



MULTIPLE CHOICE QUESTIONS

UNIT I – INTRODUCTION OF BUSINESS COMMUNICATION

1. The term “communis” derived fromword.
 - a. Greek.
 - b. Latin.
 - c. Chinese.
 - D English.

2. Communication means.....information, feeling and thoughts, with others.
 - a. To receive.
 - b. Exchange of
 - c. Conveying.
 - d. All the above.

3. Grapevine communication is associated with.....communication.
 - a. Formal
 - b. Informal
 - c. Horizontal
 - d. Vertical.

4. Lateral communication is between
 - a. Superior and subordinate.
 - b. Same cadre of personal.
 - c. Subordinate and superior.
 - d. Among all.



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5. Audio Visual communication combines
- Auditory only.
 - Visual only.
 - Both auditory & visual.
 - Written.
6. Communication problems otherwise known as
- Enquiry.
 - Barriers.
 - Encoding.
 - Decoding.
7. Posters fall undercommunication.
- Oral.
 - Visual.
 - Written.
 - Spoken.
8. Informal communication is otherwise known as communication.
- Grapevine.
 - Lateral.
 - Visual.
 - Horizontal.
9. Horizontal communication flows through
- Face-to-face discussion.
 - Telephonic talk.
 - Periodical meeting.



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- d. All the above.
10. Gestural communication is a
- a. Non-Verbal Message.
 - b. Direct conversation.
 - c. Oral communication
 - d. Written.
11. Physical Barriers to communication are
- a. Time and distance.
 - b. Interpretation of words.
 - c. Denotations.
 - d. Connotations.
12. Communication is derived from a Latin word “Communis” which means
- a. Community
 - b. Share
 - c. Common
 - d. Marxist
13. Communication starts with:
- a. Encoding
 - b. Sender
 - c. Channel
 - d. Feedback
14. The number of key elements in the communication process is :
- a. Five



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- b. Six
 - c. Seven
 - d. Four
15. The two broad areas of communication are:
- a. Oral and written communication
 - b. Verbal and written communication
 - c. Verbal and non-verbal communication
 - d. Oral and non-verbal communication
16. Which of the following combination is /are example/s of oral communication?
- a. Meetings, memos and presentations
 - b. Meetings, memos and performance reviews
 - c. Meetings, presentations and performance reviews
 - d. All the above
17. Which of the following combination is /are example/s of written communication?
- a. Letters and voicemail
 - b. Reports and email
 - c. Circulars and voicemail
 - d. All the above.
18. Orders and directives are the example of:
- a. Downward communication
 - b. Upward communication
 - c. Diagonal communication



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- d. Horizontal communication
19. Communication between HR manager and salesman is an example of:
- a. Horizontal communication
 - b. Lateral communication
 - c. Diagonal communication
 - d. Vertical communication
20. Diagonal communication is also known as:
- a. Cross ward communication
 - b. Horizontal communication
 - c. Vertical communication
 - d. Any of the above

Answer-

		7	b	14	a
1	b	8	a	15	c
2	b	9	d	16	c
3	b	10	a	17	b
4	b	11	a	18	a
5	c	12	b	19	c
6	b	13	b	20	a



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UNIT II – METHODS AND CHANNELS OF COMMUNICATION

1. Communication between HR manager and Finance manager is an example of:
 - a. Downward communication
 - b. Upward communication
 - c. Diagonal communication
 - d. Horizontal communication

2. Downward communication and Upward communication are :
 - a. Vertical communication
 - b. Horizontal communication
 - c. Diagonal communication
 - d. None of these

3. Placement of purchase order to supplier of material is communication.
 - a. Vertical communication
 - b. Horizontal communication
 - c. Internal communication
 - d. External communication

4. Receiving a sales order is an example of:
 - a. Vertical communication
 - b. Horizontal communication
 - c. Internal communication
 - d. External communication



