



ENG301

Quiz for Mid-Term

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

Quiz 1

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)

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- 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)
- 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)

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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

‘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)

Quiz 2

1. In a block style business letter what type of line spacing is used between the inside address and the salutation? (double)
2. In what type of messages do we use proper tone from the beginning in a reasonable and understandable way? (Good news message)
3. In business message composition, _____ is the way you use words to achieve a certain overall impression. (style)
4. The paper used in office stationery should be of ____ in weight and white, cream, or light gray in color. (20-pound)
5. Ethnocentrism means: (judging other group or countries by the cultural standards of your group)
6. It is better to ask about the mode of _____ for an occasion in your country than to risk making an embarrassing mistake. (dressing)
7. In the middle East which of these should you avoid when eating? (using your left hand)
8. The most important part in a business letter is the opening; the second most important part is _____. (closing)

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9. We use _____ approach in organizing our request letter when it requires no special tact or persuasion. (direct or deductive approach)
10. 'MA/na' is the way to represent: (reference section)
11. A letter or report to a customer from an employer belongs to which kind of communication? (Official communication)
12. _____ Enables a supervisor to manage work flow via individual computers instead of physically moving from place to place or having face-to-face meetings. (groupware)
13. Judging people to a great extent by their voice is a type of verbal sparring; it refers to the fact that people can be judged by their _____. (tone)
14. Modern letterheads usually occupy no more than _____ inches at the top of the page. (2)
15. _____ Describes the attitude of those who operates from the assumption that their ways of doing things are best-no matter on or under what conditions they are applied. (ethnocentrism)
16. In semi block format heading, inside address, situation and complementary close are punctuated in _____ style(s) of punctuation. (open)
17. 'Dear Sara' comes under the category of _____ style of salutation. (friendly)
18. An effective _____ should leave a sense of closure and goodwill with the receiver and make him act and desired. (closing)
19. What does constructive criticism focuses on in communication process? (constructive criticism focuses on improvement and the process and outcomes of communication)
20. Business messages should be closed on a plosive and courteous thought. Which of the following statements satisfy this guideline? (we wish you success in your search for a position)
21. _____ Deals with the concept of space in intercultural communication. (proxemics)
22. Which of the following aspect denotes the necessary research and organizing ideas? (report production)
23. Email etiquette requires that _____. (one should keep the message short)
24. The complimentary close is placed _____ below the last line of a letter's body. (two spaces)
25. Keeping in mind decision making as national cultural variable; identify which of the following group of notions is quick at decision making? (Germans, Dutch, Scandinavian)
26. Appearance of the letter conveys non-verbal impression that affects a reader's attitude. (True)
27. Judging people to a great extent by their voice s a type of _____. (verbal sparring)
28. Which culture considers it impolite or rude to show one's feet and using the left hand to eat or pass something? (Middle East)
29. Paragraphs are developed through a series of unrelated sentences that provide details about the topic sentence. (False)
30. An effective ending will _____ the reader to act as requested. (motivate)
31. Which of the following can be defined as "the series of cultural norms for an entire country"? (National variables)
32. The social science concerned chiefly with the availability of capital, transportation and the standard of living per capita is called (Economics)

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33. Person in Latin America and in the Middle East treat time more ____ than do America who prefer promptness. (casually)
34. Checking the final copy to make sure that it is free from error is _____. (proof reading)
35. How many planning steps are involved in the process of preparing an effective message? (5)
36. Standard parts of a letter are (7)
37. Attention line is written between the inside address and salutation two spaces below and above respectively. (True)
38. Your body _____ mostly conveys to others the information about how you really feel. (language)
39. You can communicate negative news without being negative by _____. (pointing out the positive aspects and then telling what you can do)
40. An attempt to change a reader's attitude, beliefs or action in your favor is named as _____. (persuasion)
41. Effective business communication is not _____. (writer-focused)
42. _____ Refers to the behavioral characteristic typical of a group. (culture)
43. Mark the following as true or false
If you think that your message might upset your reader or listener, then you use the deductive plan to ease your audience. (False)
44. 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. (TRUE)
45. Mark the following as true or false
The inductive approach starts with the buffer. (False)
46. Recall the knowledge of business message and fill in the blank using the most appropriate option:
A _____ is a printed paper with the name and address of a person or an organization. (letterhead)
47. Mark the following as true or false
AMS is a simple style in which no salutation or complimentary close is used. (True)
48. Mark the following as true or false
A buffer is a neutral statement that helps you bring your reader in a positive frame of mind. (True)
49. Mark the following as true or false
Americans are accused of being brisk, curt, and impolite; they wish to get to the point fast. (true)
50. Fill in the following blank with the appropriate option:

_____ Means revising your message that is still in rough draft. (editing)

51. For effective communication, which of the following steps are necessary before writing a message.

- ✚ choose ideas to include, collect all the facts to back up these ideas
- ✚ define the purpose of the message
- ✚ analyze your audience-readers or listeners, outline-organize-your message
- ✚ all of the given

