

Business Communication

1. Communication is a _____

- A. one way process.
- B. two way process.
- C. three way process.
- D. four way process.

View answer

Correct answer: (B)

two way process.

2. Communication saves time in _____

- A. internal communication.
- B. interview.
- C. oral communication.
- D. schedule.

View answer

Correct answer: (C)

oral communication.

3. Realizing the potential of the self is part of the _____

- A. communication development.
- B. language development.
- C. skill development.
- D. personality development.

View answer

Correct answer: (D)

personality development.

4. The term communis derived from _____ word.

- A. Greek.
- B. Latin.
- C. Chinese.
- D. English.

View answer

Correct answer: (B)

Latin.

5. Posters fall under _____ communication.

- A. oral.
- B. visual.
- C. written.
- D. spoken.

View answer

Correct answer: (B)
visual.

6. On the _____ it is possible to get immediate feedback

- A. letter.
- B. telephone.
- C. e-mail.
- D. fax.

View answer

Correct answer: (B)
telephone.

7. A group discussion of a real life situation with in a training environment is _____

- A. discussion.
- B. listening.
- C. case study method.
- D. all of the above.

View answer

Correct answer: (A)
discussion.

8. The information the receiver gets is called _____

- A. message.
- B. output.
- C. input.
- D. source.

View answer

Correct answer: (A)
message.

9. Communication is the _____ of business.

- A. Backbone.
- B. life blood.
- C. nervous system.
- D. both (1) & (2).

View answer

Correct answer: (A)

Backbone.

10. _____ are welcome, for it is not obligatory to accept them.

- A. suggestion.
- B. order.
- C. courtesy.
- D. complaint.

View answer

Correct answer: (A)

suggestion.

11. _____ refers to the special language of a trade.

- A. jargon
- B. expression.
- C. colloquialism.
- D. suggestion.

View answer

Correct answer: (A)

jargon

12. Audio-Visual communication is most suitable for mass _____ and mass _____

- A. publicity & education.
- B. policies & political.
- C. save & store.
- D. Education & political.

View answer

Correct answer: (A)

publicity & education.

13. Interpretation of data is followed by _____

- A. recommendation.
- B. suggestion.
- C. conclusions.
- D. complaint.

View answer

Correct answer: (B)
suggestion.

14. Gray colour refers _____

- A. confidence & wisdom.
- B. cheerfulness & vigour.
- C. life & coolness.
- D. danger.

View answer

Correct answer: (A)
confidence & wisdom.

15. Communication in an organization should ideally flow _____

- A. from top to bottom.
- B. from bottom to top.
- C. both ways.
- D. horizontally.

View answer

Correct answer: (A)
from top to bottom.

16. Press reports refers to _____

- A. reports in newspapers.
- B. reports through letters.
- C. oral communication.
- D. written communication.

View answer

Correct answer: (B)
reports through letters.

17. A collection letter is associate with _____

- A. debtors.
- B. creditors.
- C. company.
- D. customers.

View answer

Correct answer: (A)
debtors.

18. Statutory Report is _____

- A. an informal report.
- B. not having legal sanction.
- C. always a statistical report.
- D. Formal report.

View answer

Correct answer: (A)
an informal report.

19. Motivation can be achieved through _____ incentives.

- A. Monetary.
- B. social.
- C. non-monetary.
- D. legal.

View answer

Correct answer: (A)
Monetary.

20. The exit communication takes place when an employee _____ the organization.

- A. enter into.
- B. learning from.
- C. both. (1 & 2).
- D. leaves.

View answer

Correct answer: (A)
enter into.

21. _____ is a very conscious process of communication

- A. warning.
- B. order.
- C. action.
- D. education.

View answer

Correct answer: (D)
education.

22. _____ means the right use of putting in points or stops in writing.

- A. exclamation.
- B. semi colon.
- C. comma.
- D. full stop.

View answer

Correct answer: (D)
full stop.

23. _____ is the main part of the report.

- A. conclusion.
- B. recommendations.
- C. description.
- D. references.

View answer

Correct answer: (C)
description.

24. The most important part of the letter is

- A. the heading.
- B. date.
- C. body of the letter.
- D. post script.

View answer

Correct answer: (C)
body of the letter.

25. _____ system provides expert advice for operational chores.

- A. business.

- B. operation support.
- C. end user systems.
- D. expert systems.

View answer

Correct answer: (D)
expert systems.

26. _____ computers operates by measuring.

