

## ***MCM301- Communication skills***

***Composed By Faheem Saqib***

***A Mega File of Final term Exams & Quizzes***

***For more Help Rep At***

***Faheem\_saqib2003@yahoo.com***

***Faheem.saqib2003@gmail.com***

***0334-6034849***



### **FINALTERM EXAMINATION**

**Fall 2009**

**MCM301- Communication skills (Session - 1)**

**Ref No: 472652**

**Time: 120 min**

**Marks: 81**

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

When people ask you for information and you can't honor the request, you may answer with:

- ▶ Direct approach only
- ▶ Indirect approach only
- ▶ None of the given options
- ▶ Both direct and indirect approach

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

In a well written disappointing newsletter all of the following points are important, except:

- ▶ Enough detail to make the reason for the refusal logically acceptable
- ▶ Explaining the company's policy as logical rather than rigid
- ▶ Offering an apology for the decision
- ▶ Avoiding negative personal expressions

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

Which of the following is not a part of the writing plan of a reservation letter?

- ▶ A fast-start opening which identifies the type of room desired and the days needed
- ▶ A section which mentions arrival and departure times
- ▶ A section describing the quality of the room you booked in the other hotel
- ▶ A courteous, action-oriented closing, which mentions your desire for a confirmation

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

The letters written to book some place like room, hall etc are called:

- ▶ Informal social invitation letters
- ▶ Reservation letters
- ▶ Claim letters
- ▶ Order letters

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

Which of the following is not suggested for an appropriate ending of business writing (request letters)?

- ▶ Keep the ending paragraph as long as circumstances allow.
- ▶ State who is to perform the desired action if the action is to be performed by someone other than the reader.
- ▶ Include reader-benefit material, if appropriate.
- ▶ Avoid the inclusion of negative information in the ending.

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

In a direct request letter, request can be presented in:

- ▶ Middle paragraph
- ▶ Closing sentence
- ▶ First sentence
- ▶ Closing paragraph

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

Which of the following is NOT the stage of effective business writing?

- ▶ Planning Stage
- ▶ Organizing Stage
- ▶ Drafting Stage
- ▶ Body Composition Stage

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

While preparing for effective business writing Drafting Stage involves all of the following EXCEPT:

- ▶ Develop appropriate beginning paragraph
- ▶ Compose the body
- ▶ Develop appropriate ending paragraph
- ▶ Editing

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

Which of the following is NOT a result of incomplete messages?

- ▶ Loss of goodwill
- ▶ Loss of valued customers
- ▶ Loss of sales
- ▶ Gaining the good name

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

"His GPA in 2000 (MBA) was 3.9 on a four point scale." Which of the following is a correct and more concrete form of this statement?

- ▶ His GPA was 3.9 on a four point scale.
- ▶ His GPA was good in 2000.

- ▶ He got a good score in his MBA Program.
- ▶ All of the given options

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

The vocabulary of informal writing is:

- ▶ Less difficult
- ▶ Tricky
- ▶ Intricate
- ▶ All of the given options

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

Which one of the following is not a fallacy about resume?

- ▶ The purpose of a resume is to list all your skills and abilities.
- ▶ The more good information you present about yourself in your resume, the better.
- ▶ If you want a really good resume, have it prepared by a resume service.
- ▶ The objective of a resume is to kindle the employer interest and generate an interview.

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

The suggested plan for a sales letter includes all of the following elements, EXCEPT:

- ▶ An opening that could detract the reader’s attention
- ▶ A section that captures the reader’s interest in the product or service you are selling
- ▶ A section designed to establish desire and conviction on the part of the reader
- ▶ A courteous, action-oriented closing

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

Where do cultural styles of audience in persuasion tend to differ?

- ▶ Differ in their responses to persuasive appeals
- ▶ Differ in their levels of visible emotion
- ▶ Differ in how they regard supporting materials
- ▶ All of the given options

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

When scientists note that the average temperature is rising each year in Sydney, Cairo, Tokyo, and other major cities, they conclude that the entire globe is warming up. Which form of reasoning are they using?

- ▶ Emotional
- ▶ Narrative
- ▶ Deductive
- ▶ Inductive

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

What do motivational appeals refer to?

- ▶ Emotions
- ▶ All of the given options
- ▶ Values
- ▶ Psychological needs

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

Which of the following methods cannot be used to capture attention in the opening paragraph of a persuasive message?

- ▶ Use of color
- ▶ Use of receiver's name
- ▶ Use of conjunction
- ▶ Use of an interjection

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

Which of the following must NOT be adopted in preparing disappointing news messages?

- ▶ Use sales-promotion material whenever appropriate.
- ▶ Consider using an implicit refusal rather than an explicit refusal.
- ▶ Capitalize on what you can do for the reader rather than what you cannot do.
- ▶ Use negative words or phrases.

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

All of the following functions are performed by a good buffer, except:

- ▶ Compliments the reader
- ▶ Expresses your appreciation for being thought of
- ▶ Assures the reader of your attention to the request
- ▶ Indicates your lack of understanding of the reader’s needs

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

All of the following is achieved by adopting audience centered tone in a disappointing news message, EXCEPT:

- ▶ Accepting that your disappointing-news represents a firm decision
- ▶ Understanding that, under the circumstances, your decision was fair and reasonable
- ▶ Remain well disposed toward your business
- ▶ Destroying the receiver’s pride

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

Which of the following is true about goodwill messages?

- ▶ Seemingly informative
- ▶ Presented to change attitudes
- ▶ Presented to change behaviors
- ▶ All of the given options

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

Which statement would be the best close for an adjustment letter?

- ▶ We regret the trouble that the faulty keyboard caused you.
- ▶ Your new keyboard is being air expressed to you.
- ▶ Your business is appreciated.
- ▶ You may be interested in upgrading your internal memory with our inexpensive chips.

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

The direct plan can be used for:

- ▶ Sales messages
- ▶ Request refusals
- ▶ Claims
- ▶ None of the given options

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

Bc is an abbreviation of which of the following?

- ▶ Blind copy

- ▶ Branded copy
- ▶ Begged copy
- ▶ Before copy

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

Which of the following method of outlining topic presents the specific information first, followed by the conclusion?

- ▶ Direct method
- ▶ Indirect method
- ▶ Supporting method
- ▶ Sustaining method

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

While preparing for effective business writing Planning Stage involves all of the following EXCEPT:

- ▶ Determine your purpose
- ▶ Consider your reader
- ▶ Determine the appropriate content
- ▶ Choose your clothes

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

Example of small group through put processes include:

- ▶ Solutions and decisions
- ▶ Group members' personal satisfaction
- ▶ Group norms
- ▶ Group members' abilities and skills    doubt

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

Diversity is important to the success of groups. What does it imply?

- ▶ Group members should tolerate diversity
- ▶ Group members should encourage and support diversity
- ▶ Group members should be honest in their personal views toward diversity
- ▶ Co-cultures can contribute to group dysfunction if differences dominate group goals

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

Visual aids perform which of the following functions?

- ▶ Emphasizing important points
- ▶ Illustrating how things work
- ▶ Illustrating how things are related to one another
- ▶ All of the given options

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

Which of the following information is true for bar charts, simple column charts and multi-column charts?

- ▶ All can be used effectively for the same purpose
- ▶ Can be used to illustrate varied values
- ▶ Are usually not good visual aids
- ▶ All of the given options

**Question No: 31    ( Marks: 1 )    - Please choose one**

Which one of the following is NOT a common reason for disruptive behavior?

- ▶ Resistance to change.
- ▶ Resentment of the presenter.
- ▶ Repetition of behavior that is successful for the detractor.
- ▶ Reappearance of the presenter.

**Question No: 32    ( Marks: 1 )    - Please choose one**

How do having your hands on your hips, pointing with your index finger, and pounding your fists is commonly interpreted as?

- ▶ Open or confident
- ▶ Dictatorial or arrogant
- ▶ Insecure or nervous
- ▶ Happy or pleased

**Question No: 33    ( Marks: 1 )    - Please choose one**

When does a presentation begin?

- ▶ The moment you begin speaking.
- ▶ The moment you are asked to give a presentation.
- ▶ The moment you are in view of your listeners.
- ▶ The moment you decide on a topic for your presentation.

**Question No: 34    ( Marks: 1 )    - Please choose one**

Which of the following is the skill of speaking in distinct syllables?

- ▶ Articulation
- ▶ Fillers
- ▶ Inflection
- ▶ Monotone delivery

**Question No: 35    ( Marks: 1 )    - Please choose one**

Which one of the following is a method of arranging information by dividing it into parts?

- ▶ Spatial pattern
- ▶ Chronological pattern
- ▶ Topical pattern
- ▶ Logical pattern

**Question No: 36    ( Marks: 1 )    - Please choose one**

When a quotation is quite long for the introduction of speech, it is suggested that the presenter may:

- ▶ Use it as it is at the beginning of the presentation
- ▶ Use it as it is at the conclusion of the presentation
- ▶ Paraphrase the quotation to avoid confusion and/or boredom
- ▶ Decide not to take advantage of the quotation

**Question No: 37    ( Marks: 1 )    - Please choose one**

Which of the following is usually related to environmental factors that affect the communication?

- ▶ Listener barrier
- ▶ Sender barrier
- ▶ Physical barrier
- ▶ Resistance

- Question No: 38 ( Marks: 1 ) - Please choose one**  
Which of the following barriers are most often the hardest to identify and reduce or eliminate?
- ▶ Physical barriers
  - ▶ Listener barriers
  - ▶ Sender barriers
  - ▶ None of given options

- Question No: 39 ( Marks: 1 ) - Please choose one**  
The sender analyzes the receiver's knowledge so that the he/she could:
- ▶ Compose the message at the proper level.
  - ▶ Emphasize receiver benefits.
  - ▶ Choose the approach to use in the message.
  - ▶ Avoid making a negative impression.

- Question No: 40 ( Marks: 1 ) - Please choose one**  
What does Communication breakdown mean?
- ▶ We have been ineffective in communication.
  - ▶ We have been effective in communication.
  - ▶ We have been helpful in communication.
  - ▶ We physically broke communication.

- Question No: 41 ( Marks: 1 ) - Please choose one**  
Farhan talking with his friend on telephone is an example of which type of communication?
- ▶ Mediated communication
  - ▶ Mass communication
  - ▶ Interpersonal communication
  - ▶ Intrapersonal communication

- Question No: 42 ( Marks: 1 ) - Please choose one**  
Which of the following is correct for the person who attaches meaning to a message?
- ▶ Channel
  - ▶ Receiver
  - ▶ Sender
  - ▶ Encoder

- Question No: 43 ( Marks: 3 )**  
What are the advantages of writing functional resumes?

- Question No: 44 ( Marks: 3 )**  
Write down the elements of the suggested plan for writing a direct-inquiry letter?

- Question No: 45 ( Marks: 3 )**  
What do you know about informational meetings? Explain.

- Question No: 46 ( Marks: 5 )**  
Discuss the characteristics of good news letters.

- Question No: 47 ( Marks: 5 )**  
What questions must be kept in mind while evaluating the work during editing stage?

- Question No: 48 ( Marks: 10 )**  
What is a good news letter? Discuss the format or suggested plan adopted for the letters accepting invitations. (2+8)

- Question No: 49 ( Marks: 10 )**  
Discuss the guidelines that must be followed for effective and courteous writing.

## Mcm\_301- MCQS FOR PAPERS AND QUIZS2

Mcm\_301- MCQS FOR PAPERS AND QUIZS 2

Quiz Start Time: 06:53 AM

Time Left 27

sec(s)

Question # 1 of 10 ( Start time: 06:53:36 AM )

Total Marks: 1

How can the credibility of a presenter be increased?

Select correct option:

Being well dressed and well groomed

Complimenting the audience

Demonstrating your sincerity

All of the given options

Quiz Start Time: 06:53 AM

Time Left 64

sec(s)

Question # 2 of 10 ( Start time: 06:54:54 AM )

Total Marks: 1

What is involved in communication process?

Select correct option:

**Idea-encoding-channel-decoding-feedback**

Idea-information- channel- receiver

Information-channel-receiver

Sender- receiver-channel

Quiz Start Time: 06:53 AM

Time Left 74

sec(s)

Question # 3 of 10 ( Start time: 06:55:28 AM )

Total Marks: 1

Understanding is the stage at which you learn:

Select correct option:

**What the speaker means    correct**

How to judge a message

Analyzing the conversation

None of the given options

Quiz Start Time: 06:53 AM

Time Left 34

sec(s)

Question # 4 of 10 ( Start time: 06:55:51 AM )

Total Marks: 1

Conflicting information develops:

Select correct option:

**Mental turbulence**

Good understanding

Psychological disorders

Sharp thinking

Quiz Start Time: 06:53 AM

Time Left 72

sec(s)

Question # 5 of 10 ( Start time: 06:57:01 AM )

Total Marks: 1

Which of the following involves grasping what the speaker means by seeing the ideas and information from his/her point of view?

Select correct option:

**Listening**

Hearing

Filtering

Speaking

Quiz Start Time: 06:53 AM

Time Left 63

sec(s)

Question # 6 of 10 ( Start time: 06:57:28 AM )

Total Marks: 1

Self-confident individuals usually stand more erect than those:

Select correct option:

**who lack confidence**

who are over-confident

who are submissive

who are arrogant

Quiz Start Time: 06:53 AM

Time Left 38

sec(s)

Question # 7 of 10 ( Start time: 06:58:03 AM )

Total Marks: 1

Nonverbal messages are extremely important because \_\_\_\_\_.

Select correct option:

They comprise well over half of our communication in face-to-face settings.

They are often more reliable because they are hard to fake.

In a number of situations, we rely on them more than on verbal cues.