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5. Communication can be inward or outward:
- Vertical communication
 - Horizontal communication
 - Internal communication
 - External communication
6. Functional coordination is one important reason for communicating with:
- Superiors
 - Peers
 - Subordinates
 - Employees' unions
7. Communication with superiors involves:
- Directions Orders
 - Complaints
 - Instructions
8. Listening has been identified as one of the “seven habits of highly effective people” by :
- Lund steen
 - Stephen Covey
 - Lee lacocca
 - Tom Peters
9. The most basic type of listening is known as :
- Discriminative listening
 - Comprehension listening
 - Appreciative listening



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- d. Evaluative listening
10. Dialogic listening is also known as:
- a. Empathetic listening
 - b. Therapeutic listening
 - c. Relational listening
 - d. Active listening
11. Readability is determined mainly by :
- a. Punctuation
 - b. Length of words
 - c. Active and passive voice
 - d. Spelling
12. FOGINDEX is used to measure:
- a. Clarity of message
 - b. Courtesy of message
 - c. Readability of message
 - d. All the above.
13. 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



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14. Communication is a
- one way process
 - Two way process
 - Three way process.
 - four way process
15. The main objective of communication is:
- Information and persuasion.
 - Skill and personality development.
 - Control and management.
 - Need.
16. The downward communication flow from
- A subordinate to a superior.
 - A subordinate to a subordinate.
 - A superior to a superior.
 - A superior to a subordinate.
17. Gossip and rumor are part of.....communication.
- Formal.
 - Informal.
 - Horizontal.
 - Vertical.



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18. Examples of oral communication-----
- Letter.
 - E-mail.
 - Telephone.
 - Fax.
19. Which one is an effective audio-visual communication.
- Cinema.
 - Television.
 - Drama
 - All the above.
20. Advantage of written communication
- Save time.
 - Save money.
 - Permanent record.
 - all of the above
21. Written communication doesn't includes
- Reports
 - Forms.
 - Notice.
 - None of these.
22. Communication saves time in:
- Internal communication.
 - Interview.
 - Oral communication.



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- d. Schedule.
23. refers to mental disturbances
- a. Coherence
 - b. Notion
 - c. Distraction
 - d. Psychological noise
24. Mental turbulence refers to:
- a. Inability to understand
 - b. Confusion in the mind of receiver
 - c. Confusion in the mind of sender
 - d. Inability to speak
25. The clarity in communication could be achieved by which of the following techniques?
- a. Choose words that are short, familiar and conversational.
 - b. Construct effective sentences and paragraphs.
 - c. Achieve appropriate readability.
 - d. All the above
26. In empathetic communication, we can:
- a. Probe
 - b. Respond to the feelings
 - c. Interpret
 - d. advice



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27. Conciseness of message refers to:
- Crispness
 - Comprehensiveness
 - Specificity
 - Brevity
28. Errors in language, grammar or visual representation of facts take away:
- Clarity
 - Correctness
 - Crispness
 - Conciseness
29.s the process of exchanging messages between a seller and a customer.
- Organisational communication
 - Business Communication
 - Managerial communication
 - Professional communication
30. Listening, reading, speaking and writing are all types of :
- Communication skills.
 - Emotional barriers.
 - Evaluation techniques.
 - Nonverbal communication.



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31. Communication barriers are;
- a. A receiver's response to a message.
 - b. Avenues through which messages are delivered.
 - c. Obstacles that interfere with the understanding of a message.
 - d. The circumstances under which communication takes place.

ANSWERS -

1	D	12	C	23	C
2	A	13	B	24	b
3	D	14	B	25	D
4	D	15	A	26	B
5	D	16	A	27	D
6	B	17	B	28	B
7	C	18	C	29	B
8	B	19	D	30	A
9	A	20	C	31	c
10	D	21	D		
11	B	22	D		



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UNIT III --SOFT SKILLS

1. All of the following are examples of verbal communication EXCEPT:
 - a. Email
 - b. symbols
 - c. Telephone calls
 - d. Text messaging

2.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

3. According to Richard Fitch, in communication process 90% belongs to -----
 - a. Formal communication
 - b. Non-verbal communication
 - c. Informal communication
 - d. Oral communication

