

_____ enables a supervisor to manage work flow via individual computers instead of physically moving from place to place or face-to-face meetings.

Select the correct option



Videotape



Teleconferencing



Groupware



Computer conferencing

Mark the following as True or False.

Mention 'number of persons' while requesting for a hotel reservation.

Select the correct option

False



True



Which of these is most likely to be included in the Appendix of a report?

Select the correct option

☒	Graphs
☐	Names
☐	Terms
☐	Findings

Buffer can be of ----- types.

Select the correct option



8



4



2



6

Choose the correct option:

A statement that is meant to bring the reader to a positive frame of mind is called _ _ _ _ _

Select the correct option

☐	attention getter
☒	buffer
☐	appraisal
☐	compliment

When a writer is psychologically unable to begin composing, he or she has _____.

Select the correct option

☐	writer's wedge
☐	writer's jam
☐	writer's hindrance
☒	writer's block



Mark the following as True or False.

A 'Buffer' is a statement that is meant to bring the reader to a troubled frame of mind.

Select the correct option

True



False



In a ----- the writer seeks information without having an intention to buy or sell.

Select the correct option

☐	Inquiry letter
☐	Adjustment letter
☐	Complaint letter
☒	General request letter



Appreciation is a type of _____.

Select the correct option

☐

persuasive plan

☒

buffer

☐

letter

☐

indirect approach

End positively and friendly, stating clearly the desired action and offering any further help is _____.

Select the correct option



Inductive Approach



Basic Organizational Plan



Agreement



Deductive Approach



Which of the following appeals are used to get the attention of the reader?

Select the correct option

☐	Altruistic Appeal
☒	All of the above
☐	Individual responsibility appeal
☐	Reader-benefit appeal

inductive approach consists of _____ parts

Select the correct option



2



5



3



4



The closing paragraph of a letter refusing a request should _____.

Select the correct option



include an apology



none of the above



close pleasantly with a look towards the future



re-emphasize the negative for clearer understanding



When a document goes from one person to another several times, this is called _____.

Select the correct option

☐	bypassing
☒	transferring
☐	shifting
☐	cycling

In an effective refusal, you ask your reader to accept your decision as the only _____ answer under the circumstances.

Select the correct option

☐

fair

☐

pleasant

☐

biased

☐

positive

A persuasive plan is similar to _____.

Select the correct option



good-news plan



collaborative plan



direct-request plan



bad-news plan



In e-mailing system _____ contains names, addresses, and sometimes other information about each user to find the email address you need to send a message.

Select the correct option

☐	Catalogue
☐	Thesaurus
☒	Directory
☐	Dictionary

A kind of _____ occurs when strangers meet each other, seeking to determine which topics are acceptable and uncontroversial

Select the correct option

☐	code switching
☒	verbal sparring
☐	cultural differences
☐	None of above

Question # 1 of 10 (Start time: 03:19:50 PM, 30 December 2022)

The _____ section may include information about the message composer, the typist, and sometimes word processing data.

Select the correct option

- | | |
|----------------------------------|---------------|
| ☒ | reference |
| ☐ | opening |
| ☐ | none of above |
| ☐ | closing |

_____ is an optional part of the letter writing.

Select the correct option

☐	Complimentary close
☐	Heading
☒	Attention line
☐	Reference Section

Question # 10 of 10 (Start time: 10:43:32 PM, 30 December 2022)

Which of the following approach is used to write a letter of thanks to a customer for placing a large order?

Select the correct option

☐

Indirect

☐

Persuasive

☐

All of the above

☒

Direct



In a _____ the writer seeks information without intention to buy or sell.

Select the correct option

- | | |
|-----------------------|--------------------|
| ☐ | Request Letter |
| ☐ | General Request |
| ☐ | Positive Request |
| ☐ | Persuasive Request |
- 

The _____ section may include information about the message composer, the typist, and sometimes word processing data.

Select the correct option

☐

reference

☐

opening

☐

none of above

☐

closing

Which of the following letters is written to ask a piece of information about a product or services?



Select the correct option

☐

Order letter

☐

Inquiry letter

☐

Sales letter

☐

Recommendation letter

Fill in the following blank with the appropriate option:

The newest fax machines use digital transmission and they can transmit a page in less than _____ minute/s.