**Of all of the given reasons**



Quiz Start Time: 06:53 AM

Time Left 50

sec(s)

Question # 8 of 10 ( Start time: 06:59:18 AM )

Total Marks: 1

Which one of the following defines interpersonal communication as communication that occurs between people who have known each other for some time?

Select correct option:

**Developm ental view**

Contextual view

Relative view

Virtual view

Quiz Start Time: 06:53 AM

Time Left 69

sec(s)

Question # 9 of 10 ( Start time: 07:00:05 AM )

Total Marks: 1

A presenter who speaks too loudly may be perceived as which of the following?

Select correct option:

Bombastic

Aggressive

Insensitive to listeners

**All of the given options**

Quiz Start Time: 06:53 AM

Time Left 68

sec(s)

Question # 10 of 10 ( Start time: 07:00:34 AM )

Total Marks: 1

Which of the following pattern is not a specific organizational pattern?

Select correct option:

Spatial

Chronological

Topical

Deductive

**2nd Quiz**

Quiz Start Time: 07:01 AM

Time Left 29

sec(s)

Question # 1 of 10 ( Start time: 07:01:59 AM )

Total Marks: 1

Which one of the following statement defines situational context of interpersonal communication?

Select correct option:

It concerns your reactions to the other person.

**It deals with the psycho-social "where" you are communicating.**

It is who you are and what you bring to interaction.

It deals with the physical "where" you are communicating.

Quiz Start Time: 07:01 AM

Time Left 76

sec(s)

Question # 2 of 10 ( Start time: 07:03:09 AM )

Total Marks: 1

The word 'communication' is derived from a Latin word ‘communico’, which means:

Select correct option:

**To share**

To respond

To give

To tell  
Quiz Start Time: 07:01 AM  
Time Left 65  
sec(s)  
Question # 3 of 10 ( Start time: 07:03:29 AM )  
Total Marks: 1  
Which of the following barriers are most often  
the hardest to identify and reduce or  
eliminate?  
Select correct option:  
Physical barriers  
**Listener barriers**  
Sender barriers  
None of above  
Quiz Start Time: 07:01 AM  
Time Left 25  
sec(s)  
Question # 4 of 10 ( Start time: 07:04:02 AM )  
Total Marks: 1

Thesis statement is a \_\_\_\_\_of your  
speech.  
Select correct option:  
**Core idea or bottom line**  
End of the speech  
Body  
Indirect statement

Quiz Start Time: 07:01 AM  
Time Left 73  
sec(s)  
Question # 5 of 10 ( Start time: 07:05:15 AM )  
Total Marks: 1  
\_\_\_\_\_is a process which demands that  
full attention be paid to the spoken material.  
Select correct option:  
Speaking  
**Listening**  
Hearing  
Dialogue

Quiz Start Time: 07:01 AM  
Time Left 38  
sec(s)  
Question # 6 of 10 ( Start time: 07:05:39 AM )  
Total Marks: 1  
What does frequent eye contact show?  
Select correct option:  
Tension  
**Liking**  
Rejection  
Boredom

Quiz Start Time: 07:01 AM  
Time Left 30  
sec(s)  
Question # 7 of 10 ( Start time: 07:06:38 AM )  
Total Marks: 1  
Which of the following statement has biased language?  
Select correct option:  
**Most Germans are direct in their  
com munication .**  
Jews generally make good  
businesspeople.  
Some Japanese businesspeople cannot  
speak English.

Older people generally have lower  
energy levels.  
Quiz Start Time: 07:01 AM  
Time Left 77

sec(s)  
Question # 8 of 10 ( Start time: 07:07:45 AM )  
Total Marks: 1  
Poor retention either on the part of the sender  
or on the part of the receiver can create  
problems or lead to\_\_\_\_\_.  
Select correct option:  
**Misunderstanding**  
Hatred  
Understanding  
Generosity  
Quiz Start Time: 07:01 AM  
Time Left 32

sec(s)  
Question # 9 of 10 ( Start time: 07:08:04 AM )  
Total Marks: 1  
What do the clothes we wear communicate?  
Select correct option:  
Affection not sure  
Status  
Rejection  
Boredom  
Quiz Start Time: 07:01 AM  
Time Left 80

sec(s)  
Question # 10 of 10 ( Start time: 07:09:28 AM )  
Total Marks: 1  
All of the following are the categories of  
feedback, except:  
Select correct option:  
Evaluation  
Interpretation  
Probing  
**Noise**  
Quiz Start Time: 07:10 AM  
Time Left 79  
sec(s)  
Question # 1 of 10 ( Start time: 07:10:27 AM )

Total Marks: 1  
Articulate speech is characterized by:  
Select correct option:  
**Correct pronunciation and clear enunciation**  
Vocal trait  
Combination of pitch and strength  
More clearly express or magnify meaning  
Quiz Start Time: 07:10 AM  
Time Left 87

sec(s)  
Question # 2 of 10 ( Start time: 07:10:43 AM )  
Total Marks: 1  
Poor retention either on the part of the sender  
or on the part of the receiver can create  
problems or lead to\_\_\_\_\_.  
Select correct option:  
**Misunderstanding**  
Hatred  
Understanding  
Generosity  
Quiz Start Time: 07:10 AM  
Time Left 47

sec(s)  
Question # 3 of 10 ( Start time: 07:10:52 AM )  
Total Marks: 1  
Which of the following pattern is most  
appropriate when you used the problem/solution  
method?  
Select correct option:  
Spatial



Chronological

Topical

**Logical**

Quiz Start Time: 07:10 AM

Time Left 20

sec(s)

Question # 4 of 10 ( Start time: 07:11:47 AM )

Total Marks: 1

Where does immediacy come from during a presentation?

Select correct option:

Looking at your notes

Standing

Dressing with authority

**Making eye contact**

Quiz Start Time: 07:10 AM

Time Left 73

sec(s)

Question # 5 of 10 ( Start time: 07:13:16 AM )

Total Marks: 1

Which one of the following is a method of arranging information by dividing it into parts?

Select correct option:

Spatial pattern

Chronological pattern

**Topical pattern**

Logical pattern

Quiz Start Time: 07:10 AM

Time Left 83

sec(s)

Question # 6 of 10 ( Start time: 07:13:38 AM )

Total Marks: 1

All of the following are the levels of communication. EXCEPT:

Select correct option:

Intrapersonal Communication

Interpersonal Communication

Mediated Communication

**Frame Communication**

Quiz Start Time: 07:10 AM

Time Left 87

sec(s)

Question # 7 of 10 ( Start time: 07:13:53 AM )

Total Marks: 1

Understanding is the stage at which you learn:

Select correct option:

**What the speaker means**

How to judge a message

Analyzing the conversation

None of the given options

Quiz Start Time: 07:10 AM

Time Left 24

sec(s)

Question # 8 of 10 ( Start time: 07:14:02 AM )

Total Marks: 1

Which of the following is the first step in

order to overcome communication barriers?

Select correct option:

**To recognize the most common barriers**

**and then, understand their negative impact on communication**

To recognize the most common barriers

and then, find the positive aspects

To find the rare barriers and

understand their negative impact

All of the given options

Quiz Start Time: 07:10 AM

Time Left 51  
sec(s)  
Question # 9 of 10 ( Start time: 07:15:33 AM )  
Total Marks: 1  
Which type of communication it would be when subordinate update their superior by telling them about problems at the workplace?  
Select correct option:  
**Upward**  
Horizontal  
Downward  
Group  
Quiz Start Time: 07:10 AM  
Time Left 85

sec(s)  
Question # 10 of 10 ( Start time: 07:16:18 AM )  
Total Marks: 1  
Audience information such as age, gender, education, and socioeconomic status falls into a category known as  
Select correct option:  
Profiling  
**Demographics**  
Topoi  
MYGLO

**4 Quiz**  
<sup>th</sup>  
Quiz Start Time: 07:17 AM  
Time Left 55

sec(s)  
Question # 1 of 10 ( Start time: 07:17:14 AM )

Total Marks: 1  
Jumps to conclusions. This is an example of:  
Select correct option:  
**Listener barrier**  
Sender barrier  
Physical barrier  
Noise

Quiz Start Time: 07:17 AM  
Time Left 15  
sec(s)  
Question # 2 of 10 ( Start time: 07:17:55 AM )

Total Marks: 1  
Mediated communication occurs through:  
Select correct option:  
**Letters, reports, form s and interoffice mem oranda**

Letters, newspapers and radio  
Newspapers, books and TV  
TV, radio and wall chalking  
Quiz Start Time: 07:17 AM

Time Left 77  
sec(s)  
Question # 3 of 10 ( Start time: 07:19:18 AM )  
Total Marks: 1  
It is always easier to communicate at the

\_\_\_\_\_.

Select correct option:

**Peer level**  
Differing status  
Different position  
Different class  
Quiz Start Time: 07:17 AM

Time Left 64  
sec(s)  
Question # 4 of 10 ( Start time: 07:19:38 AM )  
Total Marks: 1

A presenter can prepare effective responses by which of the following?

Select correct option:

Anticipating

Answering

Revising

**All of the above**

Quiz Start Time: 07:17 AM

Time Left 11

sec(s)

Question # 5 of 10 ( Start time: 07:20:11 AM )

Total Marks: 1

Which one of the following is a planned and rehearsed speech that uses different words during rehearsals?

Select correct option:

Manuscript speech

Memorized speech

Impromptu speech

**Extemporaneous speech**

Quiz Start Time: 07:17 AM

Time Left 54

sec(s)

Question # 6 of 10 ( Start time: 07:21:35 AM )

Total Marks: 1

All of the following are correct about magazines except:

Select correct option:

**Magazine articles tend to be shorter and more general .**

Magazines are a type of periodical.

Magazines publish articles written for a general audience.

Articles in magazines usually include bibliographies

Quiz Start Time: 07:17 AM

Time Left 72

sec(s)

Question # 7 of 10 (Start time: 07:22:18 AM)

Total Marks: 1

\_\_\_\_\_ can also seriously impede the transmission of ideas.

Select correct option:

Tolerance

Broadsides

**Prejudice**

Acceptance

Quiz Start Time: 07:17 AM

Time Left 71

sec(s)

Question # 8 of 10 ( Start time: 07:22:43 AM )

Total Marks: 1

Which of the following involves grasping what the speaker means by seeing the ideas and information from his/her point of view?

Select correct option:

**Listening**

Hearing

Filtering

Speaking

Quiz Start Time: 07:17 AM

Time Left 42

sec(s)

Question # 9 of 10 ( Start time: 07:23:08 AM )

Total Marks: 1

When using a story, the presenter should:

Select correct option:

**Tell the story first, and then show how it illustrates the thesis**

State the thesis first, and then show how the story supports the thesis

Either option is acceptable

Neither option is acceptable

Quiz Start Time: 07:17 AM  
Time Left 52  
sec(s)  
Question # 10 of 10 ( Start time: 07:24:06 AM )  
Total Marks: 1  
Effective internal communication helps to increase the job \_\_\_\_\_.  
Select correct option:  
Absenteeism and depression  
Dejection and output  
Grievances and sadness  
**Satisfaction and productivity**

Solve quiz mcm 301 by Muhammad ibrar

Question # 1 of 15 ( Start time: 09:54:43 AM ) Total Marks: 1  
How many words is average speaker’s rate per minute?  
Select correct option:

- 100 to 150**
- 400 to 500
- More than 500
- Countless

Question # 2 of 15 ( Start time: 09:55:33 AM ) Total Marks: 1  
\_\_\_\_\_can also seriously impede the transmission of ideas.  
Select correct option:

- Tolerance
- Broadsides
- Prejudice**
- Acceptance

Question # 3 of 15 ( Start time: 09:56:05 AM ) Total Marks: 1  
Which one of the following is an interpersonal need to exercise leadership and prove one's abilities?  
Select correct option:

- Inclusion
- Control**
- Affection
- Power

Which of the following process is the automatic psychological process of receiving aural stimuli?  
Select correct option:

- Listening**
- Hearing
- Filtering
- Speaking

In USA, maintaining eye contact while talking with elders show confidence, in Pakistan, it shows disrespect. What does this example depict?  
Select correct option:

- The interpretation of body language is universal.
- The interpretation of body language is not universal.
- The interpretation of body language is same worldwide.
- The interpretation of body language is global.
- In verbal communication one’s physical appearance affects the\_\_\_\_\_.

Mcm 301 quiz

Select correct option:

- Message**
- Channel
- Sender
- Status

Which of the following is not the type of electronic periodical indexes?  
Select correct option:

- World Wide Web
- CD-ROM
- Online systems
- Journals**

Question # 8 of 15 ( Start time: 10:00:07 AM ) Total Marks: 1  
Which of the following is(are) the example of public(s) that organizations communicate with, in external communication?  
Select correct option:

- Consumers
- Stockholders
- Government agencies

**All of the given options**

All of the following are the types of periodical except:  
Select correct option:

- Journals
- Magazines
- Newspapers
- Note-cards**

Which of the following is usually related to environmental factors that affect communication?  
Select correct option:

- Listener barrier
- Sender barrier
- Physical barrier**
- Resistance

How many levels communication can be divided in?  
Select correct option:

- Six
- Five
- Four
- Three**

Which of the following involves grasping what the speaker means by seeing the ideas and information from his/her point of view?  
Select correct option:

- Listening**
- Hearing
- Filtering
- Speaking

All of the following are the examples of touching, EXCEPT:  
Select correct option:

- Shake hand
- A hug
- A pat
- Drawing the eyebrow down**

What do the clothes we wear communicate?  
Select correct option:

- Affection
- Status
- Rejection
- Boredom

Mediated communication occurs through:  
Select correct option:

- Letters, reports, forms and interoffice memoranda
- Letters, newspapers and radio**
- Newspapers, books and TV
- TV, radio and wall chalking

Quiz Start Time: 09:17 PM

Time Left	71	
	sec(s)	

Question # 1 of 10 ( Start time: 09:17:02 PM ) Total Marks: 1

Which one of the following pattern is especially effective if the audience already knows that the problem exists?