4. _____ means the position in which you hold your body when standing or sitting.
 - a. Gestures
 - b. Postures
 - c. Paralanguage
 - d. Proxemics



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5. According to Proxemics (space language), zones are classified into categories
- 3
 - 4
 - 5
 - 6
6. The keys to write a successful resume are:
- Too long, verbose descriptions and over confident tone
 - “You” attitude, focus on your audience and think about prospective employers need
 - None of the above
 - All of the above
7. While giving an interview, be in your salary expectations.
- Modest
 - Unrealistic
 - Realistic
 - None of the above
8. An informal report is usually in the form of acommunication.
- Person to person
 - Prescribed form.
 - Regular intervals.
 - Authoritative.
9. List of items to be discussed and decided in a meeting is called as
- Resolution.



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- b. Minutes.
c. Invoice.
d. Agenda
10. An Agenda prepared in connection with
a. Meeting.
b. Business tours.
c. Exhibition.
d. Personal notes.
11.s a communication which contains the decision of the meeting.
a. Amendment.
b. Resolution.
c. Debate.
d. Minutes.
12. report prepared in a prescribed form and presented according to an established procedure is report
a. Formal.
b. Informal.
c. Statutory.
d. General.
13.is done by drawing a list of the items of business to be transacted at the meeting.
a. Minutes.
b. Resolution.
c. Invitation.



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- d. Agenda.
14. The minute books are the..... book of the company.
- a. Subsidiary.
 - b. Statutory.
 - c. Obligatory.
 - d. Secondary.
15.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.
- 16refers to the amount of space that individuals naturally maintain between each other.
- a. Chronemics
 - b. Gestures
 - c. Proxemics
 - d. None of these.
17. A circular is a form of -----
- a. Oral communication.
 - b. Face-to-face communication.
 - c. Group communication.
 - d. Visual communication.



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18. Dunning letters are also called -----
- Collection letters.
 - Letter of credit.
 - Compliant letters.
 - Suggestion letters.
19. In.....speakers' choice of words unintentionally communicates something more than what the actual words state.
- Formal Communication
 - Informal communication
 - Meta communication
 - None of these
20. Type of listening in which we learn to discern the difference in sounds.
- Discriminative listening
 - Biased listening
 - Evaluative listening
 - Appreciative listening
21. In..... the receiver holds preconceived notions, which shape the way a receiver decodes the sender's message.
- Discriminative listening
 - Biased listening
 - Evaluative listening
 - Appreciative listening



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- 22is also referred to as critical/judgmental listening
- Discriminative listening
 - Biased listening
 - Evaluative listening
 - Appreciative listening
- 23takes place when you listen to only those things that you want to hear or to those that you interested
- Discriminative listening
 - Biased listening
 - Selective Listening
 - Appreciative listening
24. In.....form of communication, a subordinate is permitted to communicate with the boss of his boss.
- Chain
 - Circular
 - Inverted V
 - Wheel
25. Involves how we arrange personal space and what we arrange in it
- Kinesics
 - Proxemics
 - Time language
 - Paralanguage



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- 26is the study of body physical movements.
- a. Kinesics
 - b. Proxemics
 - c. Time language
 - d. Paralanguage
27. It involves how we say something in different pitch, tone and voice modulation such as slow or fast.
- a. Kinesics
 - b. Proxemics
 - c. Time language
 - d. Paralanguage
- 28are our body parts especially arms, legs, hands and head convey meaning.
- a. Gestures
 - b. Proxemics
 - c. Time language
 - d. Paralanguage
29. Small cards that contain the important points of presentation is known as:
- a. Hand-outs
 - b. Cue-cards
 - c. Attention grabbers
 - d. None of these
30. Different components of the presentation that attract the attention of audience are:



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- a. Hand-outs
 - b. Cue-cards
 - c. Attention grabbers
 - d. None of these
31. Materials distributed to the audience to supplement the contents of the presentation is:
- a. Hand-outs
 - b. Cue-cards
 - c. Attention grabbers
 - d. None of these
32. Which of the following is / are 7 Cs of presentation?
- a. Clarity
 - b. Conciseness
 - c. Candidness
 - d. All the above
33. Which of the following is /are not 7Cs of presentation?
- a. Clarity
 - b. Consideration
 - c. Concreteness
 - d. Collectiveness
34. Our purpose in a presentation is to convince your listeners to accept your proposal
- a. Informative
 - b. Persuasive



