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ENG 201 GRAND QUIZ

1. **Which of the following familiar expressions is correct replacement for 'lucrative'?**

   Profitable

2. **Verbs and _____ are more concrete than adverbs and adjectives.**

   Nouns

3. **The good organization of the content means _____.**

   Both of the above

4. **Did the doctor look _____ your leg?**

   At

5. **'I left smoking long ago'_____**

   I gave up smoking long ago

6. **How can you make your message forceful?**

   By using comparisons, By using figurative language……both

7. **Which one of the following phrases are likely to offend and should be avoided?**

   I must refuse, we must deny

8. **A computer programmer will write a/an _____ to gain specific information about an upcoming release of a software product from XYZ company.**

   Inquiry letter

9. **In bad news messages, the _____ is of crucial importance.**

   Tone

10. **A bad News message always begins with a _____ that provides a transmission to the refusal.**

    Neutral statement

11. **In a business message, the words freedom, prestige, compassion, free, and comfort evoke _____ feelings.**

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Positive

12. If you are using letterhead stationery, include only the _____. Two lines below the bottom of the letterhead.

Date

13. Business messages generally have _____ purposes.

Three

14. With restructuring of companies, communications are now created mainly by _____

All employees

15. Select the option which is an example of a clear and coherent sentence.

His report focused on age and gender of managers

16. Eriq is just like all the French, so dismissive of Americans. The sentence contains _____

Racial Bais

17. The patient shows normal _____ and appears to be psychologically stable.

Affect

18. Which of the following words fall in the category of unfamiliar words?

Ascertain and Peruse……Both

19. Full-Time college students should spend at least six hours a week studying if you want to succeed.

If they want to succeed

20. _____at the moment. I'll get to the market.

As it isn't raining

21. Which of the following helps you to focus meeting on the core of topics and control its pace and flow?

Agenda

22. The purpose of giving complete _____ is to ensure that the audience has no confusion or lingering doubt about the message.

Supporting details

23. _____ minutes are often required by federal, state, or local law, by-laws, charters, or regulations in any organization.

Formal

24. A sales letter is a document designed to generate sales; therefore. It persuades the reader to _____

All options

25. Mathematics _____ John's favorite subject, while Civics is Andrea's favorite subject.

Is

26. In business communications use the _____ format if the document will be sent to outside individuals.

Letters

27. _____ is one of the cores of concreteness.

Grammar

28. _____ makes a statement of support for a candidate by assessing the applicant's qualities and capabilities for performing a particular task.

Recommendation letters

29. When you are dissatisfied with a company's product or service, which of the following is the best option?

Written claim letter

30. Mr. John will _____ the report.

Consider

31. Select the option which gives the exact meaning of the verb ' accept'

Receive

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32. When punctuation marks are omitted in the opening and closing lines of a letter, the punctuation style is called.

Open

33. Which of the following is the most important part of indirect plan?

Buffer

34. What is a common mistake made in writing persuasive messages?

Using you perspective

35. _____ words are usually more vivid than long ones and improve the readability of a document.

Short words

36. Which of the following transitional markers shows 'additional details'?

: moreover, furthermore, in addition, besides…All

37. There are _____ types of minutes

Two

38. They talked about things and persons _____ they remembered.

That

39. An order latter is also known as a _____ or purchase order letter, it begins the paper trail of a specific purchase.

PO

40. They saw a parking space _____ two cars and drove _____it.

Between/ into

41. _____share a general document architecture, which is usually modified to suit specific circumstances.

Proposals

42. The message senders need to assess their message from the eyes of the _____ to be sure that they have included all the relevant information

Received

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43. English _____ is constantly charging

Language and pronunciation……both

44. What is style in writing?

Style is the way of using words to achieve a certain tone or overall impression in wirting

45. When placing _____ you don't need to excite your reader's interest, just stale your needs clearly and directly

Order

46. The _____ of an order letter is to provide the vendor with detailed instruction for fulfilling an order.

Objective

47. The persuasive message gives _____ to the audience.

A free choice

48. Which one of the following is a specialized prepared to share relevant information with the media?

An e-mail

49. Most organization rely on _____ for their existence.

Successful proposal writing

50. If you _____ anything to say, just speak out.

Have

51. _____means preparing every message with the message receiver in mind.

Consideration

52. Choose the following verb from the following options.

Produce

53. Solicited and unsolicited are types of _____

Memos

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54. In bad news messages, you as a business person need to help your audience understand the under the circumstances, your decision was _____ and reasonable.

