correct option

☐

individualistic

☒

collectivistic

☐

commercialistic

☐

expressionistic

Click to Save Answer & Move to Next Question

Maha Malik's Compilation

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When planning intercultural training, it is helpful to have an awareness of the _____ dimensions of cultural comparison.

Select the correct option

☐

small

☒

main

☐

horizontal

☐

vertical

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

Maha Malik's Compilation

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The concept of _____ says that features of human life and experience exist beyond the constitutive effects of local cultural conditions.

Select the correct option

☐

Hegemony

☒

Universality

☐

Essentialism

☐

Ethnocentrism

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

Maha Malik's Compilation

Maha Malik's Compilation

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Members of _____ cultures are able to manage different activities at once.

Select the correct option



polychronic



monochronic



diachronic



synchronic

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

Maha Malik's Compilation

Maha Malik's Compilation

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Speakers and listeners of a certain culture have _____ knowledge of how to make requests.

Select the correct option

- | | |
|----------------------------------|--|
| ☐ | explicit |
| ☒ | implicit  |
| ☐ | direct |
| ☐ | imperative |

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

Culture is analyzed by a number of dimensions and _____ areas are usually seen in differentiating cultures.

Select the correct option

☐ three

☐ four

☒ five



☐ six

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

Maha Malik's Compilation

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In business communication, success in multicultural team projects depend(s) on:

Select the correct option

☐

management style

☐

decision-making

☐

time and place

☒

All the given options



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

Maha Malik's Compilation

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As culture is linked to language and communication, the business English teacher need(s) to have awareness about:

Select the correct option

☐ Cultural content

☐ Management

☐ Business

☒ All the given options



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

Maha Malik's Compilation

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The important change(s) which has/have been brought about by globalization include(s):

Select the correct option



transportation



communication technology



immigration



All the given options



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

Maha Malik's Compilation

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In cultures where _____ is held important, people believe that you are what you do, and they base your worth accordingly.

Select the correct option



achievement



femininity



masculinity



universality

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

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In _____, it is accepted without questioning that those in charge have authority and seldom will the juniors question about the implementation of a new policy.

Select the correct option

☐	Japan
☒	Mexico 
☐	Britain
☐	Pakistan



Click to Save Answer & Move to Next Question

Maha Malik's Compilation

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While communicating with a multicultural audience, one has to watch out for cultural:

Select the correct option

☐

biases

☐

expectations

☐

graphics

☒

All the given options



Click to Show Answer & Move to Next Question

Maha Malik's Compilation

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The philosopher, Confucius, who lived in about the _____ century BC is often cited as understand additional dimensions of culture.

Select the correct option

☐

fourth

☒

fifth

☐

sixth

☐

seventh

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

Maha Malik's Compilation

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Low and high-context societies interpret message(s) which are based on their:

Select the correct option

☐

beliefs

☐

values

☐

systems

☒

All the given options



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

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In intercultural conversations, problem(s) emerge because the use(s) of:

Select the correct option

☐ honorific titles

☐ reticence

☐ turn-taking

☒ All the given options



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

Maha Malik's Compilation

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In company cultures, in traditional, _____management styles, responsibilities will be clearly defined.

Select the correct option

☒	formal
☐	informal
☐	neutral
☐	All the given options

Click to Save Answer & Move to Next Question

Maha Malik's Compilation

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The _____ of like-minded people would encourage everyone to work together to benefit the company.

Select the correct option

☐	energy
☒	synergy 
☐	clergy
☐	allergy

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

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There are _____ ways of thinking about what intercultural training is and what it can achieve.

Select the correct option



two



three



four



five

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

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Maha Malik's Compilation

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In _____ with its emphasis on rights and obligations, thanking someone comes close to an 'apology'.

Select the correct option

☐

Europe

☐

Britain

☒

Japan

☐

Germany

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

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Question # 10 of 10 (Start time: 03:05:37 PM, 28 August 2020)

Total Marks: 1

Giving _____ in a DE program is crucial for its success as students have fewer opportunities to ask for clarification.

Select the correct option



lectures



examination



results



feedback

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

Question # 9 of 10 (Start time: 03:05:02 PM, 28 August 2020)

Total Marks: 1

As culture is linked to language and communication, the business English teacher need(s) to have awareness about:

Select the correct option

- ☐ Cultural content
- ☐ Management
- ☐ Business
- ☒ All the given options

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

Question 8 of 10 (Start time: 02:04:33 PM, 28 August 2020)

Total Marks: 1

Meaningful online _____ is critical to all learning environments, traditional as well as on-line.

Select the correct option

☒ feedback☐ lecture☐ assessment☐ result[Click to Save Answer & Move to Next Question](#)

In distance communication course, various _____ tasks can be designed to give learners the desired practice of telephoning.

