

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

Select the correct option

- |                                  |          |
|----------------------------------|----------|
| <input checked="" type="radio"/> | proposal |
| <input type="radio"/>            | memo     |
| <input type="radio"/>            | letter   |
| <input type="radio"/>            | 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

|                                  |          |
|----------------------------------|----------|
| <input type="radio"/>            | circular |
| <input type="radio"/>            | letter   |
| <input type="radio"/>            | memo     |
| <input checked="" type="radio"/> | email    |



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

Select the correct option

- |                                  |                                                                                                |
|----------------------------------|------------------------------------------------------------------------------------------------|
| <input type="radio"/>            | introduction                                                                                   |
| <input checked="" type="radio"/> | discussion  |
| <input type="radio"/>            | conclusion                                                                                     |
| <input type="radio"/>            | recommendation                                                                                 |

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

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The criteria of an Incident Report do not include:

Select the correct option

|                                  |              |
|----------------------------------|--------------|
| <input type="radio"/>            | Introduction |
| <input type="radio"/>            | Personal     |
| <input checked="" type="radio"/> | Status       |
| <input type="radio"/>            | Discussion   |

View Question History

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

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Business reports are used:

Select the correct option

- |                                  |                       |
|----------------------------------|-----------------------|
| <input type="radio"/>            | Externally            |
| <input type="radio"/>            | Internally            |
| <input type="radio"/>            | Vertically            |
| <input checked="" type="radio"/> | 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

|                                  |                                                                                           |
|----------------------------------|-------------------------------------------------------------------------------------------|
| <input type="radio"/>            | introduction                                                                              |
| <input type="radio"/>            | methodology                                                                               |
| <input type="radio"/>            | discussion                                                                                |
| <input checked="" type="radio"/> | ideas  |



Click to Show Answer & Move to Next Question

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

- |                                  |                |
|----------------------------------|----------------|
| <input checked="" type="radio"/> | confirmation   |
| <input type="radio"/>            | procedure      |
| <input type="radio"/>            | feasibility    |
| <input type="radio"/>            | 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

- |                                  |              |
|----------------------------------|--------------|
| <input type="radio"/>            | email        |
| <input type="radio"/>            | social media |
| <input type="radio"/>            | scan-able    |
| <input checked="" type="radio"/> | 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

- |                                  |                                                                                                    |
|----------------------------------|----------------------------------------------------------------------------------------------------|
| <input checked="" type="radio"/> | <p>glossary</p>  |
| <input type="radio"/>            | <p>references</p>                                                                                  |
| <input type="radio"/>            | <p>recommendation</p>                                                                              |
| <input type="radio"/>            | <p>graphics</p>                                                                                    |

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

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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

|                                  |                                                                                                |
|----------------------------------|------------------------------------------------------------------------------------------------|
| <input type="radio"/>            | introduction                                                                                   |
| <input type="radio"/>            | methodology                                                                                    |
| <input type="radio"/>            | discussion                                                                                     |
| <input checked="" type="radio"/> | conclusion  |



Click to Save Answer & Move to Next Question

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

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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

- |                                  |              |
|----------------------------------|--------------|
| <input type="radio"/>            | abstract     |
| <input type="radio"/>            | methodology  |
| <input checked="" type="radio"/> | introduction |
| <input type="radio"/>            | discussion   |



Click to Save Answer & Move to Next Question

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

Select the correct option

☐ identification

☒ effectiveness 

☐ objectives

☐ education

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

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

Select the correct option

- |                                  |           |                                                                                    |
|----------------------------------|-----------|------------------------------------------------------------------------------------|
| <input checked="" type="radio"/> | different |  |
| <input type="radio"/>            | similar   |                                                                                    |
| <input type="radio"/>            | bigger    |                                                                                    |
| <input type="radio"/>            | 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

- |                                  |                                                                                                    |
|----------------------------------|----------------------------------------------------------------------------------------------------|
| <input type="radio"/>            | inter-conversation                                                                                 |
| <input type="radio"/>            | information                                                                                        |
| <input type="radio"/>            | underestimation                                                                                    |
| <input checked="" type="radio"/> | misinformation  |

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

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

Select the correct option

|                                  |     |
|----------------------------------|-----|
| <input checked="" type="radio"/> | 1-5 |
| <input type="radio"/>            | 1-6 |
| <input type="radio"/>            | 1-7 |
| <input type="radio"/>            | 1-8 |

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

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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](#)

