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FINALTERM EXAMINATION
Fall 2009
ENG201- Business and Technical English Writing (Session - 2)

Question No: 1 (Marks: 1) - Please choose one

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

- **Pie Charts**
- **Flow Charts**
- **Organizational Charts**
- **Schedule Charts**

Question No: 2 (Marks: 1) - Please choose one

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

- Order letters
- Adjustment letters
- Inquiry letters
- Deposit letters

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Question No: 3 (Marks: 1) - Please choose one

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

- Strategic plan
- Indirect plan
- Direct plan
- Business plan

Question No: 4 (Marks: 1) - Please choose one

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.

Question No: 5 (Marks: 1) - Please choose one

Which is farthest in the past?

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

Question No: 6 (Marks: 1) - Please choose one

How can you make the following statement Concise?

'There are only four rules of our company and every employee is bound to follow these rules.'

- ► Four rules must be observed.
- ► There are four rules that must be observed.
- ► You must follow the rules.
- ► Follow the rules.

Question No: 7 (Marks: 1) - Please choose one

Which of the following is a nonverbal communication conveyed by posture and movement?

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- ► Expressions
- ► Body language
- ► Nodding of head
- ► Smile

Question No: 8 (Marks: 1) - Please choose one

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

Question No: 9 (Marks: 1) - Please choose one

How will you define building credibility?

► Try to earn confidence of strangers especially those predisposed to be skeptical or antagonistic.

► Giving your audience a preview what's ahead add to your authority and

more importantly, helps people understand your message.

- ► Arousing audience's interest
- ► The relationship you have with your audience

Question No: 10 (Marks: 1) - Please choose one

How can we hold audience's attention?

- ► Plan to devote half of your time on audience's behavior
- ► Present every point in light of audience's needs and values
- ► By changing tone of voice
- ► None of them

Question No: 11 (Marks: 1) - Please choose one

When analyzing an audience during the speech, the first thing the speaker should be aware of is the audience's:

- ► Evaluation
- ► Understanding
- ► Motivation
- ► Attention

Question No: 12 (Marks: 1) - Please choose one

What is meant by self-oriented roles?

- ► Showing relationship among ideas
- ► Calling attention to oneself and demanding recognition from others
- ► Drawing out other members by showing verbal and non verbal support, praise or agreement
- ► Suggesting decision-making procedures

Question No: 13 (Marks: 1) - Please choose one

---------is used to enclose one or more entire sentences that add relevant but not essential detail to the main discussion.

- ► Ellipses
- ► Exclamation marks
- ► Parentheses
- ► Brackets

Question No: 14 (Marks: 1) - Please choose one

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

- ► In the newspaper, an interesting **article** appeared.
- ► In the **newspaper**, an interesting article appeared.
- ► In the **newspaper**, an interesting article appeared.
- ► In the newspaper, an interesting **article** appeared.

Question No: 15 (Marks: 1) - Please choose one

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.

Question No: 16 (Marks: 1) - Please choose one

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.

Question No: 17 (Marks: 1) - Please choose one

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.

Question No: 18 (Marks: 1) - Please choose one

Choose the correct sentence.

- ► Whenever, Cheryl, is in town she visits her sister.
- ► Whenever Cheryl, is in town she visits her sister.
- ► Whenever Cheryl is in town she visits her sister.

► Whenever Cheryl is in town, she visits her sister

Question No: 19 (Marks: 1) - Please choose one

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.

Question No: 20 (Marks: 1) - Please choose one

Choose the correct sentence.

► That is a promise that cannot be broken.
► That is a promise who cannot be broken.
► That is a promise whom cannot be broken.
► That is a promise which cannot be broken.

Question No: 21 (Marks: 1) - Please choose one

Choose the correct sentence.

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► The alarm clock went off at 4:00 o'clock.
► The alarm clock went off at four p.m. o'clock.
► The alarm clock went off at four o'clock.
► The alarm clock went off at four o'clock p.m.

Question No: 22 (Marks: 1) - Please choose one

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.

Question No: 23 (Marks: 1) - Please choose one

Choose the correct sentence.

► When I noticed that our dog cut it's paw, I called the veterinarian right away.
► When I noticed that our dog cut it's paw; I called the veterinarian right away.
► When I noticed that our dog cut its paw, I called the veterinarian right

away.

► When I noticed that our dog cut its paw; I called the veterinarian right away.

Question No: 24 (Marks: 1) - Please choose one

---------- is a list of source materials on a particular subject.

► Index
► Bibliography
► Appendixes
► Glossary

Question No: 25 (Marks: 1) - Please choose one

Choose the correct sentence.

► As the invitation stated, we'll see you on the tenth for our reunion.
► Like the invitation stated, we'll see you on the, tenth for our reunion.
► As the invitation stated, we'll see you the: tenth for our reunion.
► Like the invitation stated, we'll see you: the tenth for our reunion.

Question No: 26 (Marks: 1) - Please choose one

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

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► Informal letter
► Report production
► Manuscript
► None of them

Question No: 27 (Marks: 1) - Please choose one

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.

Question No: 28 (Marks: 1) - Please choose one

How many types of criteria are used in proposal?

► Two
► Three
► Four

► Five

Question No: 29 (Marks: 1) - Please choose one

Which of the following statement does not apply to the element of "discussion" in a report?

► It should be consistent with the study results.
► It should not go beyond the study results.
► It should generally be distinct from the results.
► In qualitative studies, keeping it distinct from results is difficult.

Question No: 30 (Marks: 1) - Please choose one

Which one of the following is more effective Technical Communication?

► Oral communication
► Mata communication
► Non verbal communication
► Written communication

Question No: 31 (Marks: 2)

What is formal document?

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Question No: 32 (Marks: 2)

Explain the term 'Abstract'.

Question No: 33 (Marks: 2)

What is the goal of Content Listening?

Question No: 34 (Marks: 3)

What is an "Empirical Research Report"?

Question No: 35 (Marks: 3)

Why Background information is added to Instructions?

Question No: 36 (Marks: 3)

What do you know about Task-facilitating roles in meeting?

Question No: 37 (Marks: 5)

Explain the terms 'Chronology' and 'Spatially'.

Question No: 38 (Marks: 5)

How can you make your document error free?

Question No: 39 (Marks: 10)

You are employed in a local insurance company. The personnel manager, being concerned about poor staff morale following the closure of a small nearby branch and redundancies in 2 others, has asked the office supervisor to look into the problem. Assuming that you are the office supervisor, write a memorandum to the personnel manager outlining the problem and setting out the proposals for raising staff morale.

Question No: 40 (Marks: 10)

You are a General Manager of Telenor; you have noticed that due to the new packages of other networks your network is losing attraction. Write a Proposal to your MD and suggest that how can you make your network more attractive and popular.