

Which of the following speech offers a verbal explanation of a complex process?

- ▶ **Explanatory speech**
- ▶ Instructional speech
- ▶ Demonstration speech
- ▶ Oral briefing

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.

Choose the correct sentence.

- ▶ The baker which baked that bread should win an award.
- ▶ The baker whom baked that bread should win an award.
- ▶ The baker that baked that bread should win an award.
- ▶ **The baker who baked that bread should win an award.**

Choose the correct sentence.

- ▶ Carl worried about the hurricane; but tried to stay calm and help his family.
- ▶ Carl worried about the hurricane; but tried to stay calm, and help his family.
- ▶ Carl worried about the hurricane but tried to stay calm and help his family.
- ▶ **Carl worried about the hurricane but tried to stay calm, and help his family.**

Choose the correct sentence.

- ▶ She will go to her grave with some secrets said Wendy.

- ▶ "She will go to her grave with some secrets," said Wendy.
- ▶ **"She will go to her grave with some secrets" said Wendy.**
- ▶ "She will go to her grave with some secrets." said Wendy.

Choose the correct sentence.

- ▶ **Just to be sure, I called three more D.V.M.s' offices.**
- ▶ Just to be sure, I called three more D.V.M.s offices.
- ▶ Just to be sure, I called three more, D.V.M.'s offices.
- ▶ Just to be sure, I called three more D.V.M. offices'.

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

- ▶ Informal letter
- ▶ **Report production (Page 84)**
- ▶ Manuscript
- ▶ None of them

Which report share one essential characteristic and is written to help decision makers choose between two or more courses of action?

- ▶ Long report
- ▶ Short report
- ▶ Essential report
- ▶ **Feasibility report (Page 109 and 94)**

Which of the following you consider while making the framework of your table?

- ▶ How to order the rows and columns

- ▶ How to align entries in the columns
- ▶ Where to place special notes
- ▶ **All of them (Page 117)**

In which of the following bars are replaced by drawings that represent the thing described?

- ▶ Bar graphs
- ▶ Line Graphs
- ▶ **Pictographs (Page 118)**
- ▶ Photographs

Complete the question tag: They worked for Kaufman's,

- ▶ **Did they? (Not sure)**
- ▶ Haven't they?
- ▶ Didn't they?
- ▶ Had they?

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.

What is meant by intended reader?

- ▶ Simple reader
- ▶ Complex reader

- ▶ A member of a target audience
- ▶ Unplanned reader

The act of considering or examining something in order to judge its value shows:

- ▶ Credibility
- ▶ **Evaluation**
- ▶ Conciseness
- ▶ All of them

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

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

What are the best persuasive messages closely connected to?

- ▶ The indirect approach
- ▶ The positive aspects of your message
- ▶ The direct approach
- ▶ **The desires and interests of the audience (Page 76)**

Choose the correct option.

A good business letter is simple and straightforward without being harsh or -----.

- ▶ patriotic
- ▶ paternal
- ▶ patronizing

- ▶ panoramic

Biased language that might offend the audience is based on -----

- ▶ **Cultural bias, gender bias (Page 58)**

- ▶ Cultural bias, nationality bias
- ▶ Unity bias, nationality bias
- ▶ None of them

What is meant by the term 'Connotative'?

- ▶ It refers to the literal meaning of words.
- ▶ **It refers to the associations that are connected to a certain word. (Page 57)**
- ▶ It refers to general meaning of words.
- ▶ It refers to cognitive meaning of words.

How can we increase the audience's ability to absorb and remember information from a purely practical standpoint?

- ▶ Audience attention
- ▶ Presentation
- ▶ Speech
- ▶ **The visual aids (Page 167)**

"I am currently studying veterinary medicine, and I am working part-time at an animal clinic." This statement in the introduction of the speech could best be described as:

- ▶ Gaining attention
- ▶ Revealing the topic

▶ **Establishing credibility**

- ▶ Bragging

**What is meant by task-facilitating roles?**

▶ **Suggesting decision-making procedures that will move the group towards the goal (Page 157)**

- ▶ 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

**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.**

- ▶ We ask, therefore; that you keep this matter confidential.
- ▶ **We ask, therefore, that you keep this matter confidential.**
- ▶ We ask; therefore, that you keep this matter confidential.
- ▶ We ask: therefore, that you keep this matter confidential.