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

Select the correct option

- |                                  |              |
|----------------------------------|--------------|
| <input type="radio"/>            | introduction |
| <input type="radio"/>            | methodology  |
| <input checked="" type="radio"/> | style        |
| <input type="radio"/>            | 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

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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

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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

|                                  |                |
|----------------------------------|----------------|
| <input type="radio"/>            | inquiry        |
| <input checked="" type="radio"/> | transmittal    |
| <input type="radio"/>            | recommendation |
| <input type="radio"/>            | 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

|                                  |       |
|----------------------------------|-------|
| <input checked="" type="radio"/> | three |
| <input type="radio"/>            | four  |
| <input type="radio"/>            | five  |
| <input type="radio"/>            | 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

|                                  |           |
|----------------------------------|-----------|
| <input type="radio"/>            | memos     |
| <input type="radio"/>            | circulars |
| <input checked="" type="radio"/> | letters   |
| <input type="radio"/>            | 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

|                                  |                                                                                          |
|----------------------------------|------------------------------------------------------------------------------------------|
| <input type="radio"/>            | letter                                                                                   |
| <input type="radio"/>            | memo  |
| <input checked="" type="radio"/> | report                                                                                   |
| <input type="radio"/>            | 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

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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

|                                  |          |
|----------------------------------|----------|
| <input checked="" type="radio"/> | positive |
| <input type="radio"/>            | negative |
| <input type="radio"/>            | neutral  |
| <input type="radio"/>            | 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

- |                                  |           |
|----------------------------------|-----------|
| <input type="radio"/>            | income    |
| <input type="radio"/>            | status    |
| <input checked="" type="radio"/> | education |
| <input type="radio"/>            | behavior  |



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

Question # 3 of 10 ( Start time: 04:26:27 PM, 06 February 2020 )

Total Marks: 1

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

Select the correct option

- |                                  |                       |
|----------------------------------|-----------------------|
| <input type="radio"/>            | eye movement          |
| <input type="radio"/>            | touch                 |
| <input type="radio"/>            | body distance         |
| <input checked="" type="radio"/> | 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

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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](#)

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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](#)

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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](#)

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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](#)

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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](#)

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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](#)

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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](#)

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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

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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

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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](#)

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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

- |                                  |                       |
|----------------------------------|-----------------------|
| <input type="radio"/>            | honorific titles      |
| <input type="radio"/>            | reticence             |
| <input type="radio"/>            | turn-taking           |
| <input checked="" type="radio"/> | All the given options |



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

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In company cultures, in traditional, \_\_\_\_\_management styles, responsibilities will be clearly defined.

Select the correct option

|                                  |                       |
|----------------------------------|-----------------------|
| <input checked="" type="radio"/> | formal                |
| <input type="radio"/>            | informal              |
| <input type="radio"/>            | neutral               |
| <input type="radio"/>            | All the given options |

Click to Save Answer & Move to Next Question

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

Select the correct option

|                                  |                                                                                             |
|----------------------------------|---------------------------------------------------------------------------------------------|
| <input type="radio"/>            | energy                                                                                      |
| <input checked="" type="radio"/> | synergy  |
| <input type="radio"/>            | clergy                                                                                      |
| <input type="radio"/>            | 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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In \_\_\_\_\_ with its emphasis on rights and obligations, thanking someone comes close to an 'apology'.

Select the correct option

- |                                  |                                                                                           |
|----------------------------------|-------------------------------------------------------------------------------------------|
| <input type="radio"/>            | Europe                                                                                    |
| <input type="radio"/>            | Britain                                                                                   |
| <input checked="" type="radio"/> | Japan  |
| <input type="radio"/>            | Germany                                                                                   |

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

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: 02:00:20 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 &amp; Move to Next Question

Question # 3 of 10 ( Start time: 03:01:35 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 &amp; 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 &amp; 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.

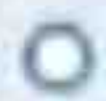
Select the correct option



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 &amp; 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

|                                     |                           |
|-------------------------------------|---------------------------|
| <input type="radio"/>               | Continuous Assessment     |
| <input type="radio"/>               | End of course examination |
| <input type="radio"/>               | Mandatory component       |
| <input checked="" type="checkbox"/> | 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

|                                  |         |
|----------------------------------|---------|
| <input type="radio"/>            | energy  |
| <input checked="" type="radio"/> | synergy |
| <input type="radio"/>            | clergy  |
| <input type="radio"/>            | 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%