



ENG301

Quiz 2

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. 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 stationary 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)
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)

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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 is 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)
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)

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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

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