**Choose the sentence with the correct punctuation.**

- ▶ The order was requested six weeks ago, therefore I expected the shipment to arrive by now.
- ▶ The order was requested six weeks ago, therefore, I expected the shipment to arrive by now.
- ▶ The order was requested six weeks ago: therefore, I expected the shipment to arrive by now.
- ▶ **The order was requested six weeks ago; therefore, I expected the shipment to arrive by now.**

**Which type of Visual aid is the most difficult to execute effectively?**

- ▶ Graphics
- ▶ Projections
- ▶ Handouts
- ▶ **Film and video**

**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

**What is the typical sequence of interviews?**

- ▶ Screening stage and final stage.
- ▶ **Screening stage, selection stage, and final stage.**
- ▶ Selection stage and final stage.

- ▶ There is no typical sequence of interviews.

**AIDS stands for:**

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

**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 correct sentence.**

- ▶ The actresses costumes looked beautiful on them.
- ▶ The actresse's costumes looked beautiful on them.
- ▶ **The actresses' costumes looked beautiful on them.**
- ▶ The actress' costumes looked beautiful on them.

**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.**



Which of the following punctuation refers to explain some points within the sentence?

- ▶ Dash
- ▶ **Colon (Page 139)**
- ▶ Semicolon

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 following accurately convey the actual appearance of things?

- ▶ Graphs
- ▶ **Diagrams (Page 119)**
- ▶ Charts
- ▶ Tables

Which of the following are functional units that revolve around a single thought?

- ▶ **Paragraphs (Page 59)**
- ▶ Passages
- ▶ Fragments
- ▶ Documents

Which of the following aims at gathering specific information?

- ▶ Letter of claim
- ▶ Letter of request
- ▶ **Letter of inquiry (Page 66)**
- ▶ Letter of information

Which is the most polite expression?

- ▶ Can I help you?
- ▶ Could I help you?
- ▶ **May I help you?**
- ▶ Should I help you?

Which signature is the most formal?

- ▶ Love,
- ▶ **Yours faithfully,**
- ▶ Best wishes,
- ▶ Best regards,

How many punctuation styles are usually used in business communication?

- ▶ One
- ▶ **Two**
- ▶ Three
- ▶ Four

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- ▶ It refers to general meaning of words.
- ▶ It refers to cognitive meaning of words.

**Which of the following composition process is used in general and specific purpose while developing profile?**

- ▶ Composing business message
- ▶ Defining objectives
- ▶ Bad news message
- ▶ **Planning business message (Page 173)**

**Feeling nervous leads speakers to:**

- ▶ Improperly evaluate themselves
- ▶ **Forget their speech**
- ▶ Eliminate their anxiety
- ▶ Exaggerate their anxiety.

**"I am currently studying veterinary medicine, and I am working part-time at an animal clinic." This statement in the introduction of the speech could best be described as:**

- ▶ Gaining attention
- ▶ Revealing the topic
- ▶ **Establishing credibility**
- ▶ Bragging

What type of questions is used in both factual information and underlying feelings?

- ▶ Multiple questions
- ▶ Objective questions
- ▶ Subjective questions
- ▶ **Open-ended questions (Page 154)**

Choose the sentence with the correct punctuation.

- ▶ I need a few items at the store clothespins, a bottle opener, and napkins.
- ▶ I need a few items at the store; clothespins, a bottle opener, and napkins.
- ▶ **I need a few items at the store: clothespins, a bottle opener, and napkins.**
- ▶ I need a few items at the store, clothespins, a bottle opener, and napkins.

### Questions:

1. What are the important points of instructions for any documents?
2. What the role of persuasive speaking?
3. Writer's Block?
4. Open ended question?
5. Narrate difference purpose of conducting interview on a job?
6. Write a note on correctness principle of communication? 2
7. Difference between latter and memorandum? 2
8. What are organizational charts? 2

9. How will you make favorable response to claim and adjustment request?

3

10. The Rules of Capitalizing Multiple -Words Titles and proper names? 3

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