Select correct option:

- ☐ Problem/solution order
- ☐ Cause/effect order
- ☒ Deductive order
- ☐ Inductive order

Question # 2 of 10 ( Start time: 09:17:58 PM ) Total Marks: 1

Which type of communication it would be when co-workers decide to meet to deal with a problem?

Select correct option:

- ☐ Upward
- ☐ Horizontal
- ☐ Downward



☒ Intrapersonal

Question # 3 of 10 ( **Start time: 09:18:32 PM** )

Total Marks: 1

When using visuals in a presentation, which of the following should be avoided?

Select correct option:

- ☒ Taking time to explain the visual.
- ☐ Fitting the visual to the material being discussed.
- ☐ Talking to the visual.
- ☐ None of the given options

Question # 5 of 10 ( **Start time: 09:20:26 PM** )

Total Marks: 1

Business associates can be a helpful source for:

Select correct option:

- ☐ Identifying probable questions and objections
- ☒ Can reveal questions and concerns
- ☐ It is helpful to recall the questions
- ☐ None of the given options

Question # 6 of 10 ( **Start time: 09:21:08 PM** )

Total Marks: 1

When centering on the audience, you start by finding \_\_\_\_\_that enable you to identify with them.

Select correct option:

- ☐ Rare traits
- ☐ Common traits
- ☒ Extraordinary character
- ☐ Unusual quality

Question # 7 of 10 ( **Start time: 09:22:09 PM** )

Total Marks: 1

Which of the following method is generally preferred when presenting positive or good-news information?

Select correct option:

- ☒ Direct method
- ☐ Indirect method
- ☐ Supporting method
- ☐ Sustaining method

Question # 8 of 10 ( **Start time: 09:23:02 PM** )

Total Marks: 1

All of the following are the elements of communication process. EXCEPT:

Select correct option:

- ☐ Sender
- ☐ Message
- ☐ Channel
- ☒ Creativity

Question # 10 of 10 ( **Start time: 09:24:32 PM** )

Total Marks:

Types of media used to direct information upward are:

Select correct option:

- ☐ Reports, interoffice memos and supervisor subordinate conferences
- ☒ Letters, newspapers and radio
- ☐ Newspapers, books and interoffice memos
- ☐ TV, radio and wall chalking

sec(s)

Quiz Start Time: 06:54 AM Time Left 52  
sec(s)

Question # 1 of 10 ( Start time: 06:54:48 AM ) Total Marks: 1  
A presenter who consistently speaks at a rapid rate may be perceived as:  
Select correct option:

- To be nervous
- Impatient
- Hurried
- All of above

Quiz Start Time: 06:54 AM Time Left 69  
sec(s)

Question # 2 of 10 ( Start time: 06:55:36 AM ) Total Marks: 1  
In a well written disappointing newsletter, all of the following points are kept in mind, except:  
Select correct option:

- Enough detail to make the reason for the refusal logically acceptable.
- Explaining the company’s policy as logical rather than rigid
- Offering an apology for the decision
- Avoiding negative personal expressions

Quiz Start Time: 06:54 AM Time Left 75  
sec(s)

Question # 3 of 10 ( Start time: 06:56:54 AM ) Total Marks: 1  
The word 'communication' is derived from a Latin word ‘communico’, which means:  
Select correct option:

- To share
- To respond
- To give
- To tell

Quiz Start Time: 06:54 AM Time Left 59  
sec(s)

Question # 4 of 10 ( Start time: 06:57:43 AM ) Total Marks: 1  
Which of the following method of outlining topic involves presenting a general statement first, followed by specific supporting statements?  
Select correct option:

- Direct method
- Indirect method
- Supporting method
- Sustaining method

Quiz Start Time: 06:54 AM Time Left 82  
sec(s)

Question # 5 of 10 ( Start time: 06:59:08 AM ) Total Marks: 1  
Which of the following is the most appropriate definition of group communication?  
Select correct option:

- Two or more persons who are interacting with one another during which mutual influence is taking place
- Any interaction between two or more persons
- Any time two or more persons influence each other
- Any collection of two or more persons

Quiz Start Time: 06:54 AM Time Left 72  
sec(s)

Question # 6 of 10 ( Start time: 07:00:12 AM ) Total Marks: 1  
Partial or marginal listening can distort the intent of which of the following?  
Select correct option:

- Message
- Channel
- Source
- All of the given options

Quiz Start Time: 06:54 AM Time Left 50  
sec(s)

Question # 7 of 10 ( Start time: 07:01:31 AM ) Total Marks: 1  
When does a presentation begin?  
Select correct option:

- The moment you begin speaking.
- The moment you are asked to give a presentation.
- The moment you are in view of your listeners.
- The moment you decide on a topic for your presentation.

Quiz Start Time: 06:54 AM Time Left 74  
sec(s)

Question # 8 of 10 ( Start time: 07:02:59 AM ) Total Marks: 1  
When using a story, the presenter should:  
Select correct option:

- Tell the story first, and then show how it illustrates the thesis
- State the thesis first, and then show how the story supports the thesis
- Either option is acceptable
- Neither option is acceptable

Quiz Start Time: 06:54 AM Time Left 44  
sec(s)

Question # 9 of 10 ( Start time: 07:04:26 AM ) Total Marks: 1  
Which of the following would be the least helpful source when conducting audience research?  
Select correct option:

- The program planner of the occasion where you are speaking
- The website of the organization that has invited you to speak
- Interviews of former members of the organization to whom you are invited to speak
- News releases highlighting the organization to whom you will be speaking

Quiz Start Time: 06:54 AM Time Left 42  
sec(s)

Question # 10 of 10 ( Start time: 07:05:57 AM ) Total Marks: 1  
Which of the following option of anticipating part of speech can reveal questions and concerns that may be raised during presentation?  
Select correct option:

- Previous experience
- Common concerns
- Planning
- Input from associates

Quiz Start Time: 02:28 PM Time Left 31  
sec(s)

Question # 1 of 15 ( Start time: 02:28:27 PM ) Total Marks: 1  
Which one of the following is a planned and rehearsed speech that uses different words during rehearsals?

Select correct option:

- Manuscript speech
- Memorized speech
- Impromptu speech
- Extemporaneous speech

Quiz Start Time: 02:28 PM Time Left 50  
sec(s)

Question # 2 of 15 ( Start time: 02:29:49 PM ) Total Marks: 1  
Which one of the following arrangement is a modification of conventional classroom seating?  
Select correct option:

- U-formation
- T-formation
- Modified T-formation
- V-formation

Quiz Start Time: 02:28 PM Time Left 50  
sec(s)

Question # 4 of 15 ( Start time: 02:32:09 PM ) Total Marks: 1  
Which type of speaking relies on speaking notes?  
Select correct option:

- Manuscript
- Memorized
- Impromptu
- Extemporaneous

Quiz Start Time: 02:28 PM Time Left 52  
sec(s)

Question # 5 of 15 ( Start time: 02:33:32 PM ) Total Marks: 1  
Which of the following option of anticipating part of speech can reveal questions and concerns that may be raised during presentation?  
Select correct option:

- Previous experience
- Common concerns
- Planning
- Input from associates

Quiz Start Time: 02:28 PM Time Left 36  
sec(s)

Question # 6 of 15 ( Start time: 02:34:20 PM ) Total Marks: 1  
A good rule to recall when using statistics is:  
Select correct option:

- The more statistics, the better the effectiveness
- Statistics should include several places past the decimal point for effect
- Rounding and using a few key statistics is ineffective
- Rounding and using a few key statistics is generally most effective

Quiz Start Time: 02:28 PM Time Left 52  
sec(s)

Question # 7 of 15 ( Start time: 02:35:42 PM ) Total Marks: 1  
A presenter can prepare effective responses by which of the following?  
Select correct option:

- Anticipating
- Answering
- Revising
- All of the above

Quiz Start Time: 02:28 PM Time Left 43  
sec(s)

Question # 8 of 15 ( Start time: 02:36:26 PM ) Total Marks: 1  
How many purposes your introduction should have:  
Select correct option:

- Two
- Three
- Four
- Five

Quiz Start Time: 02:28 PM Time Left 54  
sec(s)

Question # 9 of 15 ( Start time: 02:37:21 PM ) Total Marks: 1  
Which of the following refers to the degree of highness or lowness of a sound?  
Select correct option:

- Pitch
- Speed
- Volume
- Rate

Quiz Start Time: 02:28 PM Time Left 40  
sec(s)

Question # 10 of 15 ( Start time: 02:38:09 PM ) Total Marks: 1  
When does a presentation begin?  
Select correct option:

- The moment you begin speaking.
- The moment you are asked to give a presentation.
- The moment you are in view of your listeners.
- The moment you decide on a topic for your presentation.

BC070400602 : Muhammad Ibrar

Quiz Start Time: 02:28 PM Time Left 69  
sec(s)

Question # 12 of 15 ( Start time: 02:40:32 PM ) Total Marks: 1  
A presenter who consistently speaks at a rapid rate may be perceived as:  
Select correct option:

- To be nervous
- Impatient
- Hurried
- All of above

Quiz Start Time: 02:28 PM Time Left 48  
sec(s)

Question # 13 of 15 ( Start time: 02:41:25 PM ) Total Marks: 1  
Which of the following pattern is not a specific organizational pattern?  
Select correct option:

- Spatial

Chronological  
Topical  
**Deductive**

Quiz Start Time: 02:28 PM Time Left 74  
sec(s)

Question # 14 of 15 ( Start time: 02:42:37 PM ) Total Marks: 1  
Which of the following is the skill of speaking in distinct syllables?  
Select correct option:

**Articulation**  
Fillers  
Inflection  
Monotone delivery

Quiz Start Time: 02:28 PM Time Left 46  
sec(s)

Question # 15 of 15 ( Start time: 02:43:06 PM ) Total Marks: 1  
All of the following are the purposes of introduction except:  
Select correct option:

Getting the audience's attention  
Introducing your thesis  
Establishing your rapport or credibility with the audience  
**Avoid to the audience**

## MCM 301 Final Semester Quiz

**Which one of the following seating is the least comfortable for an audience, especially for presentations that last longer than an hour?**

Select correct option:  
U-formation  
Modified T-formation  
Conventional classroom style  
**Conventional theater style**

**A good rule to recall when using statistics is:**

Select correct option:  
The more statistics, the better the effectiveness  
Statistics should include several places past the decimal point for effect  
Rounding and using a few key statistics is ineffective tough  
**Rounding and using a few key statistics is generally most effective**

**All of the following are the common reasons for disruptive behavior EXCEPT one. Which one is that?**

Select correct option:  
Resistance to change  
Resentment of the presenter  
Repetition of behavior that is successful for the detractor  
**Reappearance of the presenter**

**When considering objects or models as visual aids, the presenter should consider which of the following point?**

Select correct option:  
Objects and models are too big to use in a presentation  
**Audience-members can easily learn as much from other visual aides**  
The object or model needs to be passed around the audience during the speaker's presentation so the audience-members can get a look at it while it is described  
There are situations in which the object being discussed or a realistic model makes the best support

Which one of the following refers to the seating arrangement in which people in the audience are seated in rows and columns without tables?  
Select correct option:

**Theater-style arrangement**  
Conventional classroom style  
Modified T-formation  
V-formation

**A presenter who speaks too loudly may be perceived as which of the following?**

Select correct option:  
Bombastic  
Aggressive  
Insensitive to listeners



All of the given options

Which of the following option of anticipating part of speech can reveal questions and concerns that may be raised during presentation?

Which of the following pattern is most appropriate when you used the problem/solution method?

Select correct option:

- Spatial
- Chronological
- Topical

Logical

Which one of the following seating is most common for proactive presentation delivered to large audiences?

(Ans):Conventional theater style

A presenter can prepare effective responses to questions by following all of the given steps EXCEPT one. Which one is that?

- Anticipating
- Answering

Recording

Rehearsing

All of the following are the types of comments from an audience EXCEPT:

Select correct option:

- Agreement
- Addition
- Objection

Arbitrate

Which one of the following is a method of arranging informa–tion by dividing it into parts?

- Spatial pattern
- Chronological pattern

Topical pattern

Logical pattern

When using visuals in a presentation, which of the following should be avoided?

A speech designed to change or reinforce the audience's beliefs or actions. This is an example of:

Select correct option:

- Informative speech
- Ceremonial speech

Persuasive speech

None of the given options

Which of the following refers to the degree of highness or lowness of a sound?

Pitch

Speed

Volume

Rate

Question # 1 of 10 ( Start time: 01:12:39 PM )

Which one of the following is suitable for both promotional and informational presentations in either the Proactive or Interactive modes?

Select correct option:

☐

V-formation

☐

Modified T-formation

☐

T-formation

☐

U-formation

The U-formation is suitable for both promotional and informational presentations in either the Proactive or Interactive modes. It is one arrangement that allows every person in the audience to view not only the presenter, but every other person in the audience as well.

Question # 2 of 10 ( Start time: 01:13:42 PM )

Business associates can be a helpful source for:

Select correct option:

☒

Identifying probable questions and objections

☐

Can reveal questions and concerns

☐

It is helpful to recall the questions

☐

None of the given options

Page67

**Input from Associates**

Business associates can be a helpful source for identifying probable questions and objections.

Question # 3 of 10 ( Start time: 01:14:30 PM )

All of the following are the common reasons for disruptive behavior EXCEPT one. Which one is that?

Select correct option:

☐

Resistance to change

☐

Resentment of the presenter

☐

Repetition of behavior that is successful for the detractor

☒

Reappearance of the presenter

Page # 67

Common reasons for disruptive behavior are:

- **Resistance to change**
- **Resentment of the presenter**
- **Repetition of behavior that is successful for the detractor**

Question # 5 of 10 ( Start time: 01:16:50 PM )

Which one of the following refers to the seating arrangement in which people in the audience are seated in rows and columns without tables?