Fair

55. Functional words express relationships among content words.

True

56. The main idea of a business message is usually _____ which is/are concisely stated.

One idea

57. _____ are an essential component of almost all admissions, grant and employment processes.

References

58. Concreteness does not make use of denotative words instead of connotative words

False

59. The selection of format, style and organization of a report is done independent of the reader's requirement.

True

60. Sarah washed the apples _____ them in the fridge.

And put

61. Will you please provide the details of the equipment utilization for the last quarter? This statement is an example of;

A routine inquiry

62. A message which _____ in a reliable and competent manner is labeled as a credible message.

Completes an idea

63. In a coherent sentence the words are arranged so that the ideas clearly express the intended meaning.

True

64. Where's _____USB drive I lent you last week ?

The

65. In_____ the organization sends out uninvited messages to sell a product or service.

Persuasive and formal reports…both

66. A letter of _____ asks someone for specific information.

Inquiry

67. Either answers _____ acceptable.

Is

68. Which one of the following is an example of a nonverbal message?

Eye contact

69. Which of the following is not a general purpose common to business communication?

To negotiate

70. Concise business writing includes_____

None of the above and sentences ……both options

71. One should be careful about the chances of being _____ while making a direct request.

Misunderstood

72. Mr. Ms and Mrs Are

Recipient titles

73. A memorandum is a document which is.

All options

74. In business communication use the _____ format if the information is being sent inside an organization.

Memorandum

75. In business communication use the _____ format if the document will be sent to outside individuals

Letter

76. _____is considered to be the best attitude in business environment.

You-attitude

77. One of the aspects of editing a message is to_____

Install editing software

78. When it doubt, use the more familiar words; audience will understand them better. This is the 'golden rule of_____'

Clarity

79. _____ is achieved through a balance between precise language and familiar language

Clarity

80. In a _____ sentence the words are arranged so that the ideas clearly express the intended meaning.

Coherent

81. Which of the following is the first and the most essential step in writing bad news messages?

buffer

82. The mechanical insertion of ' phase' and ' thank you' does not ensure_____

Courtesy

83. Which of the following is a part of an indirect plan?

All options

84. _____ are an essential component of almost all admissions, grant and employment processes as it provides a statement of support for a candidate.

References and recommendations

85. _____ Words are usually more vivid than long ones and improve the readability of a document.

Short

86. Any information against the expectations of _____ is considered bad news.

All options

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87. Adjustment letter is a letter in answer to a _____ letter. The answer may either be a refusal or a grant

Complaint

88. The quality that gives force to important parts of sentences and paragraphs is _____

Emphasis

89. Content words (nouns, verbs, adjectives, adverbs) have both a denotative meaning as well as connotative meaning.

True

90. When no special persuasion is needed, the use of _____ is recommended.

Direct request

91. A good business letter is simple and straightforward without being harsh or _____.

Patronizing

92. Keep your _____ simple and focused, so the purpose of your letter is clear.

Letter

93. Which type of letter can be used as a legal document to show the transaction between the customer and vendor?

Order letter

94. Consideration simply means that the writer shows _____ in his communication style.

Empathy

95. Breaking the longer sentences into shorter ones improves_____

Readability

96. Which of the following is associated with scholarly writing?

Formal writing

97. What are you doing _____ the weekend?

On

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98. Which of the following aspects are covered by the words 'report'?

Both a&b

99. The lawyer _____ his relative innocent.

Aims to prove

100. Acknowledgments are appropriate for_____

Larger orders

101._____letter is written you want to recognize someone for his help or support when you were in trouble

Appreciation

102. The aim of a _____ is to establish a working relationship to make it happen.

Business proposal

103. Which of the following letter accompanies a larger item, usually a document?

Transmittal letter

104. Getting the meaning from your head accurately to the reader is the purpose of _____

Clarity

105.Credit references are generally used to determine the credit of a person or individual

True

106. Communication that seems inconsequential can become very important if information it contains is _____

Complete and effective

107. Generally speaking, in business we communicate _____

To both persuade and inform

108._____ are considered binding contracts, so one should avoid implying offers or promises that can't be delivered

sales letter

109. While composing a business message, choose words that _____ be misinterpreted.

Won't

110. Most organizations rely on _____ for their existence.

Meeting with companies

111. _____ at the beginning of a persuasive request shows the reader that you know about his or her concerns and you have some reasons for making such.

An attention getting device

112. In the body of a business letter, what goes between each paragraph?

Two space if hand written

113. A memorandum may take the form of _____.

Skype chat

114. In which direction does communication flow in a formal communication network?

Downward

115. In the _____ of a job application letter you have to refer to your enclosed resume and express your desire for an interview, stating when and how you can be

End matter

116. _____in AIDA plan is the opportunity to remind readers of the benefits of taking the particular action.

