



MULTIPLE CHOICE QUESTIONS

UNIT I – INTRODUCTION OF BUSINESS COMMUNICATION

1. The term “communis” derived from.....word.
 - 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.

5. Audio Visual communication combines
 - a. Auditory only.
 - b. Visual only.
 - c. Both auditory & visual.
 - d. Written.



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6. Communication problems otherwise known as
 - a. Enquiry.
 - b. Barriers.
 - c. Encoding.
 - d. Decoding.

7. Posters fall under.....communication.
 - a. Oral.
 - b. Visual.
 - c. Written.
 - d. Spoken.

8. Informal communication is otherwise known as communication.
 - a. Grapevine.
 - b. Lateral.
 - c. Visual.
 - d. Horizontal.

9. Horizontal communication flows through
 - a. Face-to-face discussion.
 - b. Telephonic talk.
 - c. Periodical meeting.
 - 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.



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- 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
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 oralcommunication?
a. Meetings, memos and presentations
b. Meetings, memos and performance reviews
c. Meetings, presentations and performance reviews
d. All the above



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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
 - 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
21. Communication is a
- a. one way process
 - b. Two way process
 - c. Three way process.
 - d. four way process
22. The main objective of communication is:
- a. Information and persuasion.
 - b. Skill and personality development.



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- c. Control and management.
d. Need.
23. 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.
24. Gossip and rumor are part of communication.
a. Formal.
b. Informal.
c. Horizontal.
d. Vertical.
25. Examples of oral communication-----
a. Letter.
b. E-mail.
c. Telephone.
d. Fax.
26. Which one is an effective audio-visual communication.
a. Cinema.
b. Television.
c. Drama
d. All the above.
27. Advantage of written communication
a. Save time.
b. Save money.
c. Permanent record.
d. all of the above



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28. Written communication doesn't includes
- a. Reports
 - b. Forms.
 - c. Notice.
 - d. None of these.
29. Communication saves time in:
- a. Internal communication.
 - b. Interview.
 - c. Oral communication.
 - d. Schedule.
30. refers to mental disturbances
- a. Coherence
 - b. Notion
 - c. Distraction
 - d. Psychological noise
31. Mental turbulence refers to:
- e. Inability to understand
 - f. Confusion in the mind of receiver
 - g. Confusion in the mind of sender
 - h. Inability to speak
32. The clarity in communication could be achieved by which of the followingtechniques?
- a. Choose words that are short, familiar and conversational.
 - b. Construct effective sentences and paragraphs.
 - c. Achieve appropriate readability.
 - d. All the above



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33. In empathetic communication, we can:
- Probe
 - Respond to the feelings
 - Interpret
 - advice
34. Conciseness of message refers to:
- Crispness
 - Comprehensiveness
 - Specificity
 - Brevity
35. Errors in language, grammar or visual representation of facts take away:
- Clarity
 - Correctness
 - Crispness
 - Conciseness
36.s the process of exchanging messages between a seller and a customer.
- Organisational communication
 - Business Communication
 - Managerial communication
 - Professional communication
37. Listening, reading, speaking and writing are all types of :
- Communication skills.
 - Emotional barriers.
 - Evaluation techniques.
 - Nonverbal communication.
38. Communication barriers are;
- A receiver's response to a message.
 - Avenues through which messages are delivered.



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- c. Obstacles that interfere with the understanding of a message.
d. The circumstances under which communication takes place.
41. Which of these do not deal with precise information?
a. Engineer
b. Scientist
c. Technician
d. Fiction writer
40. In an office, an employee communicates horizontally with his _____
a. superiors
b. subordinates
c. colleagues
d. assistant
41. Talking comes under which type of communication?
a. Verbal
b. Non-verbal
c. Written
d. Dramatic
42. Which of these has maximum reach?
a. Writing
b. Listening
c. Speaking
d. Talking
43. How is good technical writing achieved?
a. Naturally
b. By practice
c. Listening
d. Speaking