Select the correct option



2



4



1



3

AIDA stands for

Select the correct option



Attention, Interest, Demand, Attempt



Accuracy, Interest, Desire, Action



Attraction, Interest, Desire, Action



Attention, Interest, Desire, Action



Which of the following is NOT the strategy for a good online writing style?

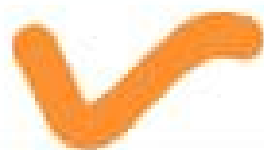
Select the correct option



Use the active voice.



Use emotional response.



Avoid slang.



Remove ambiguous and unnecessary

Identify the statement as 'True' or 'False'.

An inquiry letter asks for information about products or services the writer is interested in purchasing.

Select the correct option

False

☐

True

☐

We use inductive approach when the request requires no special tact or persuasion.

Select the correct option

True



False



The type of message that attempts to convince the reader to spend time or money or to go to some trouble to help the writer – usually without benefit to the reader is called:

Select the correct option

☒

Persuasive request letter

☐

General request letter

☐

Adjustment letter

Fill in the following blank with the appropriate option:

The newest fax machines use digital transmission and they can transmit a page in less than minute/s.

Select the correct option

- ☐ 2
- ☐ 4
- ☒ 1
- ☐ 3

✓ only

End positively and friendly, stating clearly the desired action and offering any further help is -----

Select the correct option

☐	Agreement
☐	Inductive Approach
☐	Deductive Approach
☐	Basic Organizational Plan



Keeping in mind the basic components of an email system, fill in the following blank with the correct option.

Each email system uses a _____ that describes the structure of the message.

Select the correct option

☐	all of the above
☐	board
☒	protocol
☐	page

An inquiry asks for information about products or services the writer is interested in

Select the correct option

☐ selling

☒ purchasing

Fill in the following blank with the correct option.
Goodwill letters use ----- approach.

Select the correct option



indirect



all of the above



buffer



direct



A negative answer to a request should begin with ____.

Select the correct option

☒	the facts you need to present
☐	a regretful "no" by using the direct approach
☐	a neutral opening
☐	an explanation



Buffer can be of ----- types.

Select the correct option



8



2



4



6

_____ is an expression of courtesy to put your reader in a friendly frame of mind.

Select the correct option

☐	None of above
☐	Complimentary close
☐	Copy Notation
☐	Salutation



A request for cooperation, gifts or favors, without any intention to buy or sell is a _____.

Select the correct option

☐	Direct request
☐	Persuasive request
☐	Indirect request
☐	Personal request



Which of the following aims at gathering specific information?

Select the correct option



Letter of information



Letter of claim



Letter of request



Letter of inquiry



You write a/an ----- letter when someone in your own organization makes a suggestion that proves worthwhile.

Select the correct option



appreciation



recommendation



condolence



order

In a _____ the writer seeks information without intention to buy or sell.

Select the correct option

☐	Persuasive Request
☐	Request Letter
☐	General Request
☐	Positive Request



Which of the following letters can be called 'morale builders'?

Select the correct option

- | | |
|---|--------------------|
| ☒ | Sympathy letters |
| ☐ | Welcome letters |
| ☐ | Collection letters |
| ☐ | Sales letters |

What type of letter will you write to ask questions about a new package advertised by the software manufacturer that you cannot check locally?

Select the correct option

☐	Solicited inquiry letter
☐	Unsolicited inquiry letter
☒	General request letter
☐	Adjustment letter

A letter of ----- says "thank you" and implies "well done".

Select the correct option



invitation



confirmation



appointment



appreciation



Providing practical information is an attribute of effective business communication.

Select the correct option



True



False

Inductive approach consists of _____ parts

Select the correct option



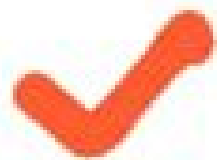
2



3



4



5

Which of the following approach is used to write a letter of thanks to a customer for placing a large order?

Select the correct option

☐

Indirect

☐

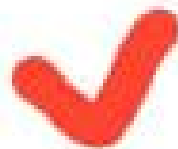
Persuasive

☐

All of the above

☐

Direct



Subscribers to electronic mail services are called

Select the correct option



Messengers



Agents



Users



Customers

In _____ the message begins with an attention-getting statement.

