

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:

- ▶ **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 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.

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)**

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**

While delivering an oral presentation to large groups, a person should use -----
----- style.

- ▶ Casual
- ▶ Informal
- ▶ **Formal**
- ▶ Interpersonal

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

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

Which type of sequential number is given to pages in a book or document?

- ▶ Number
- ▶ **Enumeration (Page 148)**
- ▶ Symbol
- ▶ Pagination

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 correct sentence.

- ▶ Paul Simon sang, "I am a rock, I am an island."
- ▶ Paul Simon sang, I am a rock; I am an island.
- ▶ Paul Simon sang I am a rock, I am an island.
- ▶ **Paul Simon sang, "I am a rock; I am an island."**

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.

Which of the following aspect represents the act of giving somebody a reason or incentive to do something?

- ▶ **Motivation**
- ▶ Direction
- ▶ Usage
- ▶ Subject

What is meant by intended reader?

- ▶ Simple reader

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

What is meant by chronology?

- ▶ **Investigating a chain of events (Page 81)**
- ▶ Information about the relevant subject
- ▶ Specific goals
- ▶ All of the above

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 94)**

Choose the correct sentence.

- ▶ We are willing to work with whoever you recommend.
- ▶ We are willing to work with who you recommend.
- ▶ **We are willing to work with whomever you recommend.**
- ▶ We are not willing to work with who you recommend.

Which type of Visual aid is three-dimensional?

- ▶ **Objects**
- ▶ Graphs

- ▶ Graphics
- ▶ Pictures

How can we make visual aids easy to understand?

- ▶ By Informative titles
- ▶ By using appropriate objects
- ▶ By removing unnecessary details
- ▶ **All of them (Page 116)**

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)**

Choose the correct sentence.

- ▶ You are my friend, however, I cannot afford, to lend you any more money.
- ▶ You are my friend, however; I cannot afford to lend you any more money.
- ▶ You are my friend: however I cannot afford to lend, you any more money.
- ▶ **You are my friend; however, I cannot afford to lend you any more money.**

Which of the following can be classified as a bad-news letter?

- ▶ **Letter of resignation**
- ▶ Message of inquiry
- ▶ Request for a time extension
- ▶ None of the above

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

- ▶ Designing
- ▶ Revising
- ▶ **Proofreading (Page 60)**
- ▶ All of the above

Choose the correct option.

The conclusion or ending paragraph of a document should bring the communication to a polite and ----- close.

- ▶ **Subtle (Not sure).**
- ▶ measurable
- ▶ interminable
- ▶ businesslike

What is considered as the heart of a report?

- ▶ **The introduction of a report. (Not sure)**
- ▶ Introduction, body, and a close
- ▶ Only the body of the report
- ▶ A variety of components

Which of the following aims at gathering specific information?

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

- ▶ Letter of information

Which of the following is the main task of a Conventional Résumé?

- ▶ Provide functions and tasks the applicant can perform
- ▶ Make your name and professional achievements prominent
- ▶ Put the most important information first
- ▶ **Place the name and professional objectives at the top (Page 13)**

Why document objective should be stated at the beginning?

- ▶ **To motivate readers to read further (Page 20)**
- ▶ To gain readers' attention
- ▶ Both i & ii
- ▶ To impress readers

Where we use proper tone from the beginning in a reasonable and understandable way?

- ▶ Neutral news message
- ▶ **Bad news message (Page 174)**
- ▶ Good news message
- ▶ Business message

Which one of the following component is not a part of planning written message?

- ▶ Developing the main idea
- ▶ Construct an outline
- ▶ **Estimate the appropriate length (Page 46)**

- ▶ Handle audience's questions effectively

-----is used at the end of a line when a word must be divided or to link the parts of a compound word or phrase.

- ▶ Dash
- ▶ Quotation marks
- ▶ Apostrophe
- ▶ **Hyphen (Page 143)**

Choose the sentence with the correct punctuation.

- ▶ Clothes are often made from synthetic material; for instance, rayon.
- ▶ **Clothes are often made from synthetic material, for instance, rayon.**
- ▶ Clothes are often made from synthetic material, for instance: rayon.
- ▶ Clothes are often made from synthetic material, for instance; rayon.

Choose the correct sentence.

- ▶ It may not be the correct part-but I bet that it works.
- ▶ It may not be the correct part-but I bet that it works.
- ▶ It may not be the correct part; but I bet that it works.
- ▶ **It may not be the correct part, but I bet that it works.**

Abstract stands for:

- ▶ Condensation of entire reports
- ▶ Focusing on the main issues
- ▶ **a & b (Page 143)**
- ▶ Writing problems

Choose the correct sentence.

- ▶ **All of the class to is willing to take part in the prank.**
- ▶ All of the class were willing to take part in the prank.
- ▶ All of the class are willing to take part in the prank.
- ▶ All of the classes has been willing to take part in the prank.

How many steps a Planning report has?

- ▶ Three
- ▶ **Four (Page 81)**
- ▶ Five
- ▶ Six

What is the concept of dangling modifiers?

- ▶ Modifies a word not clearly stated in the sentence
- ▶ **Modifiers a word clearly stated in the sentence (Page 132)**
- ▶ Modification of complete sentences
- ▶ Modification of phrases

What is the best answer if the interviewer asks you "Where do you want to be five years from now"?