MULTIPLE CHOICE QUESTIONS

44. Which of these parameters are not required to define style?
- Moral truth
 - Compassion
 - Gender
 - Information
45. Any style must convey moral truth.
- True
 - False
46. Any writer must convey truth with warmth.
- True
 - False
47. A writer must not convey information with _____
- precision
 - clarity
 - randomness
 - truth
48. Which of these are to be avoided in any style of writing?
- Truth
 - Clarity
 - Compassion
 - Dishonesty
49. Who among these is an ancient linguist of India?
- Patanjali
 - Tista Bagchi
 - Noam Chomsky
 - Kshetresa Chandra Chattopadhyaya



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50. Which of these people perceives language as a means to interpret human experience?
- a. Anthropologist
 - b. Sociologist
 - c. Philosopher
 - d. Students of literature

ANSWER KEY:-

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



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UNIT- II- METHODS AND TYPES OF WRITTEN 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

5. Communication can be inward or outward:
 - a. Vertical communication
 - b. Horizontal communication
 - c. Internal communication
 - d. External communication

6. Functional coordination is one important reason for communicating with:



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- a. Superiors
 - b. Peers
 - c. Subordinates
 - d. Employees' unions
7. Communication with superiors involves:
- a. Directions Orders
 - b. Complaints
 - c. Instructions
8. Listening has been identified as one of the “seven habits of highly effective people” by :
- a. Lund steen
 - b. Stephen Covey
 - c. Lee Iacocca
 - d. Tom Peters
9. The most basic type of listening is known as :
- a. Discriminative listening
 - b. Comprehension listening
 - c. Appreciative listening
 - 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



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12. FOGINDEX is used to measure:
- Clarity of message
 - Courtesy of message
 - Readability of message
 - All the above.
13. A message may be understood by an average educated person, if FOGINDEX is:
- More than 15
 - Less than 15
 - Negative
 - Zero
14. The main purpose of a group discussion is to measure:
- Knowledge
 - Personality
 - Group communication skills
 - Leadership skills
15. The primary role of a moderator is to:
- Facilitate the smooth functioning of the GD
 - Keep track of time
 - Announce the GD topic
 - Interfere during the GD
16. Arriving ahead of time for a meeting is an example of :
- Feedback
 - body language
 - Non-verbal communication
 - Verbal communication
17. The message sent is not always the same as the meaning attached to the message. This is because of the:



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- a. Wrong sender
 - b. Wrong medium
 - c. Faulty message
 - d. Inaccurate decoding
18. 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
19. Consideration in a business letter means:
- a. Stressing the “me” attitude
 - b. Using first person pronouns
 - c. Stressing the “you” attitude
 - d. Appealing to the sender’s interest
20. The resume should be written before the job application letter because:
- a. The resume is seen first
 - b. The resume helps to decide what to highlight in the letter
 - c. The resume is more important than the letter
 - d. Most employers do not read application letters
21. 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
22. Which of the following indicates the correct sequence of the elements of communication in the communication process?
- a. Sender, Receiver, Channel, Message, Feedback
 - b. Receiver, Feedback, Sender, Message, Channel



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- c. Sender, Channel, Message, feedback, Receiver
d. Sender, Message, Channel, Receiver, Feedback
23. Which of the following is/are barriers of listening?
a. Sluggishness
b. Premature evaluation
c. External distractions
d. All of these.
24. The following is (are) non-verbal communication
a. Facial expression
b. Appearance
c. Posture
d. All of the above
25. The handshake that conveys confidence is
a. Limp
b. Firm
c. Loose
d. Double
26. Communication is the task of imparting _____
a. Training
b. Information
c. Knowledge
d. Message
27. -The whole concept of achieving success begins with how you _____
a. Behave
b. Think
c. Work
d. All of the above



MULTIPLE CHOICE QUESTIONS

28. -Match the following

- | | |
|---------------------|-------------------------|
| A. Pressures | 1. Visualize future |
| B. Keen foresight | 2. Limited vision |
| C. Vision | 3. Positive growth |
| D. Positive changes | 4. Power of imagination |

The correct answer is

- A-2, B-4, C-1, D-3
A-4, B-2, C-1, D-3
A-2, B-4, C-3, D-1
A-2, B-1, C-4, D-3

29. The trump card during _____ should be brought out at the crucial moment.

- a. Interview
- b. Negotiation
- c. Training
- d. Purchasing

30 -The following is the permanent records for business

- a. Business letters
- b. Ledgers
- c. Production reports
- c. All of the above

31. -Body of a letter is divided into _____ parts.