- A. analog.
- B. digital.
- C. hybrid.
- D. main frame.

View answer

Correct answer: (A)
analog.

27. An _____ report can be denied at any time

- A. oral.
- B. written.
- C. special.
- D. informal.

View answer

Correct answer: (A)
oral.

28. The American style of writing the date in business letter starts with _____

- A. day.
- B. month.
- C. year.
- D. time.

View answer

Correct answer: (B)
month.

29. An effort to influence the attitude and feeling of others is _____

- A. persuasion.
- B. suggestion.

- C. advice.
- D. appreciation.

View answer

Correct answer: (A)
persuasion.

30. The main objective of communication is

- A. information and persuasion.
- B. skill and personality development.
- C. control and management.
- D. need.

View answer

Correct answer: (A)
information and persuasion.

31. The communication cycle, the process of re translation of signals into ideas is called

- A. encoding.
- B. decoding.
- C. response.
- D. feedback.

View answer

Correct answer: (B)
decoding.

32. A memo is an example for

- A. internal communication.
- B. external communication.
- C. lateral communication.
- D. Written communication.

View answer

Correct answer: (A)
internal communication.

33. Informal communication is otherwise known as _____ communication.

- A. grapevine.
- B. lateral.
- C. visual.

D. horizontal.

View answer

Correct answer: (A)
grapevine.

34. The inside address is typed _____

- A. right hand side.
- B. left hand side.
- C. right hand bottom.
- D. last.

View answer

Correct answer: (A)
right hand side.

35. Good punctuation will not involve _____

- A. rereading.
- B. ambiguity.
- C. both.
- D. misunderstanding.

View answer

Correct answer: (C)
both.

36. Information about its products is _____ information.

- A. external.
- B. internal.
- C. planning.
- D. deciding.

View answer

Correct answer: (B)
internal.

37. Warning can be _____

- A. general or specific
- B. specific.
- C. particular.
- D. Completely general.

View answer

Correct answer: (A)
general or specific

38. _____ may be less important for small business

- A. letter-writing.
- B. telephone.
- C. e-mail.
- D. fax.

View answer

Correct answer: (A)
letter-writing.

39. _____ is the process of arriving at agreement through consultation

- A. consensus.
- B. horizontal.
- C. vertical.
- D. upward.

View answer

Correct answer: (A)
consensus.

40. The letter of acknowledgement _____

- A. provides a record.
- B. shows courtesy.
- C. avoids misunderstanding.
- D. serves all the above purposes.

View answer

Correct answer: (D)
serves all the above purposes.

41. Communication network in any organization is _____

- A. internal & external.
- B. verbal & written.
- C. oral & non-verbal.
- D. feedback.

View answer

Correct answer: (A)
internal & external.

42. Informal communication is otherwise known as _____

- A. person to person communication.
- B. internal communication.
- C. external communication.
- D. Authoritative communication.

View answer

Correct answer: (B)
internal communication.

43. Minutes of resolutions is only resolutions _____

- A. recorded.
- B. development.
- C. decision-making.
- D. authenticated.

View answer

Correct answer: (A)
recorded.

44. Minutes of a meeting are usually prepared by _____

- A. secretary.
- B. chairman.
- C. shareholder.
- D. laymen.

View answer

Correct answer: (D)
laymen.

45. The value mail e-mail, video conferencing etc some of the _____ based media of communication.

- A. computer.
- B. traditional.
- C. science.
- D. rules.

View answer

Correct answer: (C)
science.

46. A circular is a form of _____

- A. oral communication.
- B. face-to-face communication.
- C. group communication.
- D. visual communication.

View answer

Correct answer: (A)
oral communication.

47. _____ means giving a particular bias to the reality

- A. abstracting.
- B. slanting.
- C. inferring.
- D. information.

View answer

Correct answer: (B)
slanting.

48. Business letter must possess the quality of _____

- A. coherence.
- B. incompleteness.
- C. faultiness.
- D. jargons.

View answer

Correct answer: (A)
coherence.

49. _____ report can be denied at any time.

- A. oral report.
- B. written report.
- C. business report.
- D. formal report.

View answer

Correct answer: (A)
oral report.

50. _____ reports are related to a single occasion or situation.

- A. non-recurrent reports.
- B. investigative reports.
- C. special reports.
- D. formal reports.

View answer

Correct answer: (C)
special reports.

51. EDP stands for _____

- A. enterpreneurial development programme.
- B. electronic data processing.
- C. electronic data passing.
- D. electronic data patroning.