Attention phase

117. _____ business people inform customers about the benefits of a product/action so the customers can recognize how ell the product/action will fill their need.

Aesthetical

118. With restructuring of companies, communications are row created mainly by _____

Supervisors/ managers

119. Mr. ali our English teacher, believes that students who major in economics or physics _____ their imaginations

Ruin

120. His birthday is coming _____ next week.

Up

121. The fans at the back of the theatre and that woman in front _____ making too much noise.

Were

122. When you letter extends onto a second page you should use _____ for the second page

Plain Paper

123. Whether written or oral, _____ messages begin with a clear statement of the main idea, clarify any necessary details and end with a courteous close

Positive

124. Neither my brothers nor my father _____attended college

Have

125. Which of the following elements relate to the organizing direct request?

Main idea, necessary detail and specific action

126. Which format should be used if the information is being sent inside an organization?

Memorandum

127. Biased language that might offend the audience is based on_____.

All options

128. Therefore, Because, accordingly, thus, hence are used for_____

Additional details

129. While placing an order, there is no need to _____

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Force your reader

130. One of the major flaws of a failed communication is _____

Fixed explanations

131. A/An _____letter is a letter in answer to a complaint letter. The answer may either be a refusal or a grant.

Claim

132. Which one of the following is the best expression to use with the customers for payment demand.

Please send your payment so we can proceed with your order.

133. She looked _____ from her book when she heard the noise.

Up

134. Which of the following statements is part of persuasion in oral presentation?

Gaining willing acceptance of an idea

135. When you turn your ideas into a message, you are the _____

Decoder

136. The reactions of a colleague or a prospective customer to an incomplete answer are likely to be _____

Unfavorable

137. Documents that are meant to 'enact' something include authorization memoranda and _____

Acceptance letters

138. Briefing, goodwill, information and report are part of _____ speaking.

Public

139. Effective business communication is not _____

Concise

140. The performance of our players was rather _____

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Worse than I had expected

141. Why important observations, suggestions , or objections should be written?

All options

142. _____ is not one of the 7C's of communication

Character

143. Creativity is a measure of your believability based on how much trust you evoke and how reliable you are.

True

144. Written language is more _____ and generally follows a standardized grammar, structure, organization and vocabulary.

Restricted

145. Courtesy means only thinking about receiver and not valuing his feelings.

False

146. Which of the following statements is more 'Vivid'

This letter is three times as long as you said it would be

147. _____ accuracy depends on the writter's conceptual mastery of the subject and its vocabulary, as well as on his or her ability to analyze and shape data with a minimum of distortion.

Stylistic

148. Common implicit goals are to establish a relationship, create trust and establish credibility, and _____

Document actions

149. Readers consisting of diverse groups with widely varying backgrounds and responsibilities can be named _____- readers

Complex

150. _____ is a short, familiar and conversational word for ' have need for'

Need

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151. Accuracy, which is the careful conforming to truth or fact, has three main aspects which include document accuracy, stylistic accuracy and _____

Technical

152. Which of the following words fall in the category of unfamiliar words?

Ascertain and Peruse. Both

153. Breaking the longer sentences into shorter ones improves_____

Readability

154. A letter of _____ asks someone for specific information.

Inquiry

155. Which of the following words should be avoided when writing an adjustment grant?

All options

156. A letter in which all parts begin at the left margin are in _____ form.

Full book

157. Which of the following appear at the end of the report?

All options

158. Which of the following traits help in building good will?

Throughtfulness and Appreciation

159. Which of the following phrases is likely to offend and should be avoided?

We must deny

160. Which of the following is associated with scholarly writing?

Formal writing

161. A letter of inquiry asks someone for specific information.

True

162. _____ is a very vital step in composing a business message, and if one commits an error in this stage, it will be irreversible.

Concluding

163. _____ is a neutral statement which is meant to bring the audience is an accepting mood.

Good news

164. Which of the following familiar expressions is correct replacement for ‘ Lucrative’?

Profitable

165. In business communications use the _____ format if the information is being sent inside an organization

Memorandum

166. He_____ with his brother regularly.

Corresponds

167. How can business messages be more effective?

By being purposeful, audience-centered, and concise

168. _____ is brief, informal report used to establish a record

Memorandum

169. In a business message, talk to your audience in a way that they are left with no _____

Confusion

170. Keep your _____ simple and focused, so the purpose of your letter is clear.

Letter

171. In the composition of a business message technology like Microsoft Word affects the composing process by _____

Increasing both productivity and effectiveness

172. Which one of the following is not a way of developing a paragraph?

Clarification

173. _____ are documents which present focused, salient content to a specific audience.

