



ENG301

Quiz 1

ABSTRACT

This comprehensive collection of notes is accurately crafted to empower students to excel academically, ensuring they achieve a minimum of 80% marks in their examinations. The content is organized with clarity and precision, focusing on key concepts, critical analyses, and practical applications tailored to the syllabus. These notes serve as a reliable resource for both thorough preparation and last-minute revision. Designed to inspire confidence and mastery, this guide is an essential tool for students striving for academic excellence.

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BUSINESS COMMUNICATION

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1. Writing style can be improved through use of: (simple words)
2. all the following are external stakeholders of an organization except: (media)
3. Feedback is a listener's: (verbal or non-verbal response to a message)
4. Someone from the United states shakes his or her head when saying "no." this is an example of nonverbal: (complementing)
5. ____ Keep a distance of 18 inch from other person during a formal conversation. (Americans)
6. While communicating, when you are aware not only of the perspective of others but also their feeling, you are applying which principle of communication: (courtesy)
7. Use the indirect approach when the audience is: (displeased)
8. Sounds such a 'uh-huh', 'um', 'uh', silent pauses are vocal _____. (segregates)
9. Which of the following is an example of gender biased word? (newsman)
10. Which of the following is an environmental barrier to listening? (problem in the communication channel)
11. Communication is the task of imparting _____. (information)
12. "We all participate in a social situation and within that situation each agrees to assume certain role such as compromiser and initiator, etc." which theory of communication is referred by the above statement? (social environment)
13. Courtesy means _____ without killing the hopes of people. (refusal)
14. If you wish to conserve the reader's time and effort by expressing yourself with words that are easy to understand, which of the Cs will you need to apply? (concise)
15. reading for information about what is happening within your organization is called: (reading for internal information)
16. _____ Expressions are not encoded in words. (non-verbal)
17. Electronic communication includes all of the following except _____. (telephone calls)
18. A _____ is anything that prevents something from getting through to its destination or receiver as intended. (barrier)
19. Which of the following is used when determining the purpose of a message? (filtering)
20. _____ Is saying what you want to say in the fewest possible words without sacrificing the other C qualities. (conciseness)
21. _____ types of flow takes place between peers in organizations in order to solve problems. (horizontal)
22. The process of _____ has six components, sender/encoder, message, medium, receiver/decoder, and feedbacks. (communication)
23. Producing the desired _____ is one of the crucial variables of rhetorical theory of communication. (message)
24. If there is no receiver, there is no: (communication)
25. During the careful creation of message; we focus on: (receiver)
26. Non-verbal communication, by contrast, is characteristics of, or common to a group of people. (cultural)

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27. Which of the following is a concise form of 'As a consequence of'? (because)
28. Which of the following is an example of redundant expressions? (absolutely free; adequate enough; personal opinion; **all of the above**)
29. _____ Consists of the voice qualities and vocalization that affect how something is said rather than what is said. (**paralanguage**)
30. Individual cultural variables include: (**space zone, oral communication**)
31. Readers will more easily understand you if you use _____. (**simple words**)
32. A balance between precise language and _____ language is discipline for the successful transference of meaning in any message. (**familiar**)
33. Organizational communication includes _____. (resolving conflicts, interviewing potential employees, presenting and selling ideas, **all of the above**)
34. All of the following are barriers to effective communication except: (**eliminate noise**)
35. _____ Non-verbal communication is behaviors that is common to humankind. (**universal**)
36. Wrong decoding means _____. (**interpreted meaning is different from intended message**)
37. Grooming is a form of non-verbal communication that is: (**conscious**)
38. Identify the example of artifacts from the following. (**perfume**)
39. Personal space varies according to: (**culture, status**)
40. Informative writing focuses primarily on the: (**subject under discussion**)
41. A message can only be deemed effective when it is _____. (**understood by others and produces the intended results**)
42. _____ Are objects used to convey nonverbal messages about self-concept, image, mood, feeling or style. (**artifacts**)
43. Listening and hearing refer to: (**different things**)
44. Which word does not show gender bias? (**nurse**)
45. Mark the following statement as true or False.

The best way to create an effective message is to focus on your audience, so that you can make them to understand and accept you. (**true**)

46. Nonverbal communication is more useful than verbal communication in conveying which of the following kinds of information?

(Initial impressions; emotional expression; relational information; **all of the above**)

47. Mark the following statement as true or False.

Every message, whether oral or written, begins with context. (**True**)

48. Choose the best option

Causal communication among customers, suppliers, investors, e-mail; face to face conversation, and phone calls discussion is called _____ communication. (**informal**)

49. Choose the best option

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‘please’ is the example of _____. (courtesy)

50. Mark the following statement as true or False.

Artifacts are objects used to convey nonverbal messages about self-concept, image, mood, feeling or style. (True)

51. Mark the following statement as true or False.

A sentence in a business letter should have 5 to 30 words. (False)

52. Mark the following statement as true or False.

Oral communication is best for permanent record. (False)

53. Mark the following statement as true or False.

There are four types of nonverbal messages. (True)

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