View answer

Correct answer: (B)
electronic data processing.

52. _____ is something written after the letter is closed.

- A. copy distribution.
- B. enclosures.
- C. postscripts.
- D. reference.

View answer

Correct answer: (C)
postscripts.

53. The minimum number of members necessary for a meeting is called as _____

- A. quorum.
- B. resolution.
- C. proxy.
- D. prospectus.

View answer

Correct answer: (A)
quorum.

54. Effective communication can only be achieved when _____

- A. the audience is understood.
- B. feedback is encouraged.
- C. thoughts are organized.
- D. systematic delivery of speech.

View answer

Correct answer: (A)
the audience is understood.

55. A motivated worker does not need much _____

- A. supervision.
- B. encouragement.
- C. advice.
- D. suggestion.

View answer

Correct answer: (A)
supervision.

56. The downward communication flow from _____

- A. a subordinate to a superior.
- B. a subordinate to a subordinate.
- C. a superior to a superior.
- D. a superior to a subordinate.

View answer

Correct answer: (D)
a superior to a subordinate.

57. Telephonic conversation is a _____

- A. verbal communication.
- B. non-verbal communication.
- C. visual communication.
- D. written.

View answer

Correct answer: (B)
non-verbal communication.

58. Salutation

- A. comes above inside address.
- B. begins at left hand margin of the letter.
- C. comes at the end of the letter.
- D. comes in body of the letter.

View answer

Correct answer: (B)
begins at left hand margin of the letter.

59. Physical Barriers to communication are _____

- A. time and distance.
- B. interpretation of words.
- C. denotations.
- D. connotations.

View answer

Correct answer: (A)
time and distance.

60. Appropriate salutation for an application is _____

- A. My Dear Sir.
- B. Sir.
- C. Dear Sir.
- D. Sir Mr. X.

View answer

Correct answer: (B)
Sir.

61. Subscription of a letter _____

- A. contains principal message.
- B. contains name and address of the receiver.
- C. contains name and address of the sender.
- D. Place and date.

View answer

Correct answer: (B)
contains name and address of the receiver.

62. The usual forms of greetings used for unmarried women _____

- A. Mr.
- B. Mrs.
- C. Madam.
- D. Gentlemen.

View answer

Correct answer: (A)
Mr.

63. _____ is a more powerful agent of persuasion and control.

- A. speaker.
- B. receiver.
- C. speech.
- D. decoder.

View answer

Correct answer: (A)
speaker.

64. Effective advice _____

- A. is both man-oriented & work oriented.
- B. is given in the workers interest.
- C. promotes understandings.
- D. all the above.

View answer

Correct answer: (D)
all the above.

65. The reimbursement of expenses is generally made by the _____

- A. principal.
- B. agent.
- C. subordinate.
- D. owner.

View answer

Correct answer: (C)
subordinate.

66. The official record of the proceeding of a meeting is known as _____

- A. agenda.
- B. minutes.
- C. prospectus.
- D. report.

View answer

Correct answer: (A)
agenda.

67. A concise and accurate record of the proceedings at a meeting is called as _____

- A. resolution.
- B. minutes.
- C. invoice.
- D. agenda

View answer

Correct answer: (A)
resolution.

68. Organization Theory is written by _____

- A. William Scott.
- B. Newman & summer.
- C. Matthews.
- D. James.

View answer

Correct answer: (A)
William Scott.

69. Circular letter is meant for _____

- A. communication.
- B. personal communication.
- C. secret communication.
- D. Informal communication.

View answer

Correct answer: (A)
communication.

70. CWO stands for _____

- A. cash with offer.
- B. cash with order.
- C. cash with option.
- D. cash with opinion.

View answer

Correct answer: (B)
cash with order.

71. _____ reports are prepared and presented at regular and prescribed intervals

- A. periodic reports.
- B. special reports.
- C. informal reports.
- D. non-periodical reports.

View answer

Correct answer: (A)
periodic reports.

72. _____ should come as a logical conclusion to investigation and analysis

- A. recommendations.
- B. suggestion.
- C. inferences.
- D. conclusions.

View answer

Correct answer: (C)
inferences.

73. _____ system monitors and control physical processes.

- A. process.
- B. transaction.
- C. operations.
- D. office automation.

View answer

Correct answer: (A)
process.

74. _____ is an important element in all business letters

- A. signature.
- B. letter head.
- C. salutation.
- D. complimentary close.

View answer

Correct answer: (C)
salutation.