Select the correct option

☐ theoretical

☒ practical

☐ complex

☐ collaborative

Click to Save Answer & Move to Next Question

Question 2 of 10 (Start time: 02:02:20 PM, 28 August 2020)

Total Marks: 1

In a distance learning program, several thing(s) must happen which include(s):

Select the correct option



content delivery



regular communication



continuous feedback



All the given options

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

Question # 3 of 10 (Start time: 03:02:45 PM, 28 August 2023)

Total Marks: 1

In a distance education course for communication, there are _____ parallel structures of a phone call.

Select the correct option

☒ two☐ three☐ four☐ five[Click to Save Answer & Move to Next Question](#)

Question # 4 of 18 (Start Time: 02:02:08 PM, 28 August 2020)

Total Marks: 1

In business communication, success in multicultural team projects depend(s) on:

Select the correct option



management style



decision-making



time and place



All the given options

Click to Save Answer & Move to Next Question

Question # 3 of 10 (Start time: 02:11:35 PM, 28 August 2020)

Total Marks: 1

The most important advantage of distance learning as compared to traditional forms of learning is the _____ which is present in DE.

Select the correct option

☐ credibility☐ reliability☒ flexibility☐ possibility

Click to Save Answer & Move to Next Question

Question # 2 of 10 (Start time: 03:01:20 PM, 18 August 2020)

Total Marks: 1

In the traditional teaching use of _____ is becoming popular.

Select the correct option

☒ technology☐ radio☐ television☐ cell phone[Click to Save Answer & Move to Next Question](#)

Question # 1 of 10 (Start Time: 03:00:50 PM, 28 August 2020)

Total Marks:

In _____teaching, the teacher is a role model for the learners.

Select the correct option



distance



literacy



traditional



All the given options

Click to Save Answer & Move to Next Question

Question # 18 of 18 (Start time: 03:12:12 PM, 28 August 2020)

Total Marks: 1

A disadvantage of computer is that _____ people spend most of their time on computers and don't spend more time in learning English via computers.

Select the correct option

- ☐ literary
- ☐ judicial
- ☒ business
- ☐ criminal

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

Question # 9 of 19 (Start time: 02:15:25 PM, 28 August 2020)

Total Marks: 1

Intercultural communication should be part of a _____ English course because of the global nature of most businesses these days.

Select the correct option

☒ business☐ legal☐ academic☐ technical

Click to Save Answer & Move to Next Question

Question # 8 of 10 (Start Time: 03:14:43 PM, 28 August 2020)

Total Marks: 1

The _____ spread of distance education in the world not only offers learners and teachers great opportunities but also brings a lot of challenges.

Select the correct option



slow



rapid



cheap



costly

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

Question # 8 of 10 (Start Time: 02:13:55 PM, 28 August 2020)

Total Marks: 1

The _____disadvantages of DE relates to the communication problems, in the delivery systems by which the content reaches the recipient.

Select the correct option

☒ first☐ second☐ third☐ fourth

Click to Save Answer & Move to Next Question

Question # 4 of 10 (Start time: 03:13:13 PM, 28 August 2020)

Total Marks: 1

The concept of _____ says that features of human life and experience exist beyond the constitutive effects of local cultural conditions.

Select the correct option

☐ Hegemony☒ Universality☐ Essentialism☐ Ethnocentrism[Click to Save Answer & Move to Next Question](#)

Question # 2 of 10 (Start time: 03:12:32 PM, 28 August 2020)

Total Marks: 1

Teaching online requires specific competencies and skills associated with effective _____course teaching and facilitation.

Select the correct option

☐ offline☒ online☐ landline☐ All the given options[Click to view answer & move to next question](#)

On internet, several types of resources are available which give _____ business information.

Select the correct option

☐ specific

☒ general

☐ productive

☐ historical

(Click to Show Answer & Move to Next Question)

MC180402553: HUMMERA YASMEEN

ENG516:Quiz 2

Question # 3 of 10 (**Start time: 03:37:35 PM, 28 August 2020**)

The established practice for course evaluation in distance education consist(s) of the following(s):

Select the correct option

☐	Continuous Assessment
☐	End of course examination
☐	Mandatory component
☒	All the given options

MC180402553: HUMMERA YASMEEN

ENG516:Quiz 2

Question # 10 of 10 (**Start time: 03:40:41 PM, 28 August 2020**)

E-learning refers to learning which takes place with the help of _____media.

Select the correct option



print



social



electronic



All the given options

Question # 4 of 10 (Start time: 03:38:05 PM, 28 August 2020)

Open University of Sri Lanka provides assistance and guidance through _____ school sessions which are held at regular intervals mostly on weekends.

Select the correct option



day



afternoon



evening



night

Question # 9 of 10 (Start time: 04:12:57 PM, 28 August 2020)

Total Marks: 1

The _____ of like-minded people would encourage everyone to work together to benefit the company.

Select the correct option

☐	energy
☒	synergy
☐	clergy
☐	allergy

Question # 7 of 10 (Start time: 04:12:18 PM, 28 August 2020)

Total Marks: 1

In business communication, English word count expands up to _____ when translated into a European language.

Select the correct option



20%



30%



35%



40%