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- c. Image building
d. Multipurpose
35. Our purpose in a presentation is to move your audience to take your suggested action.
- a. Informative
b. Persuasive
c. Image building
d. Decision making
36.in communication increases credibility of the sender of message
- a. Clarity
b. Correctness
c. Concreteness
d. Consideration
37. ----- 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
38. Evaluation Parameters of Group discussion includes:
- a. Personality
b. Communication
c. Leadership



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- d. All the above
- 39is 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
40. A job interview is usually how long?
- a. 30 minutes
 - b. 60 minutes
 - c. 90 minutes
 - d. 100 minutes
41. Which of these is not a step in the preparation of an interview?
- a Analyzing yourself
 - b Identifying your skills
 - c Being negative
 - d Revising your subject
42. In the preparation of an interview, which step is to research your job position?
- a Second
 - b Third
 - c Fourth
 - d First



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43. Developing the interview file is the last step in the preparation of an interview.
- a True
 - b False
 - c May be true
 - d May be False
44. Self analysis is the first step in planning for any interview.
- a. True
 - b. False
45. Which of these is not a step in self – analysis?
- a) Analyzing background
 - b) Identifying accomplishments
 - c) Identifying achievements
 - d) Complaining
46. Which of these is the third aspect of self analysis?
- a) Identifying achievements
 - b) Identifying special interests
 - c) Analyzing career goals
 - d) Identifying accomplishments
47. _____ skills are assessed in an interview.
- a) Listening
 - b) Blabbering
 - c) Singing
 - d) Dancing



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48. Which of these documents need not be in your interview file?
a) Interview letter
b) Original degrees
c) Family photo
d) Certificates
49. Which of these ways can't be used to research about the company?
a) Visiting website
b) Refer books
c) School books
d) Refer annual report

ANSWERS-

1	b	18	a	35	b
2	d	19	c	36	c
3	b	20	a	37	a
4	b	21	b	38	d
5	b	22	c	39	b
6	b	23	d	40	a
7	a	24	c	41	c
8	a	25	b	42	b
9	d	26	a	43	a
10	a	27	d	44	a
11	d	28	a	45	d
12	a	29	a	46	b
13	d	30	c	47	a
14	b	31	a	48	c
15	a	32	d	49	c
16	c	33	d		
17	c	34	c		



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UNIT IV- BUSINESS LETTERS

1. Business letters should be concise.
 - a) True
 - b) False
 - c) Not only true
 - d) None of the above

2. Which of these must be avoided in business letters?
 - a) Polite words
 - b) Formal words
 - c) Abbreviations
 - d) Clear details

3. The mode of payment must be stated in business letters.
 - a) True
 - b) False
 - c) Not only false
 - d) Both A & B

4. Which of these must not be mentioned in a business letter?
 - a) Information of the quality of the order
 - b) Name of the firm
 - c) The mode of payment
 - d) With regards

5. Where should the name of the firm be mentioned?
 - a) Right of the page



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- b) Below the address of the writer
c) Above the address of the writer
d) On the last page of the letter
6. Which of these is not a mode of address for any letter?
a) To a tradesman
b) To a child
c) To a firm
d) To professional men
7. Which of these is not used to conclude a business letter?
a) Yours faithfully
b) Yours truly
c) Yours sincerely
d) With kind regards
8. Which of these should not be present in a business letter?
a) The name of firm or businessman
b) The date
c) Business jargon
d) Courteous leave-taking
9. The space to be left from the top is ____
a) 5 cms
b) 2.5 cms
c) 4 cms
d) 2 cms



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10. Where are the details of enclosures mentioned?
- a) Beginning of the letter
 - b) Below the signature column
 - c) Right-hand side of the letter
 - d) Main body of the letter