Select correct option:

☐

Theater-style arrangement

☒

Conventional classroom style

☐

Modified T-formation

☐

U-formation

Page # 81

Conventional theatre style

With a theater-style arrangement, people in the audience are seated in rows and columns without tables.

Question # 6 of 10 ( Start time: 01:18:13 PM )

A presenter can prepare effective responses by which of the following?

Select correct option:

Anticipating

Answering

Revising

All of the above

page67

Question # 8 of 10 ( Start time: 01:20:22 PM )

A presenter who consistently speaks at a rapid rate may be perceived as:

Select correct option:

To be nervous

Impatient

Hurried

All of above

Page # 57  
Presenters who consistently speak at a rapid rate may be perceived to be nervous, impatient, or hurried.

Question # 9 of 10 ( Start time: 01:21:17 PM )

Which one of the following arrangement is a modification of conventional classroom seating?

Select correct option:

U-formation

T-formation

Modified T-formation

V-formation

V-formation is modified form of conventional class seating

Question # 10  
Last question was asked about concise answering nad the answer was “to the point”.  
Note: when you are needed to answer concisely then answer to the point.

## **MCM301 Online Quiz No. 4**

Question # 1

All of the following are considered as the core values of correctness, except:  
Select correct option:

Proper grammar  
Punctuation  
Spelling  
**Loudness page#110**

Question # 2

Which of the following is not suggested for an appropriate ending of business writing?  
Select correct option:

**Keep the ending paragraph as long as circumstances allow.**  
Avoid the inclusion of negative information in the ending.  
Include reader-benefit material, if appropriate.  
State who is to perform the desired action if the action is to be performed by someone other than the reader.

Question # 3

Which one of the following is not required to keep conciseness in writing?  
Select correct option:

Including only relevant material  
**Adding extra and unrelated information**  
Eliminating wordy expressions  
Avoiding unnecessary repetition

Question # 4

Which of the following method is generally preferred when presenting positive or good-news information?  
Select correct option:

**Direct method page#120**  
Indirect method  
Supporting method  
Sustaining method

Question # 5

Business associates can be a helpful source for:  
Select correct option:

**Identifying probable questions and objections page#67**  
Can reveal questions and concerns  
It is helpful to recall the questions  
None of the given options

Question # 6

Which one of the following seating is the least comfortable for an audience, especially for presentations that last longer than an hour?  
Select correct option:

U-formation  
Modified T-formation  
Conventional classroom style  
**Conventional theater style page#81**

Question # 7

Which one of the following should not be interpreted to mean brevity, which will result in an incomplete message?  
Select correct option:

**Conciseness page#111**  
Correctness  
Consideration  
Courtesy

Question # 8

All of the following are Essential parts of a letter EXCEPT:  
Select correct option:

Letterhead  
Salutation  
**Subject line page#128**  
Signature

Question # 9

Q&A is an abbreviation of which of the following?  
Select correct option:

Quest and availability  
**Question and answer page#68**  
Question and anticipation  
Query and audience

Question # 10

All of the following are the benefits of handouts EXCEPT:  
Select correct option:

Handouts eliminate the need for note taking.

Handouts provide an accurate record of the information being presented.

Handouts can be used with all types of presentation media.

Handouts passed out in advance tend to cause attendees to prejudge the presenter and/or the presentation. Page#94

**Question # 1 of 10 ( Start time: 09:50:06 AM )**

Total Marks: 1

While using a flip board in presentation, 6x6 formula is used. What does it refers to?

**Select correct option:**

6 sentences with 6 different colors on one chart

6 words in every sentence written in 6 different colors

6 sheets on flip board

6 lines, each having 6 words on a sheet

**Question # 3 of 10 ( Start time: 09:51:32 AM )**

All of the following statements about groups are true, EXCEPT:

**Select correct option:**

Group members strive to achieve some common purpose

Group members influence and are influenced by one another

Group members are interdependent

Group members must interact face-to-face.

**Question # 5 of 10 ( Start time: 09:53:17 AM )**

Total Marks: 1

What is the basic requirement of Coordinating behavior?

**Select correct option:**

It requires that group members be in the same geographic area

It requires the use of verbal communication only

It requires the use of nonverbal communication only

It requires the exchange of messages whether verbal or nonverbal

**Question # 6 of 10 ( Start time: 09:54:48 AM )**

Total Marks: 1

When does a presentation begin?

**Select correct option:**

The moment you begin speaking.

The moment you are asked to give a presentation.

The moment you are in view of your listeners.

The moment you decide on a topic for your presentation.

**Question # 8 of 10 ( Start time: 09:56:31 AM )**

Total Marks: 1

Diagrams are excellent for conveying all of the following, except :

**Select correct option:**

Information about size

Information about shape

Information about structure

Information about audience

**Question # 9 of 10 ( Start time: 09:57:31 AM )**

Total Marks: 1

Which one of the following information is true about bar charts, simple column charts and multi-column charts?

**Select correct option:**

All can be used effectively for the same purpose

Can be used to illustrate varied values

Are usually illegal for visual aids

Are usually not good visual aids

**Question # 10 of 10 ( Start time: 09:58:56 AM )**

Total Marks: 1

Where does\_\_\_\_\_ during a presentation?

**Select correct option:**

Looking at your notes

Standing

Dressing with authority

Making eye contact

**Question # 1 of 10 ( Start time: 10:02:31 AM )**

Total Marks: 1

Which one of the following is a planned and rehearsed speech that uses different words during rehearsals?

**Select correct option:**

Manuscript speech

Memorized speech

Impromptu speech

Extemporaneous speech

**Question # 3 of 10 ( Start time: 10:04:14 AM )**

Total Marks: 1

In a well planned presentation where there is no need to record information that comes up on the spot, there may be no need for:

**Select correct option:**

Photographic slides

Chalk or dry-erase boards

Transparencies

CD-ROM or DVD

**Question # 4 of 10 ( Start time: 10:04:50 AM )**

Total Marks: 1

Which of the following are central features of a group?

**Select correct option:**

Interaction

Mutual influence

Interdependence



All of the given options

**Question # 5 of 10 ( Start time: 10:05:03 AM )**

Total Marks: 1

While using a flip board in presentation, 6x6 formula is used. What does it refers to?

**Select correct option:**

6 sentences with 6 different colors on one chart

6 words in every sentence written in 6 different colors

6 sheets on flip board

6 lines, each having 6 words on a sheet

**Question # 6 of 10 ( Start time: 10:05:51 AM )**

Total Marks: 1

Diagrams are excellent for conveying all of the following, except :

**Select correct option:**

Information about size

Information about shape

Information about structure

Information about audience

**Question # 7 of 10 ( Start time: 10:06:46 AM )**

Total Marks: 1

How many general parts a basic speech must have?

**Select correct option:**

Three

Four

Five

Six

**Question # 8 of 10 ( Start time: 10:07:26 AM )**

Total Marks: 1

All of the following statements are the purposes of forming an outline for a speech EXCEPT one. Which one is it?

**Select correct option:**

It helps put order to the information.

It serves as a model to check your work.

It serves as a guide from which to deliver your speech.

It helps to build confusion for the listeners.

**Question # 9 of 10 ( Start time: 10:08:23 AM )**

Total Marks: 1

Q&A is an abbreviation of which of the following?

**Select correct option:**

Quest and availability

Question and answer

Question and anticipation

Query and audience

**Question # 10 of 10 ( Start time: 10:08:37 AM )**

Total Marks: 1

Which of the following is the most appropriate definition of group communication?

**Select correct option:**

Two or more persons who are interacting with one another during whichH mutual influence is taking place

Any interaction between two or more persons

Any time two or more persons influence each other

Any collection of two or more persons

**Question # 1 of 10 ( Start time: 10:10:42 AM )**

Total Marks: 1

Which one of the following is a method of arranging informa–tion by dividing it into parts?

**Select correct option:**

Spatial pattern

Chronological pattern

Topical pattern

Logical pattern

**Question # 2 of 10 ( Start time: 10:11:21 AM )**

Total Marks: 1

Which one of the following group often meets face to face with a common purpose in mind?

**Select correct option:**

Informal group

Formal group

Universal group

Standard group

**Question # 3 of 10 ( Start time: 10:12:01 AM )**

Total Marks: 1

All of the following tactics can be employed for dealing with disruptive incidents EXCEPT:

**Select correct option:**

Detour

Delay

Dismiss

Drag

**Question # 4 of 10 ( Start time: 10:12:43 AM )**

Total Marks: 1

Which of the following pattern is most appropriate when you used the problem/solution method?

**Select correct option:**

Spatial

Chronological

Topical

Logical

**Question # 5 of 10 ( Start time: 10:13:25 AM )**

Total Marks: 1

All of the following are the types of comments from an audience EXCEPT:

**Select correct option:**

Agreement

Addition

Objection

Arbitrate

**Question # 6 of 10 ( Start time: 10:14:04 AM )**

Total Marks: 1

Select which of the following is the method of arranging your subject's main points in a time sequence?

**Select correct option:**

Spatial order

Chronological order

Topical order

Logical order

**Question # 7 of 10 ( Start time: 10:14:58 AM )**

Total Marks: 1

To find the right media for your presentation you need to first determine which one of the following?

**Select correct option:**

The size of your audience.

Equipment and supply limitations

The presentation budget.

All of the given options

**Question # 8 of 10 ( Start time: 10:15:47 AM )**

Total Marks: 1

A presenter who speaks too loudly may be perceived as which of the following?

**Select correct option:**

Bombastic

Aggressive

Insensitive to listeners

All of the given options

**Question # 9 of 10 ( Start time: 10:16:03 AM )**

Total Marks: 1

An effective presenter uses pitch changes to indicate a change in the message. At the end of a sentence, raising the pitch signifies which of the following?

**Select correct option:**

A question

Statement

Speech

Confess

**Question # 10 of 10 ( Start time: 10:17:18 AM )**

Total Marks: 1

Business associates can be a helpful source for:

**Select correct option:**

Identifying probable questions and objections

Can reveal questions and concerns

It is helpful to recall the questions

None of the given options

**Question # 1 of 10 ( Start time: 10:20:20 AM )**

Total Marks: 1

Which one of the following refers to the seating arrangement in which people in the audience are seated in rows and columns without tables?

**Select correct option:**

Theater-style arrangement

Conventional classroom style

Modified T-formation

V-formation

**Question # 2 of 10 ( Start time: 10:21:08 AM )**

Total Marks: 1

A presenter can prepare effective responses by which of the following?

**Select correct option:**

Anticipating

Answering

Revising

All of the above

**Question # 3 of 10 ( Start time: 10:21:42 AM )**

Total Marks: 1

Speaking notes for speech should be:

**Select correct option:**

Legible

Unobtrusive

Detailed

Legible and unobtrusive

**Question # 4 of 10 ( Start time: 10:23:05 AM )**

Total Marks: 1

A good rule to recall when using statistics is:

**Select correct option:**

The more statistics, the better the effectiveness

Statistics should include several places past the decimal point for effect

Rounding and using a few key statistics is ineffective

Rounding and using a few key statistics is generally most effective

**Question # 5 of 10 ( Start time: 10:24:22 AM )**

Total Marks: 1

Select which of the following is the practice of altering the tone and/or pitch of voice to more clearly express or magnify meaning:

**Select correct option:**

Inflection

Articulation

Pauses

Fillers

**Question # 6 of 10 ( Start time: 10:24:50 AM )**

Total Marks: 1

Business associates can be a helpful source for:

**Select correct option:**

Identifying probable questions and objections

Can reveal questions and concerns

It is helpful to recall the questions

None of the given options

**Question # 7 of 10 ( Start time: 10:25:06 AM )**

Total Marks: 1

A presenter who consistently speaks at a rapid rate may be perceived as:

**Select correct option:**

To be nervous

Impatient

Hurried

All of above

**Question # 8 of 10 ( Start time: 10:25:23 AM )**

Total Marks: 1

A presenter can prepare effective responses to questions by following all of the given steps EXCEPT one. Which one is that?

**Select correct option:**

Anticipating

Answering

Recording

Rehearsing

**Question # 9 of 10 ( Start time: 10:26:07 AM )**

Total Marks: 1

Select which of the following is the method of arranging your subject's main points in a time sequence?

**Select correct option:**

Spatial order

Chronological order

Topical order

Logical order

Top of Form

**Question # 1 of 10 ( Start time: 06:00:48 PM )**

**Total Marks:** 1

All of the following are Essential parts of a letter EXCEPT:

**Select correct option:**

Letterhead

Salutation

Subject line

Signature

Top of Form

**Question # 2 of 10 ( Start time: 06:01:54 PM )**

**Total Marks:** 1

When applied to business messages 'correctness' means all of the following, EXCEPT:

**Select correct option:**

Use the right level of language

Check a uracy of words, information and data

Use correct grammar and punctuation

Check font style

**Question # 3 of 10 ( Start time: 06:02:47 PM )**

**Total Marks:** 1

Bpc is an abbreviation of which of the following?

**Select correct option:**

Blind photo copy

Blind paper copy

Blind person copy

Blind pasted copy

Top of Form

**Question # 4 of 10 ( Start time: 06:03:37 PM )**

**Total Marks:** 1

To begin a disappointed newsletter with a negative information, \_\_\_\_\_ a negative situation.

**Select correct option:**

Eases

Reduces

Complicates

Relieves

Top of Form



**Question # 5 of 10 ( Start time: 06:05:00 )**

**Total Marks:** 1

Which one of the following is suitable for both promotional and informational presentations in either the Proactive or Interactive modes?