Reports

174. The signature on a letter is handwritten directly above the _____

Writer's name

175. Phrases such as ' to continue the analysis' 'on the other hand' and 'additional concept' are used for_____

Smooth transitions

176. Maury and his brother _____ to the bowling alley every day.

Go

177. _____ are challenging to write because we know our readers will not be happy to receive the news.

Bad news messages

178. Generally speaking, in business we do not communicate to persuade and inform.

False

179. In _____ section of the application letter explain specifically why you are qualified for the job. Describe education, work experience and any other activity that display relevant talents.

Body

180. The _____ should normally begin with a brief summary statement, in one or two sentences, identifying the key topic and the scope of the memorandum.

Memorandum

181. Business letters are formal letters used for _____ correspondene.

All options

182. Verbs and _____ are more concrete than adverbs and adjectives.

Nouns

183. Buffer statement constitutes the _____ part of a bad news message written in indirect organizational plan.

First

184. A message organized by using direct plan starts with a buffer statement.

True

185. His years of smoking have negatively _____his health.

Affected

186. _____are often used to present the result of an experiment, investigation, or an inquiry

Reports

187. While placing an order, there is no need to _____.

Excite your reader

188. Customer service correspondence occurs in _____ format.

Letterhead or postcard

189. There are a number of elements to a/an _____ letter. Complete the statement.

Business

190. Breaking the longer sentences into shorter ones improves

Readability

191. A letter of _____ asks someone for specific information.

Inquiry

192. Which of the following words should be avoided when writing an adjustment grant?

All options

193. A letter in which all parts begin at the left margin are in _____ form.

Full book

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202. In the composition of a business message technology like Microsoft Word affects the composing process by _____

Increasing both productivity and effectiviness

203. Which of the following statements is more ‘ Vivid’

This letter is three times as long as you said it would be

204. Which one of the following is not a way of developing a paragraph?

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Writer’s name

206. Maury and his brother _____ to the bowling alley every day

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207. _____ are challenging to write because we know our readers will not be happy to receive the news

Bad news messages

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Memorandum

211. Business letters are formal letters used for _____ correspondence.

All options

212. Buffer statement constitutes the _____ part of a bad news message written in indirect organizational plan

First

213. A message organized by using direct plan starts with a buffer statement.

True

214. His years of smoking has negatively _____ his health.

Affected

215. Which of the following is considered an effective approach for routine, good- news and goodwill messages?

Direct approach

216. Everyone on the bus _____ annoyed by the little boy running up and down the aisle

Was

217. Which of the following statement establishes credibility?

We're glad to make this recommendation

218. E-mail messages typically take the form of _____-

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Memoranda

219. _____means that you must have one main idea in a paragraph. In case of other ideas they must be clearly related

Unity

220. Allotting time properly is very important. Especially when time is short, you need to schedule yourself carefully and stick to it is called_____-

Scheduling

221. If you want to minimize the distortion which happens when a message is passed from person to person, then you are _____-

Written medium

222. An order letter is also known as a PO or purchase order letter

True

223. Business letters are formal letters used for _____ corrrrespondence

All options

224. All employees are requested to _____ from smoking in the presence of customers.

Refrain

225. The administration of the school district asks that each student bring identification before enrolling in the ALC.

Change ‘ them’ to ‘his’ or ‘her’

226. Credit references are generally used to determine the credit worhthiness of a person or individual.

True

227. In the organization of a direct request the very first step is to state the _____.

Cordial request for specific action

228. To whom usually good will letters are written?

Customer.

229. Which of the following gives the customer an idea of the work that has been completed to date?

Interim progress reports

230. _____ of a business letter shows whether any material is enclosed with the letter and who is receiving a copy of the letter.

End notation

231. Oral communication is also known as_____

Impersonal communication

232. In the composition of a business message technology like Microsoft Word affects the composing process by_____

Increasing both productivity and effectiveness

233. If you message is specific, definite and vivid; which of the following principle has been applied?

Corecteness

234. The _____- of an order letter is to provide the vendor with detailed instructions for fulfilling an order.

Objective

235. A letter of inquiry asks someone for specific information.

True

236. Which of the following leaves your audience with the feeling that you have their personal welfare in mind ?

Courteous Close

237. In case of a business message which medium of communication is more effective when instant feedback is required?

Oral medium

238. Which of the following factors should be kept in mind regarding audience while writing persuasive messages?

All options

239. Effective professional correspondence uses an appropriate style, clear and concise language, and _____

The active voice

240. Reports cover everything including.

All options

241. Proposals share a general document architecture, which is usually modified to suit specific circumstances

True

242. Various techniques are used to generate correspondence back to the customer.

True

243. _____ with customers is gained by being enthusiastic, sincere, and trustworthy.