- a. 1
- b. 2
- c. 3
- d. 4

32 -As per Newman and Summer Communication is the Exchange of

- a. Facts



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- b. Opinion
c. Emotions
d. All of the above
33. The _____ body of the presentation should be broken into short and clear units
a. Main
b. Middle
c. Upper
d. Lower
34. _____ of the letter consists of main message.
a. Heading
b. Body
c. Greeting
d. Closing
35. -A common fallacy about manager is that he must be
a. Loud
b. Flamboyant
c. Drinker
d. All of the above
- 36- -The following is (are) the most effective ways of communication.
a. Verbal
b. Non verbal
c. Written
d. All of the above
37. The _____ of business letter is called layout.
a. Body
b. Content
c. Pattern
d. All of the above



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- 38.- Goals help us to _____
- a. Communicate
 - b. Success
 - c. Work
 - d. Motivate
39. Communication is a
- a. one way process
 - b. Two way process
 - c. Three way process.
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40. The main objective of communication is:
- a. Information and persuasion.
 - b. Skill and personality development.
 - c. Control and management.
 - d. Need.
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- c. Telephone.
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49. Mental turbulence refers to:
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 - b. Confusion in the mind of receiver
 - c. Confusion in the mind of sender
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50. 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
51. In empathetic communication, we can:
- a. Probe
 - b. Respond to the feelings
 - c. Interpret
 - d. advice

ANSWER KEY:-

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



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UNIT -III - BUSINESS CORRESPONDANCE

1. A written report is more formal than an oral report.
 - a. True
 - b. False

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

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

6. The mode of payment must be stated in business letters.
 - a. True
 - b. False



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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 trade sales man
 - b. To a child
 - c. To a firm
 - d. To professional men

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



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- 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
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
18. Resume is called curriculum vitae in
a. India
b. France



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- c. North America
d. South America
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
22. A skill profile is same as that of a job description CV.
a. True
b. False
23. Which of these is not mentioned in a resume?
a. Address
b. Age
c. Nationality
d. Experience
24. Which of these is not mentioned in a job description CV?
a. Date
b. Name
c. Nationality



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- d. Education
25. Where is the name and address mentioned in a skills profile?
- Top left corner
 - Top right corner
 - Bottom left corner
 - Bottom right corner
26. Which of these are the most common type of business letters?
- Letters of application
 - Letters of enquiry
 - Letters of order
 - Letters of adjustment
27. Which of these is not a type of letters of enquiry?
- General enquiries
 - Personal enquiries
 - Sales related enquiries
 - Status enquiries
28. Which of these is not a letter of enquiry?
- General enquiry
 - Status enquiry
 - Friendly enquiry
 - Sales related enquiry
29. General enquiry letters do not result in any business return.
- True
 - False
30. Sales related enquiries seek information regarding the business practice of enterprises.
- True
 - False



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- 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
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



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- 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
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.



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42. The business letter that neither please nor displease the receiver, but are received with interest are known as
- Good news letter
 - Praising letter
 - Routine letter
 - All the above.
43. The word “memo” is a short form for :
- Memory
 - Memorizing
 - Memorandum
 - Members order
44. Memo is derived from a Latin word which means :
- A thing which must be remembered
 - A thing which must be memorized
 - A thing which must be written
 - A thing which must be communicated
45. One characteristic of a memo is :
- Formal
 - Tool for external communication
 - Concise
 - Pretentious
46. All the following are principles of business letter writing, except:
- Consideration
 - Correctness
 - Conciseness
 - 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. Which term below refers to the process of transmitting information from one person or group to another?
- Feedback
 - Communication
 - Sender
 - Receiver
49. Which part of the letter identifies the person who is preferred to address the concerns of the letter?
- Signatory
 - Designation
 - Attention line
 - Complimentary close
50. Which part of the letter consist of an email address, telephone and fax number?
- Letterhead
 - Enclosure
 - Salutation
 - Signatory
51. Which word or phrase on the business letter tells the mail clerk to deliver the letter to the recipient unopened?
- For the attention of
 - Courtesy copy
 - Subject
 - Confidential