**Select correct option:**

V-formation

Modified T-formation

T-formation

U-formation C

**Question # 6 of 10 ( Start time: 06:05:38 )**

**Total Marks:** 1

To keep a sentence effective, the suggested average sentence length is:

**Select correct option:**

17 to 20 words

20 to 30 words

30 to 40 words

More than 40 words

All of the following factors bring the element of completeness in a message EXCEPT:

**Select correct option:**

Providing all necessary information

Answering all questions asked

Giving something extra, when desirable

Using vivid, image-building words

**Quiz Start Time: 06:00 PM**

**Question # 9 of 10 ( Start time: 06:09:34 PM )**

**Total Marks:** 1

Which of the following is the appropriate response to a comment of agreement?

**Select correct option:**

I agree with it.

That's a very good point

Thank you

That's not right

**Question # 10 of 10 ( Start time: 06:12:02 )**

**Total Marks:** 1

Which one of the following is not required to keep conciseness in writing?

**Select correct option:**

Including only relevant material

Adding extra and unrelated information

Eliminating wordy expressions

Avoiding unnecessary repetition

**Question # 1 of 10 ( Start time: 08:45:19 PM )**

**Total Marks:** 1

All of the following are considered as some basic truths about human nature that help us humanize our business messages, EXCEPT:

**Select correct option:**

People are self-centered

People are defensive

People are perfect

People expect courtesy

**Quiz Start Time: 08:45 PM**

**Question # 2 of 10 ( Start time: 08:46:12 PM )**

**Total Marks:** 1

Which of the following are central features of a group?

**Select correct option:**

Interaction

Mutual influence

Interdependence

All of the given options ??

**Question # 3 of 10 ( Start time: 08:46:42 PM )**

**Total Marks:** 1

"His GPA in 2000(MBA) was 3.9 on a four point scale." Which of the following is a correct and more concrete example of above statement?

**Select correct option:**

His GPA was 3.9 on a four point scale.

His GPA was good in 2000.

He got a good score in his MBA Program.

All of the given options

**Question # 5 of 10 ( Start time: 08:47:36 PM )**

**Total Marks:** 1

Which of the following cannot result from incomplete messages?

**Select correct option:**

Loss of goodwill

Loss of valued customers

Loss of sales

Gaining good name

**Question # 6 of 10 ( Start time: 08:48:21 PM )**

**Total Marks:** 1

While determining the order of the topics, one should review the outline, keeping all of the following questions in mind, EXCEPT:

**Select correct option:**

Are the ideas of equal importance presented in a parallel manner?

Is the sequence of the topics appropriate for the development method I am using?

Is the sequence of the topics likely to add clarity to my message?

Are related topics properly shuffled?

**Question # 6 of 10 ( Start time: 08:48:21 PM )**

**Total Marks:** 1

While determining the order of the topics, one should review the outline, keeping all of the following questions in mind, EXCEPT:

**Select correct option:**

Are the ideas of equal importance presented in a parallel manner?

Is the sequence of the topics appropriate for the development method I am using?

Is the sequence of the topics likely to add clarity to my message?

Are related topics properly shuffled?

**Question # 7 of 10 ( Start time: 08:49:42 PM )**

**Total Marks:** 1

While writing a persuasive message, which kind of beginning will be more appropriate?

**Select correct option:**

Begin with the catching proverb

Begin with the buffer

Begin with information that will catch the reader’s attention

Begin with detailed explanation

**Quiz Start Time: 08:45 PM**

**Question # 8 of 10 ( Start time: 08:50:18 PM )**

**Total Marks: 1**

All of the following are Non Essential parts of a letter EXCEPT:

**Select correct option:**

Addressee notation

Attention line

Subject line

Complimentary close

**Question # 9 of 10 ( Start time: 08:51:16 PM )**

**Total Marks: 1**

Suppose there is a group meeting and in the end all the group members agree on the final decision through discussion and debate. What kin d on solution is it?

**Select correct option:**

Consensus C

Compromise

Arbitration

Majority vote

Top of Form

**Question # 10 of 10 ( Start time: 08:51:53 PM )**

**Total Marks: 1**

With a limited time frame available for presentation, the Q & A session is conducted:

**Select correct option:**

At the end of a presentation

During a presentation

Before a presentation

Not at all

**Question # 1 of 10 ( Start time: 06:01:09 PM )**

**Total Marks: 1**

Which of the given sentences is bias free?

**Select correct option:**

Please share this report with your supervisor. He will find it interesting.

Mr. Usman, aged 55, has just joined our Technical Department.

Mr. Umer is an unusually tall Asian.

Workers with physical disabilities face many barriers on the job.C

**Question # 3 of 10 ( Start time: 06:02:55 PM )**

**Total Marks: 1**

Which of the following is not suggested for an appropriate ending of business writing?

**Select correct option:**

Keep the ending paragraph as long as circumstances allow.C

Avoid the inclusion of negative information in the ending.

Include reader-benefit material, if appropriate.

State who is to perform the desired action if the action is to be performed by someone other than the reader.

**Question # 4 of 10 ( Start time: 06:04:10 PM )**

**Total Marks:** 1

Which one of the following information is true about bar charts, simple column charts and multi-column charts?

**Select correct option:**

All can be used effectively for the same purpose

Can be used to illustrate varied values

Are usually illegal for visual aids

Are usually not good visual aids

**Question # 7 of 10 ( Start time: 06:06:06 PM )**

**Total Marks:** 1

While preparing for effective business writing Drafting Stage involves all of the following, EXCEPT:

**Select correct option:**

Developing appropriate beginning paragraph

Composing the body

Developing appropriate ending paragraph

Editing

**Question # 10 of 10 ( Start time: 06:07:48 PM )**

**Total Marks:** 1

In which stage of Group formation Members work to solve conflicts and recognize a eptable kinds of conduct?

**Select correct option:**

Forming

Storming

Norming

Performing

**Question # 1 of 10 ( Start time: 04:12:49 PM)**

**Total Marks:** 1

Which one of the following arrangement is a modification of conventional classroom seating?

**Select correct option:**

U-formation

T-formation

Modified T-formation

V-formation

**Question # 2 of 10 ( Start time: 04:13:41 PM)**

**Total Marks:** 1

Which of the following method is generally preferred when presenting positive or good-news information?

**Select correct option:**

Direct method

Indirect method

Supporting method

Sustaining method

**Question # 3 of 10 ( Start time: 04:14:30 PM)**

**Total Marks:** 1

Which of the following method of outlining topic involves presenting a general statement first, followed by specific supporting statements?

**Select correct option:**

Direct method

Indirect method

Supporting method

Sustaining method

**Question # 4 of 10 ( Start time: 04:15:27 PM)**

**Total Marks:** 1

Writing with a you-attitude shows sincere \_\_\_\_\_ for the reader.

**Select correct option:**

Apathy

Concern

Sympathy

Curiosity

**Question # 5 of 10 ( Start time: 04:16:21 PM)**

**Total Marks: 1**

Ali has to write a research paper. He has finalized the topic and collected the initial data. Now he is going to write the first paragraph. Which stage of effecting writing it depicts?

**Select correct option:**

Planning

Organizing

Drafting

Editing

**Quiz Start Time: 04:12 PM**

**Question # 6 of 10 ( Start time: 04:16:45 PM)**

**Total Marks: 1**

When using visuals in a presentation, which of the following should be avoided?

**Select correct option:**

Taking time to explain the visual.

Fitting the visual to the material being discussed.

Talking to the visual.

None of the given options (Note Sure)

**Question # 9 of 10 ( Start time: 04:18:54 PM)**

**Total Marks: 1**

All of the following suggestions help improve the effectiveness of the opening paragraph EXCEPT:

**Select correct option:**

Make sure the beginning is appropriate for the reader.

Make sure the beginning is inappropriate for the situation

Use a fast-start beginning rather than a slow beginning.

Keep the beginning paragraph fairly short.

**Question # 10 of 10 ( Start time: 04:19:20 PM)**

**Total Marks: 1**

All of the following statements about groups are true, EXCEPT:

**Select correct option:**

Group members strive to achieve some common purpose

Group members influence and are influenced by one another

Group members are interdependent

Group members must interact face-to-face.

**Question # 2 of 15 ( Start time: 05:03:55 PM )**

**Total Marks: 1**

Order letters are comprised of all of the following distinct content components, except:

**Select correct option:**

Pertinent information about the items being ordered

Directions for shipping the merchandize

Quality report of the items

Method of payment

**Question # 3 of 15 ( Start time: 05:04:44 PM )**

**Total Marks: 1**

When do you think groups, rather than individuals working alone, should be used to solve a problem?

**Select correct option:**

When the task requires a limited amount of information and skills

When a quick resolution is essential

When commitment to the decision is important

When the task is fairly simple and straightforward

**Question # 4 of 15 ( Start time: 05:06:12 PM )**

**Total Marks:** 1

In written communication active verbs help make sentences more:

**Select correct option:**

Specific

Concise

Empathetic

All of the given options

**Question # 6 of 15 ( Start time: 05:07:55 PM )**

**Total Marks:** 1

In routine requests, it is advised to use direct approach which means:

**Select correct option:**

Placing the main idea in opening

Placing the main idea in middle

Placing the main idea in the end

Placing the main idea anywhere according to writer's choice

**Question # 7 of 15 ( Start time: 05:09:05 PM )**

**Total Marks:** 1

"His black assistant speaks more clearly than he does". Which kind of biasness this sentence shows?

**Select correct option:**

Gender biasness

Racial biasness

Age biasness

Disability biasness

**Question # 9 of 15 ( Start time: 05:10:03 PM )**

**Total Marks:** 1

All of the following are the qualities of effective claim letters EXCEPT:

**Select correct option:**

An effective claim letter contains your attitude material.

An effective claim letter presents all the facts pertinent to the situation.

An effective claim letter contains threat.

An effective claim letter makes a definite request.

**Question # 11 of 15 ( Start time: 05:12:41 PM )**

**Total Marks:** 1

What type of goodwill message is most likely to use an RSVP?

**Select correct option:**

Condolence

Invitation

Appreciation

Holiday greeting

**Question # 12 of 15 ( Start time: 05:13:42 PM )**

**Total Marks:** 1

Which of the following is not a guideline for courteous writing?

**Select correct option:**

Respond late

Exclude irritating expressions

Include meaningful apologies

Omit discourteous wording

**Question # 13 of 15 ( Start time: 05:14:21 PM )**

**Total Marks:** 1

Which of the following statement is NOT true about a congratulatory message?

**Select correct option:**

The message may be sent to a company relocating to a new building.

The message may be sent to an individual for being elected to an office in a social organization.

The message should focus on the receiver from start to finish.

The message may close by referring to the writer's assistance to the receiver in his or her achievement.

**Question # 5 of 15 ( Start time: 05:27:26 PM )**

**Total Marks:** 1

The direct plan can be used for which one of the following?

**Select correct option:**

Sales messages

Request refusals

Claims

None of the given options

**Question # 7 of 15 ( Start time: 05:29:03 PM )**

**Total Marks:** 1

Which of the following method of outlining speech is generally preferred for negative news messages?

**Select correct option:**

Direct method

Indirect method

Supporting method

Sustaining method

**Question # 8 of 15 ( Start time: 05:29:44 PM )**

**Total Marks:** 1

Which one of the following is not required to keep conciseness in writing?

**Select correct option:**

Including only relevant material

Adding extra and unrelated information

Eliminating wordy expressions

Avoiding unnecessary repetition

**Quiz Start Time: 05:23 PM**

**Question # 9 of 15 ( Start time: 05:30:28 PM )**

**Total Marks:** 1

All of the following are the characteristics of concrete writing EXCEPT:

**Select correct option:**

Specific

Definite

Vivid

Vague

**Question # 10 of 15 ( Start time: 05:31:48 PM )**

**Total Marks:** 1

Careful outlining of topics is helpful for all of the given reasons EXCEPT:

**Select correct option:**

It improves the clarity of message

It saves writing time

It enables to emphasize properly the various topics in the message

It keeps the suspense in message

**Quiz Start Time: 05:23 PM**

**Question # 12 of 15 ( Start time: 05:33:13 PM )**

**Total Marks: 1**

To say a clear no or writing a straight refusal in a disappointing news letter; all of the following techniques are useful EXCEPT:

**Select correct option:**

De-emphasize the disappointing-news

Use a conditional statement

Tell the audience what you did, can do, or will do, rather than what you did not do, cannot do, or will not do

Use a non-courteous tone

**Question # 13 of 15 ( Start time: 05:34:43 PM )**

**Total Marks: 1**

Which of the following is the most appropriate opening for an invitation to a fund-raising event?

**Select correct option:**

Explain the purpose of the event.

Give details of the event.

Extend the invitation.

Remind the recipient to bring a checkbook.

**Question # 14 of 15 ( Start time: 05:38:09 PM )**

**Total Marks: 1**

Which of the following type of letter is used to request general information rather than answers to specific questions?

**Select correct option:**

Direct request

Indirect request

Claim

Order

Top of Form

**Question # 15 of 15 ( Start time: 05:38:47 PM )**

**Total Marks: 1**

When considering objects or models as visual aids, the presenter should consider which of the following point?

**Select correct option:**

Objects and models are too big to use in a presentation

Audience-members can easily learn as much from other visual aides

The object or model needs to be passed around the audience during the speaker's presentation so the audience-members can get a look at it while it is described

There are situations in which the object being discussed or a realistic model makes the best support

**MCM301:**

**Question # 1 of 15 ( Start time: 05:45:46 PM )**



**Total Marks:** 1

Which of the following is the most appropriate definition of group communication?