Credibility

244. Sales letter influences the reader to take a specific action by making an offer – not an announcement- to him

True

245. When the sentence length increases, try to chop it down into _____ sentences.

Two

246. Acknowledgements are appropriate for _____

Lager order

247. To persuade and to collaborate are the _____ purpose of a business message

General

248. Why a false statement should not be included in a sales letter?

Because it's a fraud

249. _____ are considered binding contracts, so one should avoid implying offers or promises that can't be delivered.

Sales letters

250. Do not change without facts is a guideline to achieve_____

Consideration

251. The _____ of a business proposal is to establish a working relationship to make it happen

Aim

252. While placing an order, there is no need to _____-

Excite your reader

253. While planning long reports choose a significant basis or guiding _____ for the division of topic

Principle

254. An agenda is a simple list of _____ to be discussed.

Topics

255. _____ are often solitary in their process

Writers

256. In order to write a letter of recommendation for a person, you need.

All options

257. Using incorrect words, incorrect grammar, and faulty pronunciation is called _____ language and this all suggest the inability to use good English

Substandard

258. Which of the following help the reader quickly identity the content?

Heading and captions

259. _____ inform customers about the benefits of a product or an action.

Ethical business people

260. Select the option which is an example of a clear and coherent sentence.

His report focused on age and gender of managers

261. Mr. John will _____ the report

Consider

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262. In writing commercial correspondence, it is important to employ a friendly yet efficient_____

Tone

263. In the _____ years, he grew richer.

Subsequent

264. The signature on a letter is handwritten directly above the _____

Writer's name

265. Short report is submitted in the form of a letter or memorandum.

True

266. FAQ means _____

Frequently asked questions

267. While composing a message, vary the style to create a _____ that suits the purpose.

Tone

268. Why information in a message should be well organized?

All options

269. Customer service correspondence occurs in _____ format.

Letterhead or postcard

270. Biannually means _____

Two times in a year

271. In order to write a letter of recommendation for a person, you need.

All options

272. What do you usually have for _____breakfast?

No article

273. A memorandum may take the form of _____

Email

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274. Which of the following is the first and the most essential step in writing bad news messages?

Buffer

273. _____ not only conveys information, but also establishes a contractual relationship between you and the organization.

Acceptance letter

275. Letter of recommendation are extremely important.

All options

276. _____ are documents which present focused, salient content to a specific audience.

Reports

277. _____ of a business letter whether any material is enclosed with the letter and who is receiving a copy of the letter.

End notation

278. 'You- attitude is best implemented by expressing your message in terms of the audience's interests and needs.

True

279. _____ the news on at five or six?

Is

280. In short reports attachments may consists of _____

Several pages

281. Which of the following have both, a denotative meaning and a connctative meaning?

Content words

282. He_____ the job.

Executed

283. Letters can be used to communicate in _____

Formal contexts and semi-formal contexts……both

284. Acknowledgements are appropriate for _____

Larger order

285. An audit report contains numbers usually in the form of _____

Tables

286. _____ words are usually more vivid than long ones and improve the readability of a document.

Short

287. _____ Department is the department of an organization that responds to inquiries or complaints from customers of that organization

Customer Services

288. In_____ the organization sends out uninvited messages to sell a product or service.

Unsolicited letter

289. Which one of the following is not a way of developing a paragraph?

Clarification

290. Job application letter should accurately restate the key terms of employment.

False

291. Usually technical-information letters announce_____.

Technical information

292. Which of the following in the primary vehicle communication within an organization?

Memorandum

293. Which of the following are known as 'Elements of a of a paragraph'?

All options

294. The _____ is best implemented by expressing your message in terms of the audience's interests and needs

You attitude

295. The _____ of the document helps you decide how to precede, how to respond to the audience, which information to focus on, and which channel or medium to use.