ANSWERS –

- 1 a
- 2 c
- 3 a
- 4 d
- 5 b
- 6 b
- 7 c
- 8 c
- 9 a
- 10 b





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UNIT –V – TYPES OF BUSINESS LETTER

1. A written report is more formal than an oral report.
 - a) True
 - b) False
 - c) May be True
 - d) Both A and b

2. Which of these is usually written in a form of a memorandum?
 - a) Informal reports
 - b) Formal reports
 - c) Professional reports
 - d) Business reports

3. Which of these is not a formal report?
 - a) Informational
 - b) Informal
 - c) Interpretative
 - d) Routine

4. Business letters should be concise.
 - a) True
 - b) False
 - c) Both A and B
 - d) None of the above

5. Which of these must be avoided in business letters?
 - a) Polite words



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- b) Formal words
 - c) Abbreviations
 - d) Clear details
6. The mode of payment must be stated in business letters.
- a) True
 - b) False
 - c) Only A
 - d) both A and B
7. Which of these must not be mentioned in a business letter?
- a) Information of the quality of the order
 - b) Name of the firm
 - c) The mode of payment
 - d) With regards
8. Where should the name of the firm be mentioned?
- a) Right of the page
 - b) Below the address of the writer
 - c) Above the address of the writer
 - d) On the last page of the letter
9. Which of these is not a mode of address for any letter?
- a) To a tradesman
 - b) To a child
 - c) To a firm
 - d) To professional men



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10. Which of these is not used to conclude a business letter?
- a) Yours faithfully
 - b) Yours truly
 - c) Yours sincerely
 - d) With kind regards
11. Which of these should not be present in a business letter?
- a) The name of firm or businessman
 - b) The date
 - c) Business jargon
 - d) Courteous leave-taking
12. The space to be left from the top is _
- a) 5 cms
 - b) 2.5 cms
 - c) 4 cms
 - d) 2 cms
13. Where are the details of enclosures mentioned?
- a) Beginning of the letter
 - b) Below the signature column
 - c) Right-hand side of the letter
 - d) Main body of the letter
14. A letter of application should have the same form as a business letter.
- a) True
 - b) False
 - c) No



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- d) Both a and c
15. Which of these letters are in response to an advertisement?
- a) Solicited letters
 - b) Unsolicited letters
 - c) Letters of enquiry
 - d) Letters of complaint
16. Which of these letters of application must include a statement of the writer's age?
- a) For complain
 - b) For employment
 - c) For enquiry
 - d) For adjustment
17. Solicited letters of application are written of one's own accord.
- a) True
 - b) False
 - c) Only A
 - d) Only B
18. Resume is called curriculum vitae in
- a) India
 - b) France
 - c) North America
 - d) South America



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19. Which of these must not be mentioned in your CV?
- a) Out of turn promotions
 - b) Special recognitions
 - c) How you helped your previous employer
 - d) Salary you are looking for
20. Which of these details should not be mentioned in your resume?
- a) Age
 - b) Telephone number
 - c) Health
 - d) Nationality
21. References are mentioned in a resume.
- a) True
 - b) False
 - c) Both a and B
 - d) None of the above
22. A skill profile is same as that of a job description CV.
- a) True
 - b) False
 - c) only B
 - d) none of the above
23. Which of these is not mentioned in a resume?
- a) Address
 - b) Age
 - c) Nationality



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- d) Experience
24. Which of these is not mentioned in a job description CV?
- a) Date
 - b) Name
 - c) Nationality
 - d) Education
25. Where is the name and address mentioned in a skills profile?
- a) Top left corner
 - b) Top right corner
 - c) Bottom left corner
 - d) Bottom right corner
26. Which of these are the most common type of business letters?
- a) Letters of application
 - b) Letters of enquiry
 - c) Letters of order
 - d) Letters of adjustment
27. Which of these is not a type of letters of enquiry?
- a) General enquiries
 - b) Personal enquiries
 - c) Sales related enquiries
 - d) Status enquiries
28. Which of these is not a letter of enquiry?
- a) General enquiry