**Select correct option:**

Two or more persons who are interacting with one another during which mutual influence is taking place

Any interaction between two or more persons

Any time two or more persons influence each other

Any collection of two or more persons

**Question # 2 of 15 ( Start time: 05:46:52 PM )**

**Total Marks:** 1

To say a clear no or writing a straight refusal in a disappointing news letter; all of the following techniques are useful EXCEPT:

**Select correct option:**

De-emphasize the disappointing-news

Use a conditional statement

Tell the audience what you did, can do, or will do, rather than what you did not do, cannot do, or will not do

Use a non-courteous tone

**Question # 3 of 15 ( Start time: 05:48:13 PM )**

**Total Marks:** 1

What type of goodwill message is most likely to use an RSVP?

**Select correct option:**

Condolence

Invitation

Appreciation

Holiday greeting

**Question # 4 of 15 ( Start time: 05:49:19 PM )**

**Total Marks:** 1

All of the following are Important details to include in the letter of invitation EXCEPT:

**Select correct option:**

The topic of the presentation

The date and time of presentation

The venue of the presentation

The menu of lunch to be given in the end of presentation

**Question # 5 of 15 ( Start time: 05:50:20 PM )**

**Total Marks:** 1

Which of the following is the most appropriate opening for an invitation to a fund-raising event?

**Select correct option:**

Explain the purpose of the event.

Give details of the event.

Extend the invitation.

Remind the recipient to bring a checkbook.

**Question # 6 of 15 ( Start time: 05:51:07 PM )**

**Total Marks:** 1

In a well written disappointing newsletter, all of the following points are kept in mind, except:

**Select correct option:**

Enough detail to make the reason for the refusal logically a eptable.

Explaining the company's policy as logical rather than rigid

Offering an apology for the decision

Avoiding negative personal expressions

**Question # 7 of 15 ( Start time: 05:51:59 PM )**

**Total Marks:** 1

Which one of the following should not be interpreted to mean brevity, which will result in an incomplete message?

**Select correct option:**

Conciseness

Correctness

Consideration

Courtesy

**Question # 8 of 15 ( Start time: 05:52:58 PM )**

**Total Marks:** 1

Letters of invitation include:

**Select correct option:**

Speaking invitations

Informal social invitation

Formal social invitations

All of the given options

**Question # 9 of 15 ( Start time: 05:53:44 PM )**

**Total Marks:** 1

All of the following are the qualities of effective claim letters EXCEPT:

**Select correct option:**

An effective claim letter contains you attitude material.

An effective claim letter presents all the facts pertinent to the situation.

An effective claim letter contains threat.

An effective claim letter makes a definite request.

**Question # 10 of 15 ( Start time: 05:55:01 PM )**

**Total Marks:** 1

All of the following suggestions help improve the effectiveness of the opening paragraph EXCEPT:

**Select correct option:**

Make sure the beginning is appropriate for the reader.

Make sure the beginning is inappropriate for the situation

Use a fast-start beginning rather than a slow beginning.

Keep the beginning paragraph fairly short.

**Question # 11 of 15 ( Start time: 05:56:15 PM )**

**Total Marks:** 1

Which one of the following group often meets face to face with a common purpose in mind?

**Select correct option:**

Informal group

Formal group

Universal group

Standard group

**Question # 12 of 15 ( Start time: 05:57:33 PM )**

**Total Marks:** 1

All of the following statements about groups are true, EXCEPT:  
**Select correct option:**

Group members strive to achieve some common purpose

Group members influence and are influenced by one another

Group members are interdependent

Group members must interact face-to-face.

**Question # 13 of 15 ( Start time: 05:58:46 PM )**

**Total Marks:** 1

While determining the order of the topics, one should review the outline, keeping all of the following questions in mind, EXCEPT:  
**Select correct option:**

Are the ideas of equal importance presented in a parallel manner?

Is the sequence of the topics appropriate for the development method I am using?

Is the sequence of the topics likely to add clarity to my message?

Are related topics properly shuffled?

**Question # 14 of 15 ( Start time: 05:59:50 PM )**

**Total Marks:** 1

Which of the following is not a guideline for courteous writing?  
**Select correct option:**

Respond late

Exclude irritating expressions

Include meaningful apologies

Omit discourteous wording

**Question # 15 of 15 ( Start time: 06:01:01 PM )**

**Total Marks:** 1

Diagrams are excellent for conveying all of the following, except :  
**Select correct option:**

Information about size

Information about shape

Information about structure

Information about audience

Top of Form

Skills new

**Quiz Start Time: 10:59 PM**

**Question # 1 of 15 ( Start time: 10:59:55 PM)**

**Total Marks: 1**

Letters of invitation include:

**Select correct option:**

Speaking invitations

Informal social invitation

Formal social invitations

All of the given options

Bottom of Form

Top of Form

**Quiz Start Time: 10:59 PM**

**Question # 2 of 15 ( Start time: 11:00:39 PM)**

**Total Marks: 1**

All of the following are the elements of effective written communication, EXCEPT:

**Select correct option:**

Courtesy

Correctness

Conciseness

Cleanliness

Bottom of Form

Top of Form

**Quiz Start Time: 10:59 PM**

**Question # 3 of 15 ( Start time: 11:01:56 PM)**

**Total Marks: 1**

Which of the following type of letter is used to request general information rather than answers to specific questions?

**Select correct option:**

Direct request

Indirect request

Claim

Order

Top of Form

**Quiz Start Time: 10:59 PM**

**Question # 4 of 15 ( Start time: 11:03:09 PM)**

**Total Marks: 1**

When applied to business messages 'correctness' means all of the following, EXCEPT:

**Select correct option:**

Use the right level of language

Check a uracy of words, information and data

Use correct grammar and punctuation

Check font style

Top of Form

**Quiz Start Time: 10:59 PM**

**Question # 5 of 15 ( Start time: 11:03:53 PM)**

**Total Marks: 1**

Which of the following are central features of a group?

**Select correct option:**

Interaction

Mutual influence

Interdependence

All of the given options

Top of Form

**Quiz Start Time: 10:59 PM**

**Question # 6 of 15 ( Start time: 11:04:34 PM)**

**Total Marks: 1**

Which of the following is to make a neutral, non-controversial statement that is closely related to the point of the message?

**Select correct option:**

Buffer

Feedback

Communication

Talk

Top of Form

**Quiz Start Time: 10:59 PM**

**Question # 7 of 15 ( Start time: 11:05:19 PM)**

**Total Marks: 1**

Which one of the following is most appropriate sequence for effective writing?

**Select correct option:**

Planning > drafting > organizing > editing > proofreading

Planning > organizing > drafting > proofreading > editing

Planning > organizing > drafting > editing > proofreading

Planning > drafting > editing > organizing > proofreading

Top of Form

**Quiz Start Time: 10:59 PM**

**Question # 8 of 15 ( Start time: 11:06:25 PM)**

**Total Marks: 1**

The letters written to book some place like room, hall etc are called:

**Select correct option:**

Informal social invitation letters

Reservation letters

Claim letters

Order letters

Top of Form

**Question # 9 of 15 ( Start time: 11:07:23 PM)**

**Total Marks: 1**

The direct plan can be used for which one of the following?

**Select correct option:**

Sales messages

Request refusals

Claims

None of the given options

Top of Form

**Quiz Start Time: 10:59 PM**

**Question # 10 of 15 ( Start time: 11:08:01 PM)**

**Total Marks:** 1

In a well written disappointing newsletter, all of the following points are kept in mind, except:

**Select correct option:**

Enough detail to make the reason for the refusal logically a eptable.

Explaining the company’s policy as logical rather than rigid

Offering an apology for the decision

Avoiding negative personal expressions

Top of Form

**Question # 11 of 15 ( Start time: 11:08:55 PM)**

**Total Marks:** 1

Diagrams are excellent for conveying all of the following, except :

**Select correct option:**

Information about size

Information about shape

Information about structure

Information about audience

Top of Form

**Question # 12 of 15 ( Start time: 11:09:22 PM)**

**Total Marks:** 1

Which of the following is not a guideline for courteous writing?

**Select correct option:**

Respond late

Exclude irritating expressions

Include meaningful apologies

Omit discourteous wording

Top of Form

**Question # 13 of 15 ( Start time: 11:09:50 PM)**

**Total Marks:** 1

Supporting material can serve which of the following functions?

**Select correct option:**

Apply clarity

Increase interest

Provide proof

All of the given options

Top of Form



**Question # 14 of 15 ( Start time: 11:10:39 PM)**

**Total Marks:** 1

Which of the following is the most appropriate definition of group communication?

**Select correct option:**

Two or more persons who are interacting with one another during which mutual influence is taking place

Any interaction between two or more persons

Any time two or more persons influence each other

Any collection of two or more persons

Top of Form

**Question # 15 of 15 ( Start time: 11:11:19 PM)**

**Total Marks:** 1

In written communication active verbs help make sentences more:

**Select correct option:**

Specific

Concise

Empathetic

All of the given options

**Question # 1 of 15 ( Start time: 12:35:02 PM)**

**Total Marks:** 1

Due to which one of the following reason the claim letter differs from other positive and neutral messages using the direct plan?

**Select correct option:**

Contains a sales appeal.

Have its explanation omitted.

Places blame on the receiver.

Contains negative information.

**Question # 2 of 15 ( Start time: 12:36:31 PM)**

**Total Marks:** 1

Which one of the following group often meets face to face with a common purpose in mind?

**Select correct option:**

Informal group c

Formal group

Universal group

Standard group

Bottom of Form

Top of Form

**Question # 3 of 15 ( Start time: 12:37:21 PM)**

**Total Marks:** 1

All of the following are the characteristics of concrete writing EXCEPT:

**Select correct option:**

Specific

Definite

Vivid

Vague

**Question # 4 of 15 ( Start time: 12:38:51 PM)**

**Total Marks:** 1

All of the following are Important details to include in the letter of invitation EXCEPT:

**Select correct option:**

The topic of the presentation

The date and time of presentation

The venue of the presentation

The menu of lunch to be given in the end of presentation

Top of Form

**Question # 5 of 15 ( Start time: 12:40:21 PM)**

**Total Marks:** 1

The letters written to book some place like room, hall etc are called:

**Select correct option:**

Informal social invitation letters

Reservation letters

Claim letters

Order letters

Top of Form

**Question # 6 of 15 ( Start time: 12:41:52 PM)**

**Total Marks:** 1

To find the right media for your presentation you need to first determine which one of the following?

**Select correct option:**

The size of your audience.

Equipment and supply limitations

The presentation budget.

All of the given options c

Top of Form

**Question # 7 of 15 ( Start time: 12:42:51 PM)**

**Total Marks:** 1

While preparing for effective business writing Planning Stage involves all of the following, EXCEPT:

**Select correct option:**

Choosing appropriate clothes

Considering your reader

Determining the appropriate content

Determining your purpose

Top of Form

**Question # 8 of 15 ( Start time: 12:43:38 PM)**

**Total Marks:** 1

Which one of the following should not be interpreted to mean brevity, which will result in an incomplete message?

**Select correct option:**

Conciseness

Correctness

Consideration

Courtesy

Top of Form

**Question # 9 of 15 ( Start time: 12:44:15 PM)**

**Total Marks:** 1

When people ask you for information and you can't honor the request, you may answer with:

**Select correct option:**

Direct approach only

Indirect approach only

Both direct and indirect approach

None of the given options

Top of Form

**Question # 10 of 15 ( Start time: 12:45:01 PM)**

**Total Marks:** 1

All of the following are considered as some basic truths about human nature that help us humanize our business messages, EXCEPT:

**Select correct option:**

People are self-centered

People are defensive

People are perfect

People expect courtesy

Top of Form

**Question # 11 of 15 ( Start time: 12:46:29 PM)**

**Total Marks:** 1

In which stage of Group formation Members work to solve conflicts and recognize a eptable kinds of conduct?

**Select correct option:**

Forming

Storming

Norming

Performing

**Question # 12 of 15 ( Start time: 12:47:06 PM)**

**Total Marks:** 1

\_\_\_\_\_ is the language of business correspondence written for a general readership.

**Select correct option:**

Informal English

Formal English

Common English

African English

**Question # 13 of 15 ( Start time: 12:47:33 PM)**

**Total Marks:** 1

The courteous close of a direct request letter contains all of the following EXCEPT:

**Select correct option:**

A specific request

Information about how you can be reached

An expression of appreciation or goodwill

Information about your city

**Question # 14 of 15 ( Start time: 12:48:50 PM)**

**Total Marks:** 1

When do you think groups, rather than individuals working alone, should be used to solve a problem?

**Select correct option:**

When the task requires a limited amount of information and skills

When a quick resolution is essential

When commitment to the decision is important

When the task is fairly simple and straightforward

**Question # 15 of 15 ( Start time: 12:50:20 PM)**

**Total Marks:** 1

\_\_\_\_\_ is often regarded as an undesirable thing, which prevents the best ideas from being adopted.

**Select correct option:**

Compromise

Compulsion

Impulsion

Perception

Question # 1 of 15 ( Start time: 11:45:08 PM )

Total Marks: 1

The direct plan can be used for which one of the following?

Select correct option:

Sales messages

Request refusals

Claims

None of the given options

Bottom of Form

Top of Form

Question # 2 of 15 ( Start time: 11:46:19 PM )

Total Marks: 1

Which of the following method of outlining topic involves presenting a general statement first, followed by specific supporting statements?

Select correct option:

Direct method

Indirect method

Supporting method

Sustaining method

Bottom of Form

Top of Form

Question # 3 of 15 ( Start time: 11:47:29 PM )

Total Marks: 1

All of the following steps are found in the planning stage of business writing, EXCEPT:

Select correct option:

Determine your purpose

Consider your reader

Choose your idea

Proofreading

Bottom of Form

Top of Form

Question # 4 of 15 ( Start time: 11:48:12 PM )

Total Marks: 1

To keep a sentence effective, the suggested average sentence length is:

Select correct option:

17 to 20 words

20 to 30 words

30 to 40 words

More than 40 words

Bottom of Form

Top of Form

Question # 5 of 15 ( Start time: 11:48:50 PM )  
Total Marks: 1  
The purpose of your message will determine:  
Select correct option:

How much you need to know about your reader.