Quiz from Mid-Term Papers

1. Superiors channeling information to subordinates is an example of _____. (downward communication)
2. _____ Is/are widely held beliefs that affirm what is desirable. (cultural values)
3. A _____ is an application program that translates between two products of different email system. (gateway)
4. The _____ completes a valid contract between buyer and seller. (acknowledgement)
5. In both the under-developed and the developed nations, various government regulations affects business communications and sale of products. (True)
6. Appreciation is a type of _____. (buffer)
7. If you have bad news, begin your message with a _____. (buffer)
8. Orders are considered one of the simplest type of _____ request(s). (indirect)
9. _____ Are loud whereas Japanese use little volume. (Arabs)
10. The individualized, perhaps emotionally charged meaning assigned to words is called the meaning. (connotative)
11. Ethnocentric means: (judging other group or countries by the cultural standards of your group)
12. Informal communication is not as important in an organization as formal written documents. (False)
13. 'Dear Sara' comes under the category of _____ style of salutation. (friendly)
14. For writing persuasive request _____ types of appeals are used to hold the interest of the reader. (4)
15. Most paragraphs consist of a topic sentence, related sentences, and transitional elements. (true)
16. _____ Refers to the form of communication which uses spoken and written words for expressing and transferring views and ideas. (verbal communication)
17. The general purpose of an effective business message is _____ with your audience. (to inform, to persuade and to collaborate)

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18. Your body ____ mostly conveys to others the information about how you really feel. (language)
19. Culture refers to _____. (the specialized lifestyle of a group of people)
20. Individual and organizational values: (do not always align)
21. Subject line is one of the ____ parts of a business letter. (optional)
22. Which of the following is NOT the strategy for a good online writing style? (use emotional response)
23. In various ways national environmental constraints, education, law and regulations, economics, politics and religion affect a nation's social norms. (True)
24. In a _____ the writer seeks information without intention to buy or sell. (General request)
25. Which of the following is a Concise form of 'under any other circumstances than'? (unless)
26. Orders are considered one of the simplest type of indirect request(s). (False)
27. Deductive plan is used to organize your message when your audience is ____ to cooperate with you. (willing)
28. You can communicate negative news without being negative by _____. (pointing out the positive aspects and then telling what you can do)
29. They agreed that the system wasn't working well and there was a need to _____ a more radical approach. (adopt)
30. _____ Form is usually common in Pakistan. (the semi block)
31. If your message is specific, definite and vivid, you are applying which of the following principle: (concreteness)
32. Which of the following specifies the general purpose of an effective business message? (to inform; to collaborate; to persuade, all of the above)
33. An e-mail's style is determined by a person's: (culture)
34. Providing practical information is an attribute of effective business communication. (True)
35. Writing style can be improved through use of _____. (simple words)
36. Standard parts of a letter are (8)
37. Cultural intelligence helps us to know cultural: (differences)
38. Knowing a culture is ____ in understanding the communication. (beneficial)
39. _____ Punctuation is a time saver as no part is indented in it. (standard)
40. A business message is ____ when it contains all facts that the reader or listener needs for the reaction you desire. (complete)
41. Buffer can be of _____ types. (8)
42. Different countries have different concepts of time, _____ and _____ are more time-precise whereas Middle Eastern people are casual about time. (American and Germans)
43. _____ Represents the individual cultural variable. (Food)
44. Which of the following appeals are used to get the attention of the reader? (individual responsibility appeal; altruistic appeal; reader-benefit appeal; all of the above)
45. Attention line is written between the inside address and salutation two spaces below and above respectively. (true)

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46. Which of the following is not directly related to intercultural communication? (sign language)

47. Be specific while writing inquiries and avoid asking information ____.

- ✚ About general procedures of the organization
- ✚ About a number of things in one letter
- ✚ That is easily available through other resources like library, etc.
- ✚ Regarding all of the above aspects

48. Voice mail is useful because

- ✚ It is especially useful for good will and other positive messages
- ✚ It is most effective for short messages
- ✚ It solves time-zone difficulties
- ✚ All of the above

49. Fill in the blank with the correct option.

A buffer is a ____ that is meant to bring the reader to a positive frame of mind. (statement)

50. Mark the statement as True or False.

In order to make your message memorable one should avoid using words that evoke a physical and sensory impression. (False)

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

Choosing of an effective business message should be correct and detailed. (False)

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

Modified-block form of a letter uses open punctuation. (False)

53. Choose the best option

_____ Is closely related to clarify. (completeness)

54. Choose the correct option

Which of the following is Not a guideline of writing request for appointment? (begin the message with an attention-getting statement)

55. Choose the correct option

Which of the following describes as product? (size, grade, color, all of the above)

56. Mark the following as true or False.

When you think that your audience will be interested in what you have to say, then you use the inductive plan to organize your message. (False)

57. Mark the following as true or False.

The deductive approach starts with the main idea. (True)

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

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

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