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- b) Status enquiry
c) Friendly enquiry
d) Sales related enquiry
29. General enquiry letters do not result in any business return.
a) True
b) False
c) Only A
d) both a and b
30. Sales related enquiries seek information regarding the business practice of enterprises.
a) True
b) False
c) neither b nor a
d) only b
31. Which of these details is not required in a letter of enquiry?
a) Mode of packing
b) Mode of payment
c) Mode of transport
d) Age of owner
32. Quotations are letters of enquiry.
a) True
b) False
c) Only a
d) Only b



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33. Where is the name of the company which is invited mentioned?
- a) Top left corner
 - b) Top right corner
 - c) Bottom left corner
 - d) Bottom right corner
34. A tender is advertised in
- a) newspapers
 - b) business environment
 - c) domestic markets
 - d) sellers
35. While placing an order, the quantity of the goods must be stated.
- a) True
 - b) False
36. Where is the date mentioned in the letter when an order is placed?
- a) With the address of the company placing the order
 - b) Below the address of the seller
 - c) After the salutation
 - d) Along with the leave-taking
37. Which of these is not mentioned in a letter of complaint?
- a) Problems in the supply of goods
 - b) Shortcomings in the supply of goods
 - c) Features in the supply of goods
 - d) Fault in the supply of goods



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38. Where is the address of the company complaining mentioned?
- a) Top left corner
 - b) Top right corner
 - c) Bottom left corner
 - d) Bottom right corner
39. Where is the leave-taking mentioned in a letter of complaint?
- a) Top left
 - b) Top right
 - c) Bottom left
 - d) Bottom right
40. Where is the leave-taking mentioned in an order letter?
- a) Top left
 - b) Top right
 - c) Bottom left
 - d) Bottom right
41. Business Letters that please the receiver are called
- a. Good news letter
 - b. Praising letter
 - c. Routine letter
 - d. All the above.
42. The business letter that neither please nor displease the receiver, but are received with interest are known as
- a. Good news letter
 - b. Praising letter



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- c. Routine letter
d. All the above.
43. The word “memo” is a short form for :
a. Memory
b. Memorizing
c. Memorandum
d. Members order
44. Memo is derived from a Latin word which means :
a. A thing which must be remembered
b. A thing which must be memorized
c. A thing which must be written
d. A thing which must be communicated
45. One characteristic of a memo is :
a. Formal
b. Tool for external communication
c. Concise
d. Pretentious
46. All the following are principles of business letter writing, except:
a. Consideration
b. Correctness
c. Conciseness
d. Concurrency



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47. Which of the following is not a compulsory part of a business letter?
- Salutation
 - Close
 - Attention line
 - Body
48. The quality of a report is determined mainly by:
- The language of the report
 - The visual aspects
 - The length of the report
 - The accuracy of the data
49. A resume summarizes the following:
- Strengths and weaknesses
 - Personality
 - Education and experience
 - Hobbies
50. Which of the following is characteristic of a chronological resume?
- Appropriate for experienced candidates
 - Mentions most recent job or qualification first
 - Appropriate when education and experience are unrelated to the job applied for
 - Both a & b
51. The main purpose of a group discussion is to measure:
- Knowledge
 - Personality



MULTIPLE CHOICE QUESTIONS

- c. Group communication skills
 - d. Leadership skills
52. The primary role of a moderator is to:
- a. Facilitate the smooth functioning of the GD
 - b. Keep track of time
 - c. Announce the GD topic
 - d. Interfere during the GD
53. Arriving ahead of time for a meeting is an example of :
- a. Feedback
 - b. body language
 - c. Non-verbal communication
 - d. Verbal communication
54. The message sent is not always the same as the meaning attached to the message. This is because of the:
- a. Wrong sender
 - b. Wrong medium
 - c. Faulty message
 - d. Inaccurate decoding
55. Wrong decoding means:
- a. Badly worded message
 - b. Message sent to wrong receiver
 - c. Interpreted meaning is different from intended message
 - d. Message sent by wrong sender