How much you need to know about your idea.

How much you need to know about the background of your letter.

All of the given options

Bottom of Form

Top of Form

Question # 6 of 15 ( Start time: 11:49:43 PM )  
Total Marks: 1

\_\_\_\_\_ is the language of business correspondence written for a general readership.  
Select correct option:

Informal English

Formal English

Common English

African English

Bottom of Form

Top of Form

Question # 7 of 15 ( Start time: 11:50:00 PM )  
Total Marks: 1  
Which of the following is the characteristic of good news letter?  
Select correct option:

Begin with good news

Use slow opening

Begin with explanatory details or information

Don't incorporate a you-viewpoint

Bottom of Form

Top of Form

Question # 8 of 15 ( Start time: 11:50:27 PM )  
Total Marks: 1  
While preparing for effective business writing Planning Stage involves all of the following, EXCEPT:  
Select correct option:

Choosing appropriate clothes

Considering your reader

Determining the appropriate content

Determining your purpose

Bottom of Form

Top of Form

Question # 9 of 15 ( Start time: 11:50:52 PM )

Total Marks: 1

When people ask you for information and you can't honor the request, you may answer with:

Select correct option:

Direct approach only

Indirect approach only

Both direct and indirect approach

None of the given options

Bottom of Form

Top of Form

Question # 10 of 15 ( Start time: 11:51:25 PM )

Total Marks: 1

The courteous close of a direct request letter contains all of the following EXCEPT:

Select correct option:

A specific request

Information about how you can be reached

An expression of appreciation or goodwill

Information about your city

Bottom of Form

Top of Form

Question # 12 of 15 ( Start time: 11:52:27 PM )

Total Marks: 1

In written communication active verbs help make sentences more:

Select correct option:

Specific

Concise

Empathetic

All of the given options

Bottom of Form

Top of Form

Question # 13 of 15 ( Start time: 11:52:49 PM )

Total Marks: 1

Which of the following method of outlining speech is generally preferred for negative news messages?

Select correct option:

Direct method

Indirect method

Supporting method

Sustaining method

Bottom of Form

Top of Form

Question # 14 of 15 ( Start time: 11:53:08 PM )

Total Marks: 1

Which one of the following group often meets face to face with a common purpose in mind?

Select correct option:

Informal group

Formal group

Universal group

Standard group

Bottom of Form

Top of Form

Question # 15 of 15 ( Start time: 11:53:49 PM )

Total Marks: 1

All of the following are the different types of Buffer EXCEPT:

Select correct option:

Agreement

Fairness

Cooperation

Bad news

Top of Form

Question # 4 of 15 ( Start time: 11:55:30 PM )

Total Marks: 1

“Would you please send me information about points of interest and scheduled events for families visiting Murree?” Which kind of letter would be suitable for the given information?

Select correct option:

Direct request letter

Indirect inquiry letter

Claim letter

Order letter

Top of Form

Question # 5 of 15 ( Start time: 11:55:48 PM )

Total Marks: 1

Which of the following is NOT among the drawbacks of using computerized design programs?

Select correct option:

Poorly conceived messages

Simplistic presentations

Design over content

Overly complex presentations

Top of Form

Question # 6 of 15 ( Start time: 11:56:38 PM )

Total Marks: 1

Select the correct option upon which the presentation through visual aid depends rather than presenter:

Select correct option:

Equipment

Literature



Feed back

Audio

Top of Form

Question # 7 of 15 ( Start time: 11:57:45 PM )

Total Marks: 1

All of the following functions are performed by a good buffer, EXCEPT:  
Select correct option:

Expresses your appreciation for being thought of

Assures the reader of your attention to the request

Compliments the reader

Indicates your lack of understanding of the reader's needs

Top of Form

Question # 8 of 15 ( Start time: 11:58:20 PM )

Total Marks: 1

When people ask you for information and you can't honor the request, you may answer with:  
Select correct option:

Direct approach only

Indirect approach only

Both direct and indirect approach

None of the given options

Top of Form

Question # 9 of 15 ( Start time: 11:58:40 PM )

Total Marks: 1

All of the following are Important details to include in the letter of invitation EXCEPT:  
Select correct option:

The topic of the presentation

The date and time of presentation

The venue of the presentation

The menu of lunch to be given in the end of presentation

Top of Form

Question # 10 of 15 ( Start time: 11:59:25 PM )

Total Marks: 1

While preparing for effective business writing Planning Stage involves all of the following, EXCEPT:  
Select correct option:

Choosing appropriate clothes

Considering your reader

Determining the appropriate content

Determining your purpose

Top of Form

Question # 11 of 15 ( Start time: 11:59:34 PM )

Total Marks: 1

Diversity is important to the success of groups. What does it mean?

Select correct option:

Group members should tolerate diversity

Group members should encourage and support diversity

Group members should be honest in their personal views toward diversity

Co-cultures can contribute to group dysfunction if differences dominate group goals

Top of Form

Question # 12 of 15 ( Start time: 12:00:07 AM )

Total Marks: 1

All of the following are the characteristics of concrete writing EXCEPT:

Select correct option:

Specific

Definite

Vague

Vivid

Top of Form

Question # 13 of 15 ( Start time: 12:00:39 AM )

Total Marks: 1

Which of the following is not suggested to improve the effectiveness of the opening paragraph of business writing?

Select correct option:

Use a U-viewpoint in the opening.

Use a fast-start beginning rather than a slow beginning.

Use a U-viewpoint and I-viewpoint together in the opening.

Keep the beginning paragraph fairly short.

Top of Form

Question # 14 of 15 ( Start time: 12:01:20 AM )

Total Marks: 1

To say a clear no or writing a straight refusal in a disappointing news letter; all of the following techniques are useful EXCEPT:

Select correct option:

De-emphasize the disappointing-news

Use a conditional statement

Tell the audience what you did, can do, or will do, rather than what you did not do, cannot do, or will not do

Use a non-courteous tone

Top of Form

Question # 15 of 15 ( Start time: 12:02:07 AM )

Total Marks: 1

When applied to business messages 'correctness' means all of the following, EXCEPT:

Select correct option:

Use the right level of language

Check the accuracy of words, information and data

Use correct grammar and punctuation

Check font style

Top of Form

**Question # 1 of 15 ( Start time: 09:10:06 AM )**

**Total Marks:** 1

Which of the following method is generally preferred when presenting positive or good-news information?

**Select correct option:**

Direct method

Indirect method

Supporting method

Sustaining method

Top of Form

**Question # 2 of 15 ( Start time: 09:10:35 AM )**

**Total Marks:** 1

Which of the following method of outlining topic involves presenting a general statement first, followed by specific supporting statements?

**Select correct option:**

Direct method

Indirect method

Supporting method

Sustaining method

Top of Form

**Question # 3 of 15 ( Start time: 09:11:06 AM )**

**Total Marks:** 1

What is the basic requirement of Coordinating behavior?

**Select correct option:**

It requires that group members be in the same geographic area

It requires the use of verbal communication only

It requires the use of nonverbal communication only

It requires the exchange of messages whether verbal or nonverbal

Top of Form

**Question # 4 of 15 ( Start time: 09:12:03 AM )**

**Total Marks: 1**

Which of the following is not suggested to improve the effectiveness of the opening paragraph of business writing?

**Select correct option:**

Use a U-viewpoint in the opening.

Use a fast-start beginning rather than a slow beginning.

Use a U-viewpoint and I-viewpoint together in the opening.

Keep the beginning paragraph fairly short.

Top of Form

**Question # 5 of 15 ( Start time: 09:13:07 AM )**

**Total Marks: 1**

Order letters are usually written, when \_\_\_\_\_ are not available.

**Select correct option:**

Order reports

Order blanks

Purchase reports

Purchase slips

Top of Form

**Question # 6 of 15 ( Start time: 09:14:40 AM )**

**Total Marks: 1**

All of the following factors bring the element of completeness in a message EXCEPT:

**Select correct option:**

Providing all necessary information

Answering all questions asked

Giving something extra, when desirable

Using vivid, image-building words

Top of Form

**Question # 7 of 15 ( Start time: 09:16:06 AM )**

**Total Marks: 1**

The letters written to book some place like room, hall etc are called:

**Select correct option:**

Informal social invitation letters

Reservation letters

Claim letters

Order letters

Top of Form

**Question # 8 of 15 ( Start time: 09:17:38 AM )**

**Total Marks: 1**

Which of the following statement is NOT true about a congratulatory message?

**Select correct option:**

The message may be sent to a company relocating to a new building.

The message may be sent to an individual for being elected to an office in a social organization.

The message should focus on the receiver from start to finish.

The message may close by referring to the writer's assistance to the receiver in his or her achievement.

Top of Form

**Question # 9 of 15 ( Start time: 09:19:02 AM )**

**Total Marks: 1**

In written communication active verbs help make sentences more:

**Select correct option:**

Specific

Concise

Empathetic

All of the given options

Top of Form

**Question # 10 of 15 ( Start time: 09:19:30 AM )**

**Total Marks: 1**

Checking for the a uracy of dates, figures, amounts and numbers, misspelled words, topographic errors etc is done in which stage of writing?

**Select correct option:**

Organizing

Drafting

Editing

Top of Form

**Question # 11 of 15 ( Start time: 09:20:16 AM )**

**Total Marks:** 1

Which one of the following is most appropriate sequence for effective writing?

**Select correct option:**

Planning > drafting > organizing > editing > proofreading

Planning > organizing > drafting > proofreading > editing

Planning > organizing > drafting > editing > proofreading

Planning > drafting > editing > organizing > proofreading

Top of Form

**Question # 12 of 15 ( Start time: 09:21:22 AM )**

**Total Marks:** 1

Which of the given sentences is bias free?

**Select correct option:**

Please share this report with your supervisor.He will find it interesting.

Mr. Usman, aged 55, has just joined our Technical Department.

Mr. Umer is an unusually tall Asian.

Workers with physical disabilities face many barriers on the job.

Top of Form

**Question # 13 of 15 ( Start time: 09:22:22 AM )**

**Total Marks:** 1

All of the following are Non Essential parts of a letter EXCEPT:

**Select correct option:**

Addressee notation

Attention line

Subject line

Complimentary close

Top of Form

**Question # 14 of 15 ( Start time: 09:25:14 AM )**

**Total Marks:** 1

Diversity is important to the su ess of groups. What does it mean?

**Select correct option:**

- Group members should tolerate diversity
- Group members should encourage and support diversity
- Group members should be honest in their personal views toward diversity
- Co-cultures can contribute to group dysfunction if differences dominate group goals

Top of Form

**Question # 15 of 15 ( Start time: 09:26:16 AM )**  
**Total Marks: 1**

In a persuasive message, opposing ideas should be:

**Select correct option:**

- Cited, then refuted
- Mentioned only when necessary

Ignored

Not mentioned

**Question # 1 of 15 ( Start time: 09:28:39 AM )**  
**Total Marks: 1**

Which of the following calls on human feelings, basing the argument on audience needs or sympathies?

**Select correct option:**

Emotional appeals

- Logical appeals
- Irrational appeals
- Unreasonable appeals

**Question # 2 of 15 ( Start time: 09:29:09 AM )**  
**Total Marks: 1**

Bstands for:

**Select correct option:**

Blind carbon copy

- Blind compiled copy
- Branded carbon copy
- Branded compiled copy

**Question # 3 of 15 ( Start time: 09:29:30 AM )**  
**Total Marks: 1**

All of the following are the elements of effective written communication, EXCEPT:

**Select correct option:**

Courtesy

Correctness

Conciseness

Cleanliness

**Question # 4 of 15 ( Start time: 09:29:49 AM )**

**Total Marks: 1**

All of the following guidelines play an important part to make your writing concrete, EXCEPT:

**Select correct option:**

Include as much specific information as possible.

Use active rather than passive verbs.

Use vivid, image-building words.

Use passive verbs.

**Question # 5 of 15 ( Start time: 09:30:09 AM )**

**Total Marks: 1**

Which one of the following group often meets face to face with a common purpose in mind?

**Select correct option:**

Informal group

Formal group

Universal group

Standard group

Top of Form

**Question # 6 of 15 ( Start time: 09:31:02 AM )**

**Total Marks: 1**

Which of the following is correct about coercion, persuasion and manipulation: for persuasive messages?

**Select correct option:**

Are three separate categories

Are loosely connected

Are blended into each other

Are unrelated

**Question # 7 of 15 ( Start time: 09:32:13 AM )**

**Total Marks: 1**

In a disappointing newsletter:

**Select correct option:**

It is important to apologize.

Apology can be made with reason.

No apology is offered for the decision.

None of the given options

**Question # 8 of 15 ( Start time: 09:33:14 AM )**



**Total Marks:** 1

All of the following are Important details to include in the letter of invitation EXCEPT:

**Select correct option:**

The topic of the presentation

The date and time of presentation

The venue of the presentation

The menu of lunch to be given in the end of presentation

Top of Form

**Question # 9 of 15 ( Start time: 09:33:40 AM )**

**Total Marks:** 1

Which of the following is not true of emotions?

**Select correct option:**

Emotions help us to enact social roles.

Emotions are learned.

Emotions are innate.

Emotions are belief systems that guide our responses to feelings.

**Question # 10 of 15 ( Start time: 09:34:17 AM )**

**Total Marks:** 1

All of the following statements about groups are true, EXCEPT:

**Select correct option:**

Group members strive to achieve some common purpose

Group members influence and are influenced by one another

Group members are interdependent

Group members must interact face-to-face.