75. Language used in essay writing is _____

- A. simple.
- B. difficult.
- C. confidential.
- D. ambiguous.

View answer

Correct answer: (A)
simple.

76. Words that have more than one meaning are called as _____

- A. equivocal terms.
- B. jargon.
- C. trigger wards.
- D. biased language.

View answer

Correct answer: (A)
equivocal terms.

77. _____ channel of communication called the grapevine.

- A. formal.
- B. informal.
- C. horizontal.
- D. vertical.

View answer

Correct answer: (B)
informal.

78. Reports from the subordinates to the superiors take the form of

- A. upward communication.
- B. downward communication.
- C. face-to-face communication.
- D. visual communication.

View answer

Correct answer: (A)
upward communication.

79. Communication means _____ information, feeling and thoughts, with others.

- A. to receive.
- B. exchange of.
- C. conveying.
- D. all the above.

View answer

Correct answer: (B)
exchange of.

80. Audio-Visual communication is most suitable for mass _____ and mass _____

- A. publicity & education.
- B. policies & political.
- C. save & store.
- D. Publicity & policies.

View answer

Correct answer: (A)
publicity & education.

81. When Respected Sir is the salutation the appropriate complimentary clause is _____

- A. Yours sincerely.
- B. Yours faithfully.
- C. Yours affectionately.
- D. Yours lovingly.

View answer

Correct answer: (A)

Yours sincerely.

82. Post script appears in a letter _____

- A. in the beginning.
- B. in the middle.
- C. in the end.
- D. never appears.

View answer

Correct answer: (D)

never appears.

83. Sources of information _____

- A. old files.
- B. observation.
- C. meeting.
- D. all the above.

View answer

Correct answer: (D)

all the above.

84. The aim of _____ should be the organization's betterment.

- A. order.
- B. warning.
- C. suggestion.
- D. Counseling.

View answer

Correct answer: (A)

order.

85. _____ is quite often a physical barrier to communication

- A. noise.
- B. interpretation of words.
- C. by passed instruction.
- D. all of the above.

View answer

Correct answer: (A)
noise.

86. All the media available can be broadly classified into _____ groups.

- A. two.
- B. three.
- C. four.
- D. five.

View answer

Correct answer: (C)
four.

87. Colours also have a _____ effect.

- A. psychological.
- B. physiological.
- C. sociological.
- D. socio psychological.

View answer

Correct answer: (A)
psychological.

88. Facial expressions and gestures are known as _____

- A. face to face communication.
- B. oral communication.
- C. both 1 & 2.
- D. Multimedia communication.

View answer

Correct answer: (B)
oral communication.

89. List of items of business to be considered at a meeting is called as _____

- A. agenda.
- B. dividend.
- C. prospectus.
- D. reports.

View answer

Correct answer: (C)
prospectus.

90. _____ is done by drawing a list of the items of business to be transacted at the meeting.

- A. minutes.
- B. resolution.
- C. invitation.
- D. agenda.

View answer
Correct answer: (D)
agenda.

91. The official record of the proceeding of a meeting is called _____

- A. minutes.
- B. notice.
- C. both 1 & 2.
- D. notes.

View answer
Correct answer: (A)
minutes.

92. Marine insurance is effected FPA. FPA denotes _____

- A. free of particular average.
- B. free of particular assignment.
- C. free of partial average.
- D. Fare of particular assignment.

View answer
Correct answer: (C)
free of partial average.

93. The effort to influence the attitudes, feeling or beliefs is _____

- A. instruction.
- B. persuasion.
- C. suggestion.
- D. motivation.

View answer

Correct answer: (B)
persuasion.

94. _____s a basic management tool used in decision-making.

- A. business letter.
- B. report.
- C. document.
- D. specific reports.

View answer

Correct answer: (B)
report.

95. _____ is a device by which losses suffered by a few are shared by many.

- A. insurance.
- B. cheque.
- C. finance.
- D. risk bearer.

View answer

Correct answer: (A)
insurance.

96. _____ is usually indicated if anything is to be attached to a letter.

- A. appendix.
- B. annexures.
- C. index.
- D. enclosures.

View answer

Correct answer: (D)
enclosures.

97. When superiors provide directions to their subordinates regarding what to do, which is known as _____ communication

- A. upward.
- B. horizontal.
- C. downward.
- D. lateral.

View answer

Correct answer: (C)
downward.

98. Informal communication network within the organization is known as _____

- A. interpersonal communication.
- B. intrapersonal communication
- C. mass communication.
- D. grapevines.