- ▶ This job is a stopover on my way to something bigger.
- ▶ I would like to reach one of the highest positions in the company.
- ▶ I would like to work at the position I will be hired.
- ▶ **I would like to see myself contributing significantly to the company's success.**

A letter or report to a customer from an employer belongs to which kind of communication?

▶ **official communication (Page 4)**

- ▶ officer communication
- ▶ administrator communication
- ▶ manager communication

How can we make visual aids easy to understand?

- ▶ By Informative titles
- ▶ By using appropriate objects
- ▶ By removing unnecessary details
- ▶ **All of them (Page 116)**

Which format should be used if the information is being sent inside an organization?

▶ **Memorandum (Page 67)**

- ▶ Report
- ▶ Letter
- ▶ Proposals

How many elements are present in superstructure for feasibility reports?

- ▶ Four
- ▶ Five
- ▶ Six
- ▶ **Seven (Page 95)**

Which of the following factor is discussed in the data analysis section?

- ▶ The budget
- ▶ How the data will be collected?
- ▶ **Results and findings (Page 84)**
- ▶ All of the above

If you are at a meeting and are asked to report on the progress you have made on a project, what method of delivery you will use.

- ▶ Extempore
- ▶ Impromptu
- ▶ Memorization
- ▶ Reading

To ensure clarity, place your -----carefully.

- ▶ articles
- ▶ **modifiers (Page 132)**
- ▶ semicolon
- ▶ exclamation marks

Which of the following types of interviews will judge interpersonal skills in a better way?

- ▶ Open-ended interview
- ▶ Stress interview.
- ▶ Video interview.
- ▶ **Group interview.**

What kind of paper can be used for a Conventional Résumé?

- ▶ White paper
- ▶ Buff paper
- ▶ Gray paper
- ▶ **All of the above (Page 13)**

“An attachment notation is included to remind the reader to check additional pages of information. This is typed single or double space below the reference initials.”

Match the above statement with one of the followings:

- ▶ Copy Notation
- ▶ **Enclosure(s)**
- ▶ Attention line
- ▶ Postscript

What is meant by the term 'Denotative'?

- ▶ **It refers to the literal meaning of a word.**
- ▶ It refers to the surface meaning of the word.
- ▶ It refers to cognitive meaning of words.
- ▶ It refers simple meaning of words.

How can we create motivation among the audience during the presentation?

- ▶ **Through visual aids**
- ▶ Through simple use of language
- ▶ Through verbose language

- ▶ Through skill

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

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.

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.

Choose the sentence with the correct punctuation.

- ▶ Clothes are often made from synthetic material; for instance, rayon.
- ▶ **Clothes are often made from synthetic material, for instance, rayon.**
- ▶ Clothes are often made from synthetic material, for instance: rayon.
- ▶ Clothes are often made from synthetic material, for instance; rayon.

Identify the correct subjects and verbs. The subjects are in bold and the verbs are underlined.

- ▶ The insurance agent gave her sound **advice**.
- ▶ **The insurance agent** gave her sound advice.
- ▶ The insurance agent gave **her** sound advice.
- ▶ The insurance **agent** gave her sound advice.

Choose the correct sentence.

- ▶ Please contact me, if you have any questions.
- ▶ If you have any questions, please contact me.
- ▶ **Please contact me if you have any questions.**
- ▶ If you have any questions; please contact me.

Which of the following mechanics is used to denote a number of things on a list one by one?

- ▶ Symbols
- ▶ Equations
- ▶ Acronyms
- ▶ **Enumeration (Page 148 and 29)**

Which of the following should be done when writing recommendation letters?

- ▶ Include only relevant and factual information.
- ▶ Avoid value judgments.
- ▶ Balance criticisms with favorable points.
- ▶ **All of the above**

The Introduction of a report answers:

- ▶ Proposal
- ▶ Facts of report
- ▶ Conclusions and Recommendations
- ▶ **Reader questions. (Page 87)**

Choose the correct sentence.

- ▶ Wherever we go people recognize us.
- ▶ Wherever we go, "people" recognize us.
- ▶ Wherever we go; people recognize us.
- ▶ **Wherever we go, people recognize us.**

Software functional specs usually contain:

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

Choose the correct sentence.

- ▶ "Your right to be concerned" said one veterinarian. "I would like to take a look at your dog."
- ▶ "Your right to be concerned, said one veterinarian, "I would like to take a look at your dog."
- ▶ "You're right to be concerned" said one veterinarian. "I would like to take a look at your dog."
- ▶ **"You're right to be concerned," said one veterinarian. "I would like to take a look at your dog."**

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

- ▶ Credibility
- ▶ **Evaluation**
- ▶ Conciseness

► All of them

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?
11. Describe Types of oral communication.
12. How to develop formal speeches and presentations?
13. Briefly describe correctness in written communication.
14. Briefly describe Tables in visual aids.
15. Pictographs?
16. Enumeration?
17. Commas?
18. Line graph?

19. Buffer?
20. What is a sentence fragment?
21. What are the important points of instructions for any documents?
22. What the role of persuasive speaking?
23. Writer's Block?
24. Open ended question?
25. Narrate difference purpose of conducting interview on a job?
26. Write a note on correctness principle of communication? 2
27. Difference between letter and memorandum? 2
28. What are organizational charts? 2
29. How will you make favorable response to claim and adjustment request?
3
30. The Rules of Capitalizing Multiple -Words Tittles and proper names? 3
31. What problems do we face while using staked modifies and nouns, and
how can we over comes then? 3
32. Difference b/w Table of content and appendix of a report? 5