Bottom of Form

Top of Form

**Question # 11 of 15 ( Start time: 09:34:40 AM )**

**Total Marks:** 1

Bc is an abbreviation of which of the following?

**Select correct option:**

Blind copy

Branded copy

Begged copy

Before copy

Top of Form

**Question # 12 of 15 ( Start time: 09:35:12 AM )**

**Total Marks:** 1

Which of the following method is the best approach for refusing a claim?

**Select correct option:**

Direct method

Callous method

Straight method

Indirect method

**Question # 13 of 15 ( Start time: 09:35:47 AM )**

**Total Marks:** 1

Motivational appeals refer to:

**Select correct option:**

Values

Psychological needs

Emotions

All of the given options

**Question # 14 of 15 ( Start time: 09:37:01 AM )**

**Total Marks:** 1

What is the basic requirement of Coordinating behavior?

**Select correct option:**

It requires that group members be in the same geographic area

It requires the use of verbal communication only

It requires the use of nonverbal communication only

It requires the exchange of messages whether verbal or nonverbal

**Question # 1 of 15 ( Start time: 02:53:00 PM)**

**Total Marks:** 1

Bc is an abbreviation of which of the following?

**Select correct option:**

Blind copy

Branded copy

Begged copy

Before copy

**Question # 2 of 15 ( Start time: 02:53:53 PM)**

**Total Marks:** 1

All of the following are the qualities of effective claim letters EXCEPT:

**Select correct option:**

An effective claim letter contains you attitude material.

An effective claim letter presents all the facts pertinent to the situation.

An effective claim letter contains threat.

An effective claim letter makes a definite request.

**Question # 3 of 15 ( Start time: 02:54:22 PM)**

**Total Marks:** 1

All of the following are considered as some basic truths about human nature that help us humanize our business messages, EXCEPT:

**Select correct option:**

People are self-centered

People are defensive

People are perfect

People expect courtesy

**Question # 4 of 15 ( Start time: 02:55:12 PM)**

**Total Marks:** 1

\_\_\_\_\_ is often regarded as an undesirable thing, which prevents the best ideas from being adopted.

**Select correct option:**

Compromise

Compulsion

Impulsion

Perception

Top of Form

**Question # 5 of 15 ( Start time: 02:55:43 PM)**

**Total Marks:** 1

\_\_\_\_\_ is the language of business correspondence written for a general readership.

**Select correct option:**

Informal English

Formal English

Common English

African English

Top of Form

**Question # 6 of 15 ( Start time: 02:56:21 PM)**

**Total Marks:** 1

While writing a persuasive message, which kind of beginning will be more appropriate?

**Select correct option:**

Begin with the catching proverb

Begin with the buffer

Begin with information that will catch the reader's attention

Begin with detailed explanation

**Question # 7 of 15 ( Start time: 02:57:38 PM)**

**Total Marks:** 1

The purpose of your message will determine:

**Select correct option:**

How much you need to know about your reader.

How much you need to know about your idea.

How much you need to know about the background of your letter.

All of the given options

Top of Form

**Question # 8 of 15 ( Start time: 02:58:26 PM)**

**Total Marks:** 1

Which of the following statement is NOT true about a congratulatory message ?

**Select correct option:**

The message may be sent to a company relocating to a new building.

The message may be sent to an individual for being elected to an office in a social organization.

The message should focus on the receiver from start to finish.

The message may close by referring to the writer's assistance to the receiver in his or her achievement.

**Question # 9 of 15 ( Start time: 02:59:36 PM)**

**Total Marks:** 1

Writing with a you-attitude shows sincere \_\_\_\_\_ for the reader.

**Select correct option:**

Apathy

Concern

Sympathy

Curiosity

**Question # 10 of 15 ( Start time: 03:00:18 PM)**

**Total Marks:** 1

Which of the following is not true of emotions?

**Select correct option:**

Emotions help us to enact social roles.

Emotions are learned.

Emotions are innate.

Emotions are belief systems that guide our responses to feelings.

Top of Form

**Question # 11 of 15 ( Start time: 03:01:00 PM)**

**Total Marks:** 1

Which of the following method of outlining speech is generally preferred for negative news messages?

**Select correct option:**

Direct method

Indirect method

Supporting method

Sustaining method

**Question # 12 of 15 ( Start time: 03:01:39 PM)**

**Total Marks:** 1

To keep a sentence effective, the suggested average sentence length is:

**Select correct option:**

17 to 20 words

20 to 30 words

30 to 40 words

More than 40 words

**Question # 13 of 15 ( Start time: 03:02:17 PM)**

**Total Marks:** 1

Order letters are usually written, when \_\_\_\_\_ are not available.

**Select correct option:**

Order reports

Order blanks

Purchase reports

Purchase slips

**Question # 14 of 15 ( Start time: 03:03:30 PM)**

**Total Marks: 1**

To begin a disappointed newsletter with a negative information, \_\_\_\_\_ a negative situation.

**Select correct option:**

Eases

Reduces

Complicates

Relieves

Top of Form

**Question # 15 of 15 ( Start time: 03:04:15 PM)**

**Total Marks: 1**

When do you think groups, rather than individuals working alone, should be used to solve a problem?

**Select correct option:**

When the task requires a limited amount of information and skills

When a quick resolution is essential

When commitment to the decision is important

When the task is fairly simple and straightforward

**Question # 1 of 15 ( Start time: 06:50:24 PM )**

**Total Marks: 1**

All of the following are achieved by adopting audience centered tone in a disappointing news message,EXCEPT:

Select correct option:

A epting that your disappointing-news represents a firm decision

Understanding that, under the circumstances, your decision was fair and reasonable

Remain well disposed toward your business

Destroying the receiver's pride

**Question # 2 of 15 ( Start time: 06:50:59 PM )**

**Total Marks: 1**

Careful outlining of topics is helpful for all of the given reasons EXCEPT:

Select correct option:

It improves the clarity of message

It saves writing time

It enables to emphasize properly the various topics in the message

It keeps the suspense in message

Bottom of Form

Top of Form

**Question # 3 of 15 ( Start time: 06:51:37 PM )**

**Total Marks: 1**

In a disappointing newsletter:

Select correct option:

It is important to apologize.

Apology can be made with reason.

No apology is offered for the decision.

None of the given options

**Question # 4 of 15 ( Start time: 06:52:59 PM )**

**Total Marks: 1**

“Would you please send me information about points of interest and scheduled events for families visiting Murree?” Which kind of letter would be suitable for the given information?

Select correct option:

Direct request letter

**Indirect inquiry letter**

Claim letter

Order letter

Question # 5 of 15 ( Start time: 06:53:48 PM )

Total Marks: 1

Which of the following method is the best approach for refusing a claim?

Select correct option:

Direct method

Callous method

Straight method

**Indirect method**

Bottom of Form

Top of Form

Question # 6 of 15 ( Start time: 06:54:27 PM )

Total Marks: 1

Bstands for:

Select correct option:

**Blind carbon copy**

Blind compiled copy

Branded carbon copy

Branded compiled copy

Question # 7 of 15 ( Start time: 06:55:03 PM )

Total Marks: 1

All of the following are Important details to include in the letter of invitation EXCEPT:

Select correct option:

The topic of the presentation

The date and time of presentation

The venue of the presentation

**The menu of lunch to be given in the end of presentation**

Question # 8 of 15 ( Start time: 06:55:17 PM )

Total Marks: 1

All of the following factors bring the element of completeness in a message EXCEPT:

Select correct option:

Providing all necessary information

Answering all questions asked

Giving something extra, when desirable

**Using vivid, image-building words**

With the use of which of the following, we reason from specific evidence to general conclusion?

Select correct option:

**Analogy**

Logic

Induction

Deduction

Question # 10 of 15 ( Start time: 06:55:54 PM )

Total Marks: 1  
In written communication active verbs help make sentences more:  
Select correct option:

Specific

Concise

Empathetic

All of the given options

Question # 11 of 15 ( Start time: 06:56:16 PM )  
Total Marks: 1  
The letter of decline must be:  
Select correct option:

Straight

Courteous

Callous

Unsympathetic

Question # 12 of 15 ( Start time: 06:56:34 PM )  
Total Marks: 1  
All of the following functions are performed by a good buffer, EXCEPT:  
Select correct option:

Expresses your appreciation for being thought of

Assures the reader of your attention to the request

Compliments the reader

Indicates your lack of understanding of the reader’s needs

Question # 13 of 15 ( Start time: 06:57:02 PM )  
Total Marks: 1  
\_\_\_\_\_ is the language of business correspondence written for a general readership.  
Select correct option:

Informal English

Formal English

Common English

African English

Bottom of Form

Top of Form

Question # 14 of 15 ( Start time: 06:57:21 PM )  
Total Marks: 1  
Which of the given sentences is bias free?  
Select correct option:

Please share this report with your supervisor.He will find it interesting.

Mr. Usman, aged 55, has just joined our Technical Department.

Mr. Umer is an unusually tall Asian.

Workers with physical disabilities face many barriers on the job.

Question # 15 of 15 ( Start time: 06:57:50 PM )  
Total Marks: 1  
When applied to business messages 'correctness' means all of the following, EXCEPT:  
Select correct option:

Use the right level of language

Check a uracy of words, information and data

Use correct grammar and punctuation

Check font style

Which of the following is not a part of the writing plan of a reservation letter?

- ▶ A fast-start opening which identifies the type of room desired and the days needed
- ▶ A section which mentions arrival and departure times
- ▶ A section describing the quality of the room you booked in the other hotel
- ▶ A courteous, action-oriented closing, which mentions your desire for a confirmation

Which of the following is NOT the stage of effective business writing?

- ▶ Planning Stage
- ▶ Organizing Stage
- ▶ Drafting Stage
- ▶ Body Composition Stage

While preparing for effective business writing Drafting Stage involves all of the following EXCEPT:

- ▶ Develop appropriate beginning paragraph
- ▶ Compose the body
- ▶ Develop appropriate ending paragraph
- ▶ Editing

The vocabulary of informal writing is:

- ▶ Less difficult
- ▶ Tricky
- ▶ Intricate
- ▶ All of the given options

Which one of the following is not a fallacy about resume?

- ▶ The purpose of a resume is to list all your skills and abilities.
- ▶ The more good information you present about yourself in your resume, the better.
- ▶ If you want a really good resume, have it prepared by a resume service.
- ▶ The objective of a resume is to kindle the employer interest and generate an interview.

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

The suggested plan for a sales letter includes all of the following elements, EXCEPT:

- ▶ An opening that could detract the reader’s attention
- ▶ A section that captures the reader’s interest in the product or service you are selling
- ▶ A section designed to establish desire and conviction on the part of the reader
- ▶ A courteous, action-oriented closing

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

Where do cultural styles of audience in persuasion tend to differ?

- ▶ Differ in their responses to persuasive appeals
- ▶ Differ in their levels of visible emotion
- ▶ Differ in how they regard supporting materials
- ▶ All of the given options

Which of the following methods cannot be used to capture attention in the opening paragraph of a persuasive message?

- ▶ Use of color
- ▶ Use of receiver's name
- ▶ Use of conjunction
- ▶ Use of an interjection

Which of the following must NOT be adopted in preparing disappointing news messages?

- ▶ Use sales-promotion material whenever appropriate.
- ▶ Consider using an implicit refusal rather than an explicit refusal.
- ▶ Capitalize on what you can do for the reader rather than what you cannot do.
- ▶ Use negative words or phrases

Which one of the following is NOT a common reason for disruptive behavior?

- ▶ Resistance to change.
- ▶ Resentment of the presenter.
- ▶ Repetition of behavior that is successful for the detractor.
- ▶ Reappearance of the presenter.

How do having your hands on your hips, pointing with your index finger, and pounding your fists is commonly interpreted as?

- ▶ Open or confident
- ▶ Dictatorial or arrogant
- ▶ Insecure or nervous
- ▶ Happy or pleased

Which of the following is the skill of speaking in distinct syllables?

- ▶ Articulation
- ▶ Fillers
- ▶ Inflection
- ▶ Monotone delivery

When does a presentation begin?

- ▶ The moment you begin speaking.
- ▶ The moment you are asked to give a presentation.
- ▶ The moment you are in view of your listeners.
- ▶ The moment you decide on a topic for your presentation.

Which one of the following is a method of arranging information by dividing it into parts?

- ▶ Spatial pattern
- ▶ Chronological pattern
- ▶ Topical pattern
- ▶ Logical pattern

When a quotation is quite long for the introduction of speech, it is suggested that the presenter may:

- ▶ Use it as it is at the beginning of the presentation
- ▶ Use it as it is at the conclusion of the presentation
- ▶ Paraphrase the quotation to avoid confusion and/or boredom
- ▶ Decide not to take advantage of the quotation

Which of the following is usually related to environmental factors that affect the communication?

- ▶ Listener barrier
- ▶ Sender barrier
- ▶ Physical barrier
- ▶ Resistance



**Which of the following barriers are most often the hardest to identify and reduce or eliminate?**

- ▶ Physical barriers
- ▶ Listener barriers
- ▶ Sender barriers

▶ **None of given options**

**The sender analyzes the receiver's knowledge so that the he/she could:**

- ▶ Compose the message at the proper level.
- ▶ Emphasize receiver benefits.
- ▶ Choose the approach to use in the message.

▶ **Avoid making a negative impression.**

**What does Communication breakdown mean?**

▶ **We have been ineffective in communication.**

- ▶ We have been effective in communication.
- ▶ We have been helpful in communication.
- ▶ We physically broke communication.

**Farhan talking with his friend on telephone is an example of which type of communication?**

▶ **Mediated communication**

- ▶ Mass communication
- ▶ Interpersonal communication
- ▶ Intrapersonal communication

**Which of the following is correct for the person who attaches meaning to a message?**

▶ Channel

▶ **Receiver**

- ▶ Sender
- ▶ Encoder