View answer

Correct answer: (D)
grapevines.

99. _____ is an authoritative communication

- A. order.
- B. persuasion.
- C. advice.
- D. counseling.

View answer

Correct answer: (A)
order.

100. Examples of oral communication _____

- A. letter.
- B. e-mail.
- C. telephone.
- D. fax.

View answer

Correct answer: (C)
letter.

101. Normal salutation in chairman's speech will be

- A. Ladies and Gentlemen.
- B. Dear Sir.
- C. Respected Sir.
- D. Madame.

View answer

Correct answer: (A)
Ladies and Gentlemen.

102. Gestures is an example for

- A. body language.
- B. grammar.
- C. speeches.
- D. written.

View answer

Correct answer: (A)
body language.

103. Lateral communication is between

- A. superior and subordinate.
- B. same cadre of personal.
- C. subordinate and superior.
- D. Among all.

View answer

Correct answer: (B)
same cadre of personal.

104. Conciseness means _____

- A. brevity.
- B. courtesy.
- C. coherence.
- D. convincing.

View answer

Correct answer: (B)
courtesy.

105. The possibility of misunderstanding at any step _____

- A. brain drain.
- B. output.
- C. channel.
- D. medium.

View answer

Correct answer: (A)
brain drain.

106. _____ implies respect for the readers point of view.

- A. consideration.
- B. order.
- C. courtesy.
- D. none.

View answer

Correct answer: (D)
none.

107. Audio-Visual communication is _____

- A. sight.
- B. sound.
- C. both (a) & (b).
- D. noise.

View answer

Correct answer: (C)
both (a) & (b).

108. _____ is the information or ideas the sender wants to give the receiver

- A. input.
- B. channel.
- C. message.
- D. output.

View answer

Correct answer: (A)
input.

109. Blue colour refers _____

- A. sincerity.
- B. traditional.
- C. danger.
- D. faith.

View answer

Correct answer: (A)
sincerity.

110. A report is a basic management tool used in _____

- A. personality development.
- B. decision making.
- C. individual development.
- D. Self motivation.

View answer

Correct answer: (A)
personality development

111. _____ reports are related to a single occasion or situation.

- A. special.
- B. periodic.
- C. informal.
- D. formal.

View answer

Correct answer: (A)
special.

112. The minute books are the _____ book of the company.

- A. subsidiary.
- B. statutory.
- C. obligatory.
- D. secondary.

View answer

Correct answer: (B)
statutory.

113. Letter of credit is issued _____

- A. by bank.
- B. by supplier.
- C. by customer.
- D. By public.

View answer

Correct answer: (D)

By public.

114. Clearance sales refer to _____

- A. sale of pure chemicals.
- B. sale of detergents.
- C. sale of food products.
- D. Sale of chemicals.

View answer

Correct answer: (B)

sale of detergents.

115. The effective business letter must be _____

- A. sender oriented.
- B. reader oriented.
- C. company oriented.
- D. business oriented.

View answer

Correct answer: (B)

reader oriented.

116. _____ is the list of words used in the reports.

- A. conclusion.
- B. glossary.
- C. index.
- D. reference.

View answer

Correct answer: (B)

glossary.

117. _____ is in finished form.

- A. data.
- B. system.
- C. information.
- D. character.

View answer

Correct answer: (C)
information.

118. _____ is the set of instructions given to the computers.

- A. hardware.
- B. software.
- C. human ware.
- D. firmware.

View answer

Correct answer: (B)
software.

119. _____ is the process of arriving at agreement through consultation

- A. consensus.
- B. grapevine.
- C. informal.
- D. braindrain.

View answer

Correct answer: (A)
consensus.

120. Which one is not a component of a business letter

- A. envelope.
- B. salutation.
- C. subject.
- D. complimentary close.

View answer

Correct answer: (A)
envelope.

121. What kind of information should be included in a resume

- A. work experience.
- B. education.
- C. affiliation and membership.
- D. letter of recommendation.

View answer

Correct answer: (B)
education.

122. How to make audio-visual communication effective?

- A. the pictures are colourful.
- B. clearly written.
- C. speak politely
- D. silent.

View answer

Correct answer: (A)
the pictures are colourful.

123. The inside address should be written

- A. below the salutation.
- B. above the heading.
- C. above the salutation.
- D. above the date.

View answer

Correct answer: (C)
above the salutation.