Purpose

296. When you are dissatisfied with a company's product or service, which of the following is the best option?

Written claim letter

297. Memo is the short form of.

Memorandum

298. Ethical business people especially inform their customers about the true_____.

Benefits of a product

299. In which of the following message categories would you place sales and marketing messages?

Persuasive messages

300. Choose precise, concrete and familiar word for the term ' render assistance to'

Help

301. He _____ tomorrow

Will pay

302. A business message is said to be well organized if _____ are stated clearly.

Claim and iquiry

303. Data included in reports should be _____.

All options

304. Which of the endings best goes with the opening ' Dear Personal Director' in letter Writing?

Best regards,

305. There are _____ types of writing.

Two

306. One should frequently use courtesy word/words and phrase/phrases like…..

All options

307. Which of the following is not an example of the pair of words?

Between, among

308. _____ are often used to display the result of an experiment, investigation, or inquiry.

Reports

309. Which ‘ transitional word’ is used to show’ comparison and contrast?

Conversely

310. Reports are the documents which present focused and salient results of an experiment, investigation or an inquiry to a specific audience.

True

311. To whom usually good will letters are written?

Customer

312. He _____ a new job.

Found

313. The main idea is the single _____ idea, concisely stated.

Most important

314. Letters of _____ are typically related to employment, admissions to institutions of higher education or scholarship eligibility.

Recommendation

315. Concreteness does not make use of denotative words instead of connotative words.

False

316. He_____ with his boss tomorrow.

Will discuss

317. A better organized message has _____ chances of understanding on the part of the audience.

Increased

318. The message senders need to assess their message from the eyes of the _____ to be sure that they have included all the relevant information.

Receivers

319. Formal minutes are often required by federal, state, or local law, by-laws, charters, or organizations

True

320. A message organized by using direct plan starts with a buffer statement.

False

321. Which of the following is not a part of indirect plan for bad news messages?

A clear statement of the bad news.

322. _____ are considered binding contracts, so one should avoid implying offers or promises that can't be delivered.

Sales letters

323. _____ stems from a sincere you-attitude. It is not merely politeness with mechanical insertion of ' please' and thank you but applying socially accepted manners is also a form of it.

Courtesy

324. Which of the following parameters defines demographics of consumers?

Income

325. Any information against the expectations of _____ is considered bad news.

All options

326. In the body of a business letter, what goes between each paragraph?

One space if hand written and two spaces if typed ……both

327. Which of the following is not the purpose of informational reports?

To inform or instruct the reader.

328. Which one of the following makes use of denotative words instead of connotative words?

Concreteness

329. Communicating concretely does not mean being _____.

All options

330. The subject of a business report _____ its format and vocabulary.

Affects

331. There have been a lot of rain in the lower mainland in the last twenty-four hours.

Change ‘ have been’ to ‘has been’

332. In many organizations the final place of writing is a team effort with more than one writer working on a single document is called_____

Collaboration

333. When you know the reader’s name but not the gender, which is an appropriate salutation?

Dear hiring Manager

334. My brother likes maths _____ he doesn’t like history.

But

335. Both an essay and a paragraph is required for successful graduation.

Change is to are

336. In a business message, talk to your audience in a way that they are left with no _____

Confusion

337. _____ is one of the cores of concreteness.

Clarity

338. A letter of inquiry asks someone for specific information.

True

339. Which of the following you should avoid when you are responding to a claim and your company is at fault?

Sympathizing with the customer’s inconvenience

340. Letters of _____ are extremely important in decisions to hire, admit an individual and to award a scholarship or grant.

Recommendation

341. Which part of speech is especially powerful and tells what is happening in a sentence?

Verbs

342. When placing an order, you should excite your reader's interest.

False

343. Consideration is also called the _____

You-attitude

344. Which of the following is NOT used in external business communication ?

Memo

345. Effective professional correspondence uses an appropriate style, clear and concise language, and _____

The active voice

346. Acceptable writing mechanics is related to _____ of a document.

All options

347. _____ Stems from a sincere you-attitude. It is not merely politeness with mechanical insertion of please and thank you but applying socially accepted manners is also a form

Courtesy confirm

348. _____ are an essential component of almost all admissions, grant, and employment processes as it provides a statement of support for a candidate.

References and recommendations

349. In which directions does communication flow in a formal communication network?

Downward

350. Which of the following leaves your audience with the feeling that you have their personal welfare in mind?

Courteous Close

351. _____ at the moment. I'll get to the market.

AS it isn't raining

352. In _____ attachments may consists of several pages.

Short reports

353. While writing news message, avoid blunt statements that are likely to cause pain and anger.

True

354. An agenda is a simple list of _____ to be discussed.

Topics

355. Adjustment letter is a letter in answer to a _____ letter. The answer may either be refusal or a grant.

Complaint

356. In composing a business letter, the most important skill is _____.

The art of delivering

357. Which of the following is not a characteristics of correctness?

Check accuracy of figures, fact and words.

