

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

▶ **Official communication (Pg 4)**

- ▶ Officer Communication
- ▶ Administrator communication
- ▶ Manager Communication

Which of the following aims at gathering specific information?

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

Which of the following is best when you want immediate feedback?

- ▶ **Oral medium (Pg 49)**
- ▶ Written medium
- ▶ Electronic medium
- ▶ All of the above

Which is farthest in the past?

- ▶ couple of days
- ▶ last week
- ▶ a day before yesterday
- ▶ **a month ago**

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

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

Letters are usually just one page and consist of three sections _____.

- ▶ Salutation, subject matter, references
- ▶ Front matter, summary, conclusion
- ▶ Body, references, end matter
- ▶ **Front matter, body, end matter (Pg 64)**

Which of the following is used in a letter to emphasize a point or to include a brief personal message?

- ▶ Foot notes
- ▶ Post script
- ▶ **End notes (Pg 59)**
- ▶ All of the above

Which of the followings use Salutations?

- ▶ Memorandums
- ▶ **Letters (Pg 63)**
- ▶ Informal speech
- ▶ Proposals

What strategies should be opted for writing to Technicians?

- ▶ Keep introductions and background information brief
- ▶ Make information accessible
- ▶ Provide short definitions or explanations of any unfamiliar term
- ▶ **All of the above (Pg 17)**

Claim letter is also called:

- ▶ Transmittal letter
- ▶ Credit refusing letter
- ▶ Adjustment letter
- ▶ **Complaint letter**

Which of the following can be defined as follows?

“It is not merely politeness with mechanical insertion of ‘please’ and ‘Thank You’ rather it is politeness that grows out of respect and concern for others.”

- ▶ Clarity
- ▶ **Courtesy (Pg 45)**
- ▶ Consideration
- ▶ Credibility

Where can we apply seven C's?

- ▶ To Non verbal communication
- ▶ To Oral communication
- ▶ To Written communication
- ▶ **To written and oral communication (pg 31)**

Which section of a résumé creates most disagreements among experts about its relative advantages and disadvantages?

- ▶ Skills
- ▶ Work experience
- ▶ **Career objective (Pg 14)**
- ▶ Education

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

- ▶ **Include only relevant and factual information. (Pg 69)**
- ▶ Avoid value judgments.
- ▶ Balance criticisms with favorable points.
- ▶ All of the above

Which one of the following options should be used during business correspondence?

- ▶ Choppy sentences
- ▶ Passive sentences
- ▶ **Bias-free language (Pg 58)**
- ▶ Clichés

Which one of the following can create immense difference between class room communication and job communication?

- ▶ Age of audience
- ▶ Behavior of audience
- ▶ **Size of audience (Pg 3)**

- ▶ None of the above

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

- ▶ Business message
- ▶ Bad news message
- ▶ **Good news message**
- ▶ Routine message

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

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

Which one of these words is not a synonym for "business"?

- capital
- enterprise
- **project**
- venture

Which format should be used if the document will be sent to outside individuals?

- **Letter (Pg 67)**

- Presentation
- Memorandum
- Manuscript

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

- **Order letters (Pg 70)**
- Adjustment letters
- Inquiry letters
- Deposit letters

Questions:

Q1. Write down the reasons for conveying a bad news about orders?

Q2. Define the following.

- Phantom readers
- Future readers
- Complex readers

Q3. Which factors should be kept in mind while editing the message? (2 marks)

Q4. A letter for inquiry may ask for specific information about a candidate.

Keeping in mind, define letter of inquiry? (2 marks)

Q5. Difference between formal and informal writing? (3 marks)

FOR MORE PAPERS, GO TO VUINSIDER.COM

ENG201

Mid Term

VU Insider

Page 7 of 7

For more papers, go to VUInsider.com