124. Messieurs

- A. a French term meaning gentlemen
- B. used in singular.
- C. is a title like Doctor
- D. many.

View answer

Correct answer: (A)
a French term meaning gentlemen

125. Face-to-face communication is a _____

- A. visual communication.
- B. direct conversation.
- C. oral communication
- D. written.

View answer

Correct answer: (B)
direct conversation.

126. _____ communication is the most popular means of transmitting message.

- A. written
- B. oral.
- C. visual.
- D. face-to-face.

View answer

Correct answer: (B)
oral.

127. Margin to a letter is like _____

- A. frame of a picture.
- B. evidence for the communication.
- C. engine to a machine.
- D. borders.

View answer

Correct answer: (A)
frame of a picture.

128. Bad Listeners will make _____ communication

- A. good.
- B. bad.
- C. excellent.
- D. rather favorable.

View answer

Correct answer: (B)
bad.

129. _____ is the essential aspect of communication

- A. enclosure.
- B. letter.
- C. telephone.
- D. feedback.

View answer

Correct answer: (D)
feedback.

130. _____ is impersonal and professional

- A. counselling
- B. advice
- C. suggestion
- D. warning

View answer

Correct answer: (A)
counselling

131. _____ Communication is unsuitable for lengthy message.

- A. oral.
- B. written.
- C. vertical.
- D. audio visual.

View answer

Correct answer: (A)
oral.

132. Contents of offers and quotation are _____

- A. details of product.
- B. pleasing tone.
- C. request for price.
- D. request for traders information.

View answer

Correct answer: (A)
details of product.

133. The letter should be based on _____

- A. I attitude.
- B. you attitude.
- C. we attitude.
- D. my attitude.

View answer

Correct answer: (B)
you attitude.

134. Bold colour in a report implies _____

- A. emphasis.
- B. attention.
- C. power.
- D. traditional.

View answer

Correct answer: (C)
power.

135. The participants of a board meeting are _____

- A. member.
- B. directors.
- C. member and directors.
- D. outsiders

View answer

Correct answer: (A)
member.

136. A report given by a secretary to the Marketing Director may be called as _____

- A. formal.
- B. informal.
- C. oral.
- D. personal.

View answer

Correct answer: (A)
formal.

137. A report prepared and presented according to the form and procedure laid down law is called a _____

- A. law report.
- B. procedure report.
- C. company report.
- D. statutory report.

View answer

Correct answer: (A)

law report.

138. Dunning letters are also called _____

- A. collection letters.
- B. letter of credit.
- C. compliant letters.
- D. Suggestion letters.

View answer

Correct answer: (A)

collection letters.

139. _____ stands for mental health

- A. morale.
- B. motivation.
- C. co-operation.
- D. coordination.

View answer

Correct answer: (A)

morale.

140. An informal report is usually in the form of a _____ communication.

- A. person to person.
- B. many to one.
- C. one to many.
- D. company to company.

View answer

Correct answer: (A)

person to person.

141. _____ the sources of information is a kind of spadework.

- A. analyzing.
- B. investigating.
- C. making outline.
- D. writing report.

View answer

Correct answer: (B)
investigating.

142. _____ is an integrated user-machine system.

- A. management information system.
- B. executive system.
- C. decision making system.
- D. knowledge based system.

View answer

Correct answer: (A)
management information system.

143. _____ is the physical part of the computer

- A. software.
- B. human ware.
- C. firmware.
- D. hardware.

View answer

Correct answer: (D)
hardware.

144. _____ is used at the end of a sentence which expresses a strong feeling.

- A. colon.
- B. exclamation mark.
- C. semi colon.
- D. the colon.

View answer

Correct answer: (B)
exclamation mark.

145. Bio-data is enclosed with the following letter _____

- A. sales letter.
- B. application letter.
- C. complaint letter.
- D. collection letter.

View answer

Correct answer: (B)
application letter.

146. Written communication includes

- A. reports & forms.
- B. interviews.
- C. film.
- D. speaking.

View answer

Correct answer: (A)
reports & forms.

147. Pictures, slides, films fall under

- A. body languages.
- B. audio-visual communication.
- C. reporting.
- D. visual communication.

View answer

Correct answer: (B)
audio-visual communication.

148. Grapevine communication is associated with _____ communication.

- A. formal
- B. informal
- C. horizontal
- D. vertical.

View answer

Correct answer: (B)
informal

149. Empathy leads to _____

- A. greater receptivity.
- B. more involvement.
- C. greater focus.
- D. causality.