Select the correct option



good will request



all of above



direct request



persuasive request



Email etiquette requires that -----.

Select the correct option

☐	one should send the message anonymously
☐	one should keep the message short
☐	one should write the message in all capitals
☐	one should leave the subject line blank



We need to understand the rules, or the "culture," of the environment in order to communicate.

Select the correct option

☒

True

☐

False

Get-well wishes and Sympathy letters are written when a personal friend or a business acquaintance is _____.

Select the correct option

☐

leaving

☐

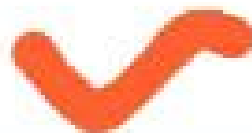
married

☐

purchasing

☐

ill



When determining the scope of a message, a writer should consider _____.

Select the correct option



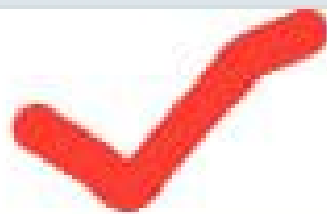
how technical the document should be



the level of detail the audience needs



All of the above



what format the audience expects

We need to understand the rules, or the "culture," of the environment in order to communicate.

Select the correct option

True



False

Which of the following approach is used to write a letter for making a reservation in a hotel?

Select the correct option

☐	Persuasive
☐	Indirect
☒	Direct
☐	All of the above

When writing a buffer, you need to avoid

Select the correct option



Irrelevant sentences



Apologizing



Saying no



Above all



Which of the following is/are type/s of buffer?

Select the correct option

☒	All of the above
☐	Agreement
☐	Appreciation
☐	Assurance

Mark the following as True or False.

A facsimile machine scans a printed page, converts it to a signal, and transmits the signal over a telephone line.

Select the correct option

False

True



When writing a buffer, you need to avoid

Select the correct option

☒	Above all
☐	Irrelevant sentences
☐	Saying no
☐	Apologizing

Which of the following action implies the indirect approach for writing a business message?

Select the correct option

☐	To refuse a request for credit
☐	To confirm a reservation
☐	To thank a customer for placing a large order
☐	To congratulate a former classmate on a promotion



Fill in the following blank with the correct option.

A buffer is a _____ that is meant to bring the reader to a positive frame of mind.

Select the correct option

☐

statement

☒

sentence

☐

promise

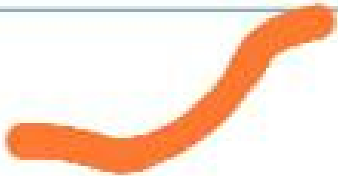
☐

pact

Buffer is a statement that is meant to bring the reader to a positive frame of mind. It can be

Select the correct option

☐	Motivation
☐	Surprise
☐	Happiness
☐	Understanding



Letters of appreciation are often sent to:

Select the correct option

☐

A new customer for a first order.

☐

The payment of an overdue bill.

☐

An established customer for a particularly large order.

☐

All of the above.



Voice mail is useful because

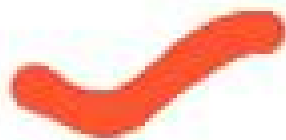
Select the correct option



It is most effective for short messages



All of the above



It is especially useful for good will and other positive messages



It solves time-zone difficulties

Mark the following as True or False.
Individual responsibility appeal is part of persuasive requests.

Select the correct option

False



True



If you feel your correspondent's comments are unfair, courtesy demands you to answer_____.

Select the correct option

☐

tactfully

☐

abruptly

☐

shortly

☐

simply

One _____ of 'Direct-Request Plan' is to give necessary desirable details for easy reading.

Select the correct option

☐	cons
☐	fault
☐	disadvantage
☐	trait



Which of the following business letters use/s 'Direct Approach'?

Select the correct option

☐	Appreciation letter
☒	All of the above
☐	Goodwill letter
☐	Order letter

When writing a buffer, you need to avoid

Select the correct option



Irrelevant sentences



Apologizing



Saying no



Above all



Mark the following as True or False.

A facsimile machine scans a printed page, converts it to a signal, and transmits the signal over a telephone line to a receiving fax machine.

Select the correct option

False



True



Question # 8 of 10 (**Start time: 03:30:05 PM, 30 December 2022**)

Mark the following as True or False.