358. We are looking _____ the shops when we were in the market.

Around

359. Various techniques are used to generate correspondence back to the customer.

True

360. Which of the following sentences contains figurative expressions?

She could be called the spark plug of the group

361. When the sentence length increases, try to chop it down into _____ sentences

Two

362. Allotting time properly is very important, Especially when time is short, you need to schedule yourself carefully and stick to it is called_____

Scheduling

363. The aim of a _____ is to establish a working relationship to make it happens

Business proposal

364. Which type of product is intangible?

Services

365. While composing a business message, choose words that _____ be misinterpreted.

Won't

366. _____ makes a statement of support for a candidate by assessing the applicant's qualities and capabilities for performing a particular task.

Recommendation letters

367. If a memo is typed by a person other than the memo writer _____ should be used.

Reference initials

368. Did the doctor look _____ your leg?

At

369. To decode a message is to;

Interpret a message

370. Use the memorandum format if the information is being sent inside an organization.

True

371. Which of the following letter accompanies a larger item, usually a document?

Transmittal letter

372. The subjects of a business report _____ its format and vocabulary.

Affects

373. There are a number of elements to a/an _____ letter. Complete the statement.

Business

374. Claim is a legal demand or assertion by a claimant for _____ for a loss

All options

375. Which one of the following is not the part of proposal structure?

Subject

376. The signature on a letter is handwritten directly above the _____

Writer's letter

377. Choose the verb from the following options.

Produce

378. Which of the following is an essential component of employment process?

Refrences

379. For effective designing of documents special attention is paid to.

All options

380. Which of the following is the first step involved in planning a sales letter?

Determining the main idea

381. The decode a message is to.

Interpret a message

382. Protocol is another name for_____

Minutes

383. Proposals share a general document architecture, which is usually modified to suit specific circumstances.

True

384. While writing bad news message, avoid blunt statements that are likely to cause pain and anger.

True

385. How main types of sentences are used to give your sentence variety?

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386. If you expect your audience to _____ with you, use a structure that focuses attention on conclusion.

Agree

387. Which of the following options is likely to offend and should be avoided?

None optins

388. Job application letters not only convey information, but also establish a contractual relationship between you and organization.

True

389. Which of the following is not a part of indirect plan for bad news messages?

A buffer

390. The planning stage should take about _____

50% of the time you have to produce the message

391. How many punctuation styles are usually used in business communication?

Three

392. The subject of a business report _____ its format and vocabulary.

Affects

393. There are a number of elements to business letter.

True

394. There have been a lot of rain in the lower maintained in the last twenty-four hours.

Change have been to has been

395. In the body of business letter, what goes between each paragraph?

One space if hand written and two space if typed…both

396. Which of the following is not the purpose of informational reports?

To inform or instruct the reader

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397. Formal minutes are often required by federal, or local law, by laws, characters, or regulations.

True

398. He _____ with his boss tomorrow.

Will discuss

399. A letter of inquiry asks someone for specific information.

True

400. _____ is one of the cores of concreteness

Grammer

401. There are _____ types of writing

Five ……confirm page no 8

402. A message organized by using direct plan starts with a buffer statement.

FALSE

403. Communicating concretely does not means being _____

Vague and general in one's writing

404. Which of the following parameters defines demographics of consumers?

Income

405. In a business message, talk to your audience in a way that they are left with no _____

Confusion

406. In many organization the final piece of writing is a team effort; with more than one writer working on a single document is called_____

Collaboration

407. A business message is said to be well organized if _____ are stated clearly.

Purpose and subject

408. How many type of sentences are used to give your sentence variety?

409. In_____ attachments may consists of several pages.

Short reports

410. If you expect your audience to _____ with you, use a structure that focuses attention on conclusion.

Agree

411. Which of the following is NOT used in external business communication?

Memo

412. Which of the following sentences contains figurative expression?

She could be called the spark plug of the group

413. Which of the following is an essential component of employment process?

Refrences

414. Which of the following factors should be kept in mind regarding audience while writing persuasive messages?

All options

415. The organization of a longer message should reflect both the _____

Purpose of the message and the audience's probable reaction

416. To whom usually good will letters are written?

Customer

417. Construct effective sentences and paragraph for _____.

Clarity

418. When placing an order, you should excite your reader's interest.

True

419. IS your mother working in _____ old office building?

No article

420. Which part of speech is especially powerful and tells what is happening in a sentence?

Verbs

421. I like sohail and Eiffel tower is in Paris

Unity

422. In bad news messages, you as a business person need to help your audience remain _____ towards your business and possibly towards you.