MULTIPLE CHOICE QUESTIONS

56. Consideration in a business letter means:
- Stressing the “me” attitude
 - Using first person pronouns
 - Stressing the “you” attitude
 - Appealing to the sender’s interest
57. The resume should be written before the job application letter because:
- The resume is seen first
 - The resume helps to decide what to highlight in the letter
 - The resume is more important than the letter
 - Most employers do not read application letters
58. A GD is highly structured because:
- It is coordinated by a moderator
 - It measures group communication skills
 - Members have to listen to the views of others
 - The topic, time and number of participants are all decided in advance
59. Which of the following indicates the correct sequence of the elements of communication in the communication process?
- Sender, Receiver, Channel, Message, Feedback
 - Receiver, Feedback, Sender, Message, Channel
 - Sender, Channel, Message, feedback, Receiver
 - Sender, Message, Channel, Receiver, Feedback
60. Which of the following is/are barriers of listening?
- Sluggishness
 - Premature evaluation



MULTIPLE CHOICE QUESTIONS

- c. External distractions
- d. All of these.

ANSWERS-

1.A	2.B	3.B	4.A	5.C	6.A	7.D	8.B	9.B	10.C
11.C	12.A	13.B	14.A	15.A	16.B	17.B	18.C	19.D	20.B
21.A	22.B	23.A	24.C	25.C	26.B	27.B	28.C	29.A	30.B
31.D	32.A	33.A	34.A	35.A	36.A	37.C	38.B	39.B	40.D
41.D	42.C	43. C	44.A	45. A	46. D	47.B	48. D	49. C	50.D
51.C	52. A	53. C	54. D	55. C	56. C	57. C	58. D	59. D	60.D

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MULTIPLE CHOICE QUESTIONS

UNIT VI – JOB APPLICATION LETTER

1. 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
2. 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
3. Curriculum vitae is known as-
 - a. Personal profile
 - b. Personal data sheet
 - c. Qualification sheet
 - d. All the above
4.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



MULTIPLE CHOICE QUESTIONS

- d. All the above
5.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
6.is also known as Non-directed interview.
- a. Structured
 - b. Unstructured
 - c. Depth
 - d. Exit
7. Formal Interview is also known as.....
- a. Planned interview
 - b. Unstructured interview
 - c. Group interview
 - d. None of these
8. A.....letter should be organized like sales letter
- a. Resume
 - b. Curriculum vitae
 - c. Application letter
 - d. All the above



MULTIPLE CHOICE QUESTIONS

9. A.....is also known as a 'cover letter'
- Resume
 - Curriculum vitae
 - Application letter
 - Sales letter
10.is a document sent with your resume to provide additional information on your skills and experience.
- Hand-outs
 - Curriculum vitae
 - Application letter
 - Sales letter
11. A synopsis of the most relevant professional experiences you have for the particular job for which you are applying.
- Resume
 - Curriculum vitae
 - Application letter
 - Hand-outs
12. A summary of your educational and academic backgrounds as well as teaching and research experience, publications, presentations, awards, honours and affiliations.
- Resume
 - Curriculum vitae
 - Application letter
 - Hand-outs



MULTIPLE CHOICE QUESTIONS

13.is an assigned communication for a purpose and for specific receiver or reader.
- a. Report
 - b. Memos
 - c. Letters
 - d. Circulars

ANSWERS-

- 1 a
- 2 d
- 3 d
- 4 a
- 5 a
- 6 b
- 7 a
- 8 c
- 9 c
- 10 b
- 11 a
- 12 b
- 13 a





MULTIPLE CHOICE QUESTIONS

UNIT VII- INTERNAL AND OTHER CORRESPONDANCE

1. Any letter designed and directed to the exchange of information connected with trade and trade related activities is known as:
 - a. Business Report
 - b. Business enquiry
 - c. Business letter
 - d. Business memos
2. Which of the following is not a type of business letter?
 - a. Business enquiry
 - b. Sales letter
 - c. Quotations
 - d. Reference letter.
3. Which of the following is/are business letters?
 - a. Refusal letter
 - b. Customer relation letter
 - c. Order status letter
 - d. All of these.
4. Comparing to resume,.....is more academic oriented.
 - a. Cover letter
 - b. Interview
 - c. Curriculum Vitae
 - d. Bio-data