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52. Which part of the business letter states that a brochure is placed in the envelope?
- a. Attention line
 - b. Enclosure
 - c. Carbon copy
 - d. Reference
53. The date on the business letter should always be typed out in full.
- a. True
 - b. False
54. The signatory normally appears below the actual signature.
- a. True
 - b. False
55. The salutation Mrs. Julia White requires the complimentary close Yours faithfully.
- a. True
 - b. False
56. The reference normally entails the originator's and administrative assistant initials.
- a. True
 - b. False

ANSWER KEY:

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.B	49.C	50.B
51.D	52.B	53.A	54.A	55.B	56.B				



MULTIPLE CHOICE QUESTIONS

UNIT -IV ANALYSIS OF DIFFERENT MEDIA OF COMMUNICATION

1. Email content should ideally be presented as-
 - a. Story format
 - b. One long paragraph
 - c. Bullet points
 - d. Text and pictures

2. Most effective way of closing an email is
 - a. With a social message
 - b. Repeating the subject line
 - c. With a proverb
 - d. With a clear actionable

3. How should the subject line be
 - a. Long and descriptive
 - b. A greeting
 - c. Does not matter
 - d. Short and precise

4. Email is a reflection of (Remember the cat picture)-
 - a. Designation and pride
 - b. Nothing. It is used for getting work done
 - c. Authority and status
 - d. Professionalism, Values, Attention to detail

5. Email font should be
 - a. Colorful and fancy
 - b. Bold and all capital alphabets
 - c. Bright colours,
 - d. easy to read , Black in colour, easy to read, capital alphabets only where required



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6. SMS language (dey, u, tmrw) in the email should be-
- Should not be used
 - Can be used sometimes if you feel like.
 - Used while writing to juniors
 - Used with selected few clients
7. Important points/words can be
- Highlighted in bold/underlined
 - Need not be highlighted
 - Mentioned repeatedly for impact
 - Highlighted with multiple colours
8. Which of these is not a medium for e-mail?
- Intranet
 - Internet
 - Extranet
 - Paper
9. Intranet is a company's internal web.
- True
 - False
10. Extranet is a web within a web.
- True
 - False
11. Which of these is the easiest way of communication?
- E-mail
 - Telephone
 - Fax
 - Letter



MULTIPLE CHOICE QUESTIONS

12. Which of these do not provide free E-mail?
a) Hotmail
b) Rediff
c) WhatsApp
d) Yahoo
13. Which of these do not provide free E-mail?
a) Hotmail
b) Rediff
c) WhatsApp
d) Yahoo
14. Which of these should be avoided in an E-mail?
a) Wrong E-mail address
b) Subject line
c) Smileys
d) Re-reading
15. Usage of all capital alphabets on email is considered as -
a. Showing importance
b. Irrelevant
c. Looks fancy
d. Screaming/Insulting
16. It is important to read the email completely before responding.
a. Only if you have time
b. Only if it is from seniors
c. Not important at all
d. Always
17. Proofreading emails before hitting send is-
a. Waste of time
b. Can be done sometimes



MULTIPLE CHOICE QUESTIONS

- c. A best practice
 - d. Not important
18. Powerpoint presentations should be a combination of-
- a. Only videos/pictures
 - b. Doesn't matter
 - c. Only text
 - d. Text and pictures/videos
19.important things to be kept in mind while working on a PPT are-
- a. Videos and music
 - b. First and last slide
 - c. No of slides and no of pictures
 - d. Audience and objective
20. The title of a slide should be-
- a. Very colourful
 - b. Left aligned
 - c. Very very large
 - d. Centrally aligned with a larger font size
21. The font used throughout the presentation must be uniform.
- a. No
 - b. Yes
 - c. Can't say
 - d. Not important
22. The tone of your emails should be-
- a. Can be rude if it is not a client
 - b. Bossy and rude if you are writing to junior colleagues
 - c. Very aggressive
 - d. Polite and assertive



