

Which of the following mechanics are used to shorten phrases in order to save space or to avoid awkward repetition of phrases?

- ▶ Abbreviations
- ▶ Capitalizations
- ▶ **Acronyms (Page 147)**
- ▶ None of the above

Which one of the following is an example of a progress report?

- ▶ Bid to write training manuals for a health care corporation.
- ▶ Presentation of the policies and procedures required by a health care corporation.
- ▶ .Report on research done to ascertain whether online multimedia training for health care professionals is a viable option.
- ▶ **Summary of the end-of-year-one status of a two-year project to develop multimedia-based training modules for healthcare professionals.**

Which of the following is unsurpassed in its ability to depict the composition of a whole?

- ▶ **Pie Charts (Page 118)**
- ▶ Flow Charts
- ▶ Organizational Charts
- ▶ Schedule Charts

Which of the followings are like good mail order forms, although they also provide more room for explaining special needs.

▶ **Order letters (Page 70)**

- ▶ Adjustment letters
- ▶ Inquiry letters
- ▶ Deposit letters

Which of the following presents the main idea before the supporting data?

- ▶ Strategic plan

▶ **Indirect plan (Page 74)**

- ▶ Direct plan
- ▶ Business plan

Which of the following sentences gives instructions?

- ▶ **Open your book and turn to page twenty-five.**
- ▶ You open your book and turn to page twenty-five.
- ▶ Do you open your book and turn to page twenty-five.
- ▶ Can you open your book and turn to page twenty-five.

Which of the following is generally organized by direct approach and receives a favorable reaction?

- ▶ Business message
- ▶ Bad news message
- ▶ **Good news message (Page 72)**
- ▶ Routine message

Which of the following significantly improves the interest of a presentation?

- ▶ Illustration

▶ **Visual aids (Page 10)**

- ▶ Image
- ▶ Reflection

What is meant by task-facilitating roles?

▶ **Suggesting decision-making procedures that will move the group towards the goal (Page 57)**

- ▶ Drawing out other members by showing verbal support
- ▶ Offering to yield on a point in the interest of reaching mutually acceptable decision
- ▶ Drawing out other members by showing verbal and non verbal support, praise or agreement

How many elements are found in conventional superstructure for instructions?

- ▶ Three
- ▶ Four
- ▶ **Five (Page 112)**
- ▶ Two

AIDS stands for:

- ▶ Attention Immunodeficiency Syndrome
- ▶ Acquired Implement System
- ▶ **Acquired Immunodeficiency Syndrome (Page 147)**
- ▶ Attention Implement System

Which of the followings are real but unnamed readers?

▶ **Phantom Readers (Page 23)**

- ▶ Future Readers
- ▶ Complex Readers
- ▶ Technical Readers

Choose the correct sentence.

- ▶ You may not enter Mr. Harris office without his permission.
- ▶ You may not enter Mr. Harrises office without his permission.
- ▶ You may not enter Mr. Harrises' office without his permission.
- ▶ **You may not enter Mr. Harris's office without his permission.**

Choose the sentence with the correct punctuation.

- ▶ The American flag has three colors: namely, red, white, and blue.
- ▶ The American flag has three colors, namely; red, white, and blue.
- ▶ **The American flag has three colors; namely, red, white, and blue.**
- ▶ The American flag has three colors namely, red, white, and blue.

Feasibility reports are used:

- ▶ **To analyze problems and predict practical alternatives.**
- ▶ To control problems, sell products and services.
- ▶ To monitor and control production, sales, shipping, etc.
- ▶ To solve problems and supply facts.

Which of the following should be avoided while writing business message?

Pompous language (Page 34)

Intimacy

Preaching and bragging

All of the above

Which of the following is the process of drafting your message?

- ▶ Planning
- ▶ **Composing (Page 53)**
- ▶ Editing
- ▶ Revising

Which of the following is achieved through a balance between precise language and familiar language?

- ▶ **Clarity (Page 36)**
- ▶ Correctness
- ▶ Concreteness
- ▶ Conciseness

Which of the following is the first thing you must consider while writing a resume?

- ▶ **Defining your objectives (Page 11)**
- ▶ Planning your objectives
- ▶ Evaluating your objectives
- ▶ Revising your objectives

Which of the following is associated with scholarly writing?

- ▶ Informal writing
- ▶ **Formal writing (Page 41)**

- ▶ Archaic writing
- ▶ Technical writing

Which one of the following questions that produce specific information, save time, requires less effort to answer, and eliminate bias and prejudice in answer?

- ▶ Open-ended questions.
- ▶ **Close-ended questions. (Page 155)**
- ▶ Subjective questions.
- ▶ Objective questions.

Choose the correct sentence.

- ▶ I am asking if you would like to rollerblade together tomorrow?
- ▶ I am asking "if you would like to rollerblade together tomorrow"?
- ▶ I am asking "if you would like to rollerblade together tomorrow."
- ▶ **I am asking if you would like to rollerblade together tomorrow.**

Choose the correct sentence.