Disposed

423. A buffer is the last step while writing an indirect plan.

False

424. Which of the following should be kept in mind regarding audience while writing persuasive messages?

All options

425. Which of the following falls under the category of substandard language?

All options

426. When you know the reader's name but not the gender, which is an appropriate salutation?

Dear ali confirm

427. Age, gender, occupation, income, and education are ____ aspects of vital consideration for defining the audience.

Demographic

428. Which of the following is associated with scholarly writing?

Formal writing

429. Varying our style can enable us to sound passionate or objective in a written document.

True

430. She came _____ some old letters in the cellar.

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Across

431. End mater of a proposal includes_____

All options

432. In mixed punctuation a comma flows the salutation.

False

433. In mixed punctuation a colon flows the salutation.

True

434. Which of the following elements relate to the organizing direct requests?

General rule, main idea and cordial request

435. Which of the following transitional markers shows additional details?

Furthermore

436. Which of the following gives you an opportunity to get your message across to a skeptical or hostile audience?

Indirect approach

437. Which of the following ensures success to message by leaving audience with a feeling of their personal welfare in mind?

Courteous close

438. In bad news message, the _____ is of crucial importance.

Tone

439. Don't make false promises. People are more likely to react positively to your message when they have confidence in you. The above statement is an example of _____

Credibility

440. Most organization rely on _____ for their existence.

Successful proposal writing

441. _____ is one of the cores of concreteness.

Grammer

442. They talked about things and persons _____ they remembered.

Which

443. If you are using letterhead stationery, include only the _____ two lines below the bottom of the letterhead.

Date

444. In the _____ of a job application letter you have to refer to your enclosed resume and express your desire for an interview, stating when and how you can be contracted.

End matter

445. The _____ should normally begin with a brief summary statement, in one or two sentences, identifying the key topic and the scope of the memorandum.

Memorandum

446. All of the following messages are likely to please your audience except.

Granting an adjustment.

447. Be aware of the difference between a _____ request in question form and a question that is part of a request.

Polite

448. The contract_____.

Had a requirement of 2 years

449. Business letter is the most _____ mode of communication.

Convinent

450. Which of the following indicates consideration?

Focus on you instead of I or we

451. Functional words include_____.

Conjunction and preposition and articles and pronouns …. Both

452. It stems from a sincere you- attitude . Mechanical insertion of please and thank you is not helpful. Rather it is politeness that grows out of respect and conern for other. The above statement describes which of the following.

Courtesy

453. _____ are functional units that receive around a single thought.

Paragraph

454. What is style in writing?

Style is the way of using words to achieve a certain tone or overall impression in writing.

455. If a memo is typed by a person other than the memo writer ___ should be used.

Signature line

456. When you letter extends onto a second page you should use ____ for the second page.

Letterhead

457. Defining the purpose of the document helps the writer to _____.

Decide all of the above

458. Identify the statement which should NOT be included in NECESSARY DETAILS section of a positive message.

Satisfy reader's information needs

459. A _____ sentence expresses one independent clause and one or more dependent clauses.

Complex

460. While communicating do not leave your audience in _____.

Doubt

461. Communication that seems inconsequential can becomes very important if information it contains is _____

Full of facts and business jargons

462. Did the doctor look _____ your leg?

At

463. If you expect your audience to _____ with you, use structure that focuses attention on conclusion.

Agree

464. Recommenders must be _____ people.

Respectable

465. Usually technical-information letters announce_____.

Technical information

466. The purpose of _____ is to get the meaning from your head accurately to the reader.

Clarity

467. _____ includes doctorial dissertations, scholarly articles, top-level government agreements etc.

formal writing

468. Which one of the following is the part of proposal Structure?

Letter of transmittal

469. Which of the following parameters defines demographics of consumers?

Lifestyle

470. A good writer is highly _____ as he strongly believes that a message sent is not message received.

Investigate

471. In _____- of AIDA plan your objective is to encourage your audience to hear about your main idea, problem or new product.

Attention phase

472. There have been a lot of rain in the lower mainland in the last twenty four hours.

Change have been to has

473. TONE is the most difficult part of writing to control because it is _____.

Non-formal

474. In writing commercial correspondence, it is important to employ a friendly yet efficient _____

Tone

475. Which term from the following is used to describe type of audience?

Primary

476. Desire is one of the four phrases of Aida plan

True

477. The main idea is the single _____ idea concisely stated.

Most important

478. Acceptable writing mechanics is related to _____ of a document.

All options