A 'Buffer' is a statement that is meant to bring the reader to a troubled frame of mind.

Select the correct option

True

☐

False

☐

Question # 7 of 10 (Start time: 03:28:49 PM, 30 December 2022)

Choose the correct option.

A private network, set up within an organization that operates over the internet and may be used to link geographically remote sites is called Usenet.

Select the correct option

☐	True
☐	False



Question # 6 of 10 (Start time: 03:27:07 PM, 30 December 2022)

Which form of communication would be best if you were to discuss a new marketing campaign with fellow directors based in Edinburg, Cardiff and Paris?

Select the correct option

☒	Video-conferencing
☐	Email
☐	Report
☐	Presentation

Question # 5 of 10 (Start time: 03:26:05 PM, 30 December 2022)

Which of these is a record of a meeting?

Select the correct option

☐

Plans

☐

Presentations

☐

Agenda

☐

Minutes



Question # 4 of 10 (Start time: 03:24:54 PM, 30 December 2022)

What type of letter will you write to ask questions about a new package advertised by the software manufacturer that you cannot check locally?

Select the correct option

☐	Unsolicited inquiry letter
☐	Adjustment letter
☐	Solicited inquiry letter
☐	General request letter



Mark the following as True or False.

The oldest type of fax machine had to be connected to a machine of the same type, and the transmission took several minutes.

Select the correct option

☐

True

☐

False

Active listening does not require _____.

Select the correct option



rejecting messages based on personal value systems



asking questions



paraphrasing the speaker's main points



paying attention to non-verbal clues

Question # 5 of 10 (Start time: 10:36:44 PM, 30 December 2022)

Judging people to a great extent by their _____ is a type of verbal sparring.

Select the correct option

☐

manners

☐

attitude

☐

all of above

☐

voice

Question 12 of 16 (33%)
To encourage future correspondence, what do you write at the end of the email?

 Select the correct option

☐

'Get back to me please.'

☐

'I look forward to hearing back from you.'

☐

'Please write when you have time.'

☐

'Can you write back?'

The closing paragraph of a letter refusing a request should -----.

Select the correct option

☐

close pleasantly with a look towards the future

☐

none of the above

☐

include an apology

☐

re-emphasize the negative for clearer understanding

Which of the following is not a quality of good business and administrative writing?

Select the correct option



Correct



Complimentary



Concise



Clear

Establishing the purpose of a message before beginning to write allows the writer to -----

Select the correct option

- | | |
|-----------------------|---|
| ☐ | reduce the chance that the message will succeed |
| ☐ | organize the message effectively |
| ☐ | include only one purpose in the message |
| ☐ | overlook key components of the message |

By using buffers, the effort to soften the blow of the negative response often builds a feeling of ----- that goes beyond the momentary disappointment.

Select the correct option

☐	goodwill
☐	grudge
☐	good news
☐	resentment

Which of these business details would not normally feature as part of a letter head?

Select the correct option

☐	Date the business was established
☐	Email Address
☐	Company registration number
☐	Website address

Question # 3 of 10 (Start time: 09:53:12 PM, 30 December 2022)

Choose the correct option.

Web address that gives the exact location of an internet resource, contains information about the server to be contacted and path of access is called uniform resource locator.

Select the correct option

True

☐

False

☐

Which of the following aspect denotes the necessary research and organizing ideas?

Select the correct option

☐	Manuscript
☐	Report production
☐	None of them
☐	Informal letter

Superiors channeling information to subordinates is an example of _____.

Select the correct option

- | | |
|-----------------------|--------------------------|
| ☐ | horizontal communication |
| ☐ | upward communication |
| ☐ | downward communication |
| ☐ | vertical communication |

Click to Save Answer & Move to Next Question

Question # 1 of 10 (start time: 09:08:42 PM, 30 December 2022)

Total Marks: 1

They agreed that the system wasn't working well and there was a need to ----- a more radical approach.

Select the correct option

☐

prefer

☐

designate

☐

choose

☐

adopt

Informal communication is not as important in an organization as formal written documents.

Select the correct option

True



False



There are different techniques used in _____ like mapping, brainstorming, and asking questions.

Select the correct option

☐	prewriting
☐	outlining
☐	editing
☐	drafting