- ▶ That is a problem who can't be solved without a calculator.
- ▶ That is a problem that can't be solved without a calculator.
- ▶ That is a problem whom can't be solved without a calculator.
- ▶ **That is a problem which can't be solved without a calculator.**

Which of the following proposal section is related to researcher's investigation?

- ▶ Justification of the study
- ▶ **Research question (Page 93)**
- ▶ Definition of terms

- ▶ Purpose of the study

Which method is a bottom-up or generative approach to research?

- ▶ Pattern method
- ▶ Hypothesis method
- ▶ **Inductive method**
- ▶ Deductive method

What is the last thing you need to do before you get ready to distribute your document?

- ▶ Designing
- ▶ Revising
- ▶ **Proofreading**
- ▶ All of the above

Feasibility reports are used:

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Which phrase is used during a presentation?

- ▶ Thanks for giving me a hand.
- ▶ **Thank you very much for your time today.**
- ▶ Thank you for your quick response.
- ▶ Thank you for your corporation.

Claim letter is also called:

- ▶ Transmittal letter
- ▶ Credit refusing letter
- ▶ **Adjustment letter (Page 71)**
- ▶ Complaint letter

If your message is specific, definite and vivid; which of the following principle has been applied?

- ▶ Completeness
- ▶ Correctness
- ▶ Conciseness
- ▶ **Concreteness Page 35**

Which of the following suggests the following statement? "First group the ideas and then put them in sequence."

- ▶ Revising a message
- ▶ Editing a message
- ▶ **Organizing a message (Page 52)**
- ▶ Planning a message

Choose the correct sentence.

- ▶ A friendly-little dog is all I need for company.
- ▶ **A friendly little dog is all I need for company.**
- ▶ A friendly, little dog is all I need for company.
- ▶ A friendly; little dog is all I need for company.

Choose the sentence with the correct comma placement.

- ▶ We will grant you immunity, if you decide to cooperate with us.
- ▶ We will grant you immunity, if you decide, to cooperate with us.
- ▶ We will grant you immunity if you decide, to cooperate with us.
- ▶ **We will grant you immunity if you decide to cooperate with us.**

Software functional specs usually contain:

- ▶ Assumptions, resources
- ▶ Cost target, Maintenance
- ▶ **A & b – correct (Page 122)**
- ▶ Orientation specs and Functional specs

What is the first task in planning a report?

- ▶ **Defining purpose (Page 81)**
- ▶ Identifying the sequence in which tasks should be performed.
- ▶ Preparing a work plan
- ▶ None of the above

What is Title Fly?

- ▶ Title fly is a page with four blocks of information.
- ▶ **Title fly is a plain sheet of paper with only the title of the report on it. (Page 84)**
- ▶ Title fly is a page with the name, title, and address of the person or organization writing the report.
- ▶ None of the above

What is the tense used in the following sentence?

They will have already taken the test.

- ▶ **future past**
- ▶ present perfect
- ▶ future perfect
- ▶ past perfect progressive

Use hyphens to connect certain prefixes to nouns. In most scientific and technical styles, the following prefixes are usually followed by a _____.

- ▶ comma
- ▶ full stop
- ▶ **hyphen (Page 141)**
- ▶ colon

Which of the following messages aim to influence audiences who are inclined to resist, so they depend heavily on strategic planning

- ▶ Considerate messages
- ▶ Courteous messages
- ▶ Informative messages
- ▶ **Persuasive messages (Page 76)**

Choose the sentence with the correct comma placement.

- ▶ You are I am sure, telling the truth.
- ▶ You are I am sure telling, the truth.
- ▶ **You are, I am sure, telling the truth.**

▶ You are, I am sure telling the truth.

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- ▶ Informative messages

▶ **Persuasive messages (Page 76)**

When the following phrase is used?

'This is Ken'.

- ▶ Answering the telephone
- ▶ Introducing yourself in person
- ▶ Asking who is on the line
- ▶ **Introducing yourself in general (not sure)**

A fault in the communication procedure where the meaning of the message is lost 'in translation' from intention to language or from language to understanding is called.....

- ▶ **Distortion**
- ▶ Noise
- ▶ Redundancy
- ▶ Feedback

Which of the following complimentary close is accurate in general letter writing?

- ▶ Yours sincerely,
- ▶ Sincerely,
- ▶ Yours respectfully,
- ▶ **All of the above**

Questions:

1. What is difference between memo and letter? 2marks
2. Write any two rules for capitalization? 2 marks
3. Write any two rules to create visual aids in your communication? 2 marks
4. Explain dangling modifier? 2 marks
5. What is Basic difference between vague and ornate language? 2 marks
6. What are you know about open-ended question? 3 marks
7. Define the proposal? 3 marks
8. What are the basic purposes of business message? 5 marks
9. How can you conducting interview on job? 5 marks
10. There are how many uses of a question mark?