MULTIPLE CHOICE QUESTIONS

23. The font used throughout the presentation must be uniform.
- true
 - false
24. While setting up an appointment on email, you should
- Recommend a date and time and request Confirmation
 - Never mention date and time
 - Sometimes mention a date and leave it at that
 - Leave it open ended
25. While assigning work on email, you should
- Set up a deadline and follow up accordingly
 - Use bold alphabets
 - Never give any deadline
 - Just ask them to get it done
26. The email signature must capture all necessary contact details.
- Sometimes
 - It is not important
 - Yes. Makes it easier for the recipient to reach out to you.
 - No
27. The most commonly used light sensor in a modern fax machine is a
- Phototube
 - Phototransistor
 - Liquid-crystal display
 - Charged coupled device



MULTIPLE CHOICE QUESTIONS

28. Systems that are simplex wireless communications systems designed to alert subscribers of awaiting messages
- paging**
 - searching
 - texting
 - Calling
29. He designed and built the first transmitter and receiver for a telephone set.
- Alexander Graham Bell
 - Alexander Bain
 - Antonio Meucci
 - Philipp Reis
30. Signals that provide the routing information, such as calling and called numbers.
- routing
 - calling
 - controlling
 - addressing
31. To what is the output of a scanner fed in fax?
- transmitter
 - receiver
 - mixer
 - oscillator
32. What is an ISP?
- Internal Service Provider
 - Internal System Provisional System
 - Internet Service Protocol
 - Internet Service Provider



MULTIPLE CHOICE QUESTIONS

33. Why do businesses like video conferencing?
- a. It is very cheap, only requiring a laptop, software, webcam and high-speed internet connection.
 - b. They don't - businesses would rather have people attend for live interactive sessions in one central physical location.
 - c. All the equipment for video conferencing is free to use.
 - d. The technology is not confusing to use.
34. The video conferencing, video streamlining, live chat and web based courses are all the forms of
- a. online development
 - b. coaching
 - c. learning organization
 - d. assistant-to positions
35. We can divide audio and video services intobroad categories.
- a. One
 - b. Two
 - c. **Three**
 - d. Four
36.Audio/video referees to on-demand for compressed audio/video files.
- a. Streaming live
 - b. Streaming stored
 - c. Interactive
 - d. None of the above
37.is used to compress image
- a. MPEG
 - b. JPEG
 - c. PPEG
 - d. None of the above



MULTIPLE CHOICE QUESTIONS

38.is used to video
- a. MPEG
 - b. JPEG
 - c. CPEG
 - d. None of the above
39. In real time video conference, data from the server is.....to client sites.
- a. Unicast
 - b. Multi cast
 - c. Broadcast
 - d. None of the above
40.is an arrangement of connected computers, which lets the computer users all over the globe exchange data
- a. internet
 - b. videoconference
 - c. telephone
 - d. none of the above
41.is digital format and provides facility for storage of message many new features were added to it over time.
- a. Voicemail
 - b. e-mail**
 - c. telephone
 - d. videoconferencing
42. `.....voice mail greetings used to greet callers from within the company.
- a. Internal**
 - b. External
 - c. Included
 - d. Excluded



MULTIPLE CHOICE QUESTIONS

43.or 'Busy' voicemail greeting is used to inform that either individual receiver or all extension in the department pool are busy with other callers.
- a. **'On the Phone'**
 - b. On the table
 - c. On the Mail
 - d. By telephone
44. Fax is also called telecopying or
- a. Telefax
 - b. Telephone
 - c. Telegram
 - d. None of the above
45.is a communication sent over telegraph.
- a. Telegram
 - b. Telephone
 - c. Telefax
 - d. Mail
46.method is useful when access to mail or file share is not available
- a. Fax
 - b. Telegram
 - c. Email
 - d. None of the above
47. Teleconferencing is conductingusing telephone.
- a. Group discussion
 - b. Only presentation
 - c. Training only
 - d. None of the above
48. One of the most important aspects of the internet is that it makesfast.
- a. Communication



MULTIPLE CHOICE QUESTIONS

- b. Meetings
- c. Gatherings
- d. None of the above

49. Internal Service Provider is the abbreviation of ISP.

- a. true
- b. false

50. One of the most important aspects of the internet is that it does not makes communication fast.

- a. True
- b. False

ANSWER KEY

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