View answer

Correct answer: (C)
greater focus.

150. One of the following directly relates to provision of credit _____

- A. current account.
- B. savings account.
- C. recurring deposit.
- D. discounting bills.

View answer

Correct answer: (C)
recurring deposit.

151. _____ and testimonials are important because they express the opinion of others the applicant's suitability for a position.

- A. References.
- B. Qualification.
- C. Service certificate.
- D. Letters.

View answer

Correct answer: (A)
References

152. _____ are our body parts especially arms, legs, hands and head convey meaning.

- A. Gestures
- B. Proxemics
- C. Time language
- D. Paralanguage

View answer

Correct answer: (A)
Gestures

153. _____ are used by an organisation as a means of having written records of established practices such as instructions on how to undertake specific tasks and work policies.

- A. Manuals
- B. Memos
- C. Letters
- D. All the above

[View answer](#)

Correct answer: (A)
Manuals

154. _____ are usually the least formal method of written communication within the workplace and will usually include various notices or information relating to welfare and safety issues;

- A. Manuals
- B. Memos
- C. Letters
- D. Circulars

[View answer](#)

Correct answer: (A)
Manuals

155. _____ Communication can be inward or outward:

- A. Vertical communication
- B. Horizontal communication
- C. Internal communication
- D. External communication

[View answer](#)

Correct answer: (D)
External communication

156. _____ communication refers to the communication between a superior and a subordinate through scalar chain.

- A. Wheel communication
- B. Chain communication
- C. Circular communication
- D. Free flow communication.

[View answer](#)

Correct answer: (B)
Chain communication

157. _____ in communication increases credibility of the sender of message

- A. Clarity
- B. Correctness
- C. Concreteness
- D. Consideration

View answer

Correct answer: (C)
Concreteness

158. _____ indicates the hierarchy of topics and their sequences.

- A. Appendix
- B. List of references
- C. Bibliography
- D. Table of contents

View answer

Correct answer: (D)
Table of contents

159. _____ Involves how we arrange personal space and what we arrange in it

- A. Kinesics
- B. Proxemics
- C. Time language
- D. Paralanguage

View answer

Correct answer: (B)
Proxemics

160. _____ is a communication which contains the decision of the meeting.

- A. Amendment.
- B. Resolution.
- C. Debate.
- D. Minutes.

View answer

Correct answer: (D)
Minutes

161. _____ is a document sent with your resume to provide additional information on your skills and experience.

- A. Hand-outs
- B. Curriculum vitae
- C. Application letter
- D. Sales letter

View answer

Correct answer: (B)
Curriculum vitae

162. _____ is a kind of written announcement that is distributed to a large number of people to convey any commercial or non-commercial message at minimum time, costs and efforts.

- A. Memo
- B. Notice
- C. Circular
- D. Publicity

View answer

Correct answer: (C)
Circular

163. _____ is a person's belief about his' or her chances of successfully accomplishing a specific task.

- A. Self esteem
- B. Self perception
- C. Self concept
- D. Self Efficacy

View answer

Correct answer: (D)
Self Efficacy

164. _____ is a systematic oral exchange of information, views and opinions about a topic, issue, problem or situation among members of a group who share certain common objectives.

- A. Presentation
- B. Group discussion
- C. Group interview
- D. All of these

View answer

Correct answer: (B)
Group discussion

165. _____ is also known as Non-directed interview.

- A. Structured
- B. Unstructured
- C. Depth
- D. Exit

View answer

Correct answer: (B)
Unstructured

166. _____ is also referred to as critical/judgmental listening

- A. Discriminative listening
- B. Biased listening
- C. Evaluative listening
- D. Appreciative listening

View answer

Correct answer: (C)
Evaluative listening

167. _____ is an assigned communication for a purpose and for specific receiver or reader.

- A. Report
- B. Memos
- C. Letters
- D. Circulars

View answer

Correct answer: (A)
Report

168. _____ is done by drawing a list of the items of business to be transacted at the meeting.

- A. Minutes.
- B. Resolution.
- C. Invitation.
- D. Agenda.

View answer

Correct answer: (D)
Agenda

169. _____ is exchange of messages between two persons such as conversation, dialogue, interview etc.

- A. Soliloquies
- B. Interpersonal communication
- C. Intrapersonal communication
- D. Mass communication.

View answer

Correct answer: (B)
Interpersonal communication

170. _____ is talking to oneself in one's own mind such as soliloquies, asides in dramatic work etc.