MULTIPLE CHOICE QUESTIONS

5.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.
- Memo
 - Notice
 - Circular
 - Publicity
6. In.....layout of letter, every line begins at left margin and thus makes each paragraph look like a distinct block of message.
- Full block
 - Semi-block
 - Simplified
 - All the above.
7. The purpose of a.....is to help the management identify the reasons underlying a situation that management already know.
- Report
 - Memos
 - Letters
 - Circulars
8. Which of the following is /are element of body of a business report?
- Glossary
 - Cover letter
 - Recommendation
 - Executive summery



MULTIPLE CHOICE QUESTIONS

9. Which of the following is not an element of front matters of business report?
- Introduction
 - Cover letter
 - Acknowledgement
 - Table of contents
10. Which of the following is not an element of back matters of business report?
- Appendix
 - List of references
 - Bibliography
 - Conclusion
11. Which of the following is not a basic part of report?
- Introduction
 - Discussion
 - Executive summery
 - Glossary
12. Which of the following is a basic part of report?
- Cover
 - Recommendation
 - Title page
 - Glossary



MULTIPLE CHOICE QUESTIONS

13.indicates the hierarchy of topics and their sequences.
- Appendix
 - List of references
 - Bibliography
 - Table of contents
14. A.....includes rules for forming compound words, abbreviating technical terms, and writing unusual or difficult words
- Appendix
 - List of references
 - Bibliography
 - Glossary
15. Which is NOT one of the three purposes for giving oral presentations?
- To persuade
 - To debate
 - To build goodwill
 - To inform
16. Denotations and Connotations are.....barriers in communication process.
- Physical barriers
 - Semantic barriers
 - Encoding barriers
 - Technical barriers



MULTIPLE CHOICE QUESTIONS

ANSWERS-

- | | | | |
|---|---|----|---|
| 1 | C | 9 | A |
| 2 | D | 10 | D |
| 3 | D | 11 | D |
| 4 | C | 12 | B |
| 5 | C | 13 | D |
| 6 | A | 14 | D |
| 7 | A | 15 | B |
| 8 | C | 16 | B |





MULTIPLE CHOICE QUESTIONS

VIII – NEW TECHNOLOGIES IN BUSINESS COMMUNICATION

1. Free of cost repair of software bug available at Internet is called
 - A. Version
 - B. Ad-on
 - C. Tutorial
 - D. Patch

2. The Internet was originally a project of which agency?
 - A. ARPA
 - B. NSF
 - C. NSA
 - D. None of these

3. Which of the following is a correct format of Email address?
 - A. name@website@info
 - B. name@website.info
 - C. www.nameofebsite.com
 - D. name.website.com

4. HTML is used to create
 - A. machine language program
 - B. high level program
 - C. web page
 - D. web server

5. The computer jargon - WWW, stands for :
 - A. World Wide Web Worm



MULTIPLE CHOICE QUESTIONS

- B. World Wide Wildlife Web
 - C. World Wide Women's Web
 - D. World Wide Women's Week
6. Internet explorer falls under :
- A. Operating System
 - B. Compiler
 - C. Browser
 - D. IP address
7. What is the full form of WWW in web address ?
- A. World Wide Web
 - B. World Wide Word
 - C. World Wide Wood
 - D. None of these
8. Full form of HTML is:
- A. Hyper Text Markup Language
 - B. Hyper Text Manipulation Language
 - C. Hyper Text Managing Links
 - D. Hyper Text Manipulating Links
9. Moving from one website to another is called :
- A. Downloading
 - B. Browsing
 - C. Uploading
 - D. Attachment



MULTIPLE CHOICE QUESTIONS

10. A computer on internet are identified by :
- A. e-mail address
 - B. street address
 - C. IP address
 - D. None of the above

ANSWERS--

- 1 D
- 2 A
- 3 B
- 4 C
- 5 A
- 6 C
- 7 A
- 8 A
- 9 B
- 10 C