- A. Dialogue
- B. Interpersonal communication
- C. Intrapersonal communication
- D. Unilateral communication.

View answer

Correct answer: (C)
Intrapersonal communication

171. _____ is the interpretation of sensory data so as to gather meaningful ideas.

- A. Sensation
- B. Retention
- C. Perception
- D. Cognition

View answer

Correct answer: (C)
Perception

172. _____ is the process of exchanging messages between a seller and a customer.

- A. Organisational communication
- B. Business Communication
- C. Managerial communication
- D. Professional communication

View answer

Correct answer: (B)
Business Communication

173. _____ is the study of body physical movements.

- A. Kinesics
- B. Proxemics
- C. Time language
- D. Paralanguage

View answer

Correct answer: (A)
Kinesics

174. _____ is the wordless form of communication which takes the form of postures, body language, facial expressions, eye contacts, tension, breathing and tones etc.

- A. Verbal communication
- B. Garbage communication
- C. Informal communication
- D. Non-Verbal communication

View answer

Correct answer: (D)
Non-Verbal communication

175. _____ listening occurs when you go beyond what is being said and try to fathom what is not being said.

- A. Deep
- B. Passive
- C. Full
- D. Discriminative

[View answer](#)

Correct answer: (A)
Deep

176. _____ Means how our voice stress, pause, sigh etc. communicates.

- A. Paralanguage
- B. Body language
- C. Gestures
- D. Proxemics

[View answer](#)

Correct answer: (A)
Paralanguage

177. _____ means the position in which you hold your body when standing or sitting.

- A. Gestures
- B. Postures
- C. Paralanguage
- D. Proxemics

[View answer](#)

Correct answer: (B)
Postures

178. _____ presentations include talks, seminars, proposals, workshops, conferences, and meetings the presenter or presenters share their expertise, and information is exchanged.

- A. Informative
- B. Persuasive
- C. Image building
- D. Decision making

[View answer](#)

Correct answer: (A)
Informative

179. _____ refers to mental disturbances

- A. Coherence
- B. Notion
- C. Distraction
- D. Psychological noise

[View answer](#)

Correct answer: (C)
Distraction

180. _____ refers to the amount of space that individuals naturally maintain between each other.

- A. Chronemics
- B. Gestures
- C. Proxemics
- D. None of these.

[View answer](#)

Correct answer: (C)
Proxemics

181. _____ takes place when you listen to only those things that you want to hear or to those that you interested

- A. Discriminative listening
- B. Biased listening
- C. Selective Listening
- D. Appreciative listening

[View answer](#)

Correct answer: (D)
Appreciative listening

182. _____ tells how our body communicates.

- A. Paralanguage
- B. Kinesics
- C. Chronemics
- D. Proxemics

[View answer](#)

Correct answer: (B)
Kinesics

183. A _____ focuses on your skills and experience, rather than on your chronological Work history

- A. Functional resume
- B. Mini resume
- C. Combination resume
- D. Chronological resume

[View answer](#)

Correct answer: (A)
Functional resume

184. A _____ includes rules for forming compound words, abbreviating technical terms, and writing unusual or difficult words

- A. Appendix
- B. List of references
- C. Bibliography
- D. Glossary

[View answer](#)

Correct answer: (D)
Glossary

185. A _____ is also known as a 'cover letter'

- A. Resume
- B. Curriculum vitae

- C. Application letter
- D. Sales letter

View answer

Correct answer: (C)
Application letter

186. A _____ letter should be organized like sales letter

- A. Resume
- B. Curriculum vitae
- C. Application letter
- D. All the above

View answer

Correct answer: (C)
Application letter

187. A _____ Starts by listing your work history, with the most recent position listed first.

- A. Functional resume
- B. Mini resume
- C. Combination resume
- D. Chronological resume

View answer

Correct answer: (D)
Chronological resume

188. A circular is a form of _____

- A. Oral communication.
- B. Face-to-face communication.
- C. Group communication.
- D. Visual communication.

View answer

Correct answer: (C)
Group communication.

189. A GD is highly structured because:

- A. It is coordinated by a moderator
- B. It measures group communication skills
- C. Members have to listen to the views of others
- D. The topic, time and number of participants are all decided in advance

View answer

Correct answer: (D)
The topic, time and number of participants are all decided in advance

190. A message may be understood by an average educated person, if FOGINDEX is:

- A. More than 15
- B. Less than 15
- C. Negative
- D. Zero

View answer