

THE SOCIETY OF ACCOUNTING EDUCATION
CERTIFIED FINANCIAL & MANAGEMENT ACCOUNTANT MEMBERSHIP
PROGRAM

Model Paper for Course : Corporate Reporting and Communication

Course Code: ML-01

Level: Managerial Level

1. Organizations hiring hundreds of new employees every year must adopt a more ----- towards the recruiting process.
 - a) **Systematic approach**
 - b) Organizational approach
 - c) Direct approach
 - d) Indirect approach

2. Screening stage, ---- stage and final stage are the three stages of interview process.
 - a) Collection
 - b) Opportunity
 - c) **Selection**
 - d) All of the above

3. Which one of the following is not the part of five stages of negotiation?
 - a) Gather information that helps you
 - b) Discussion, Proposals.
 - c) To negotiate the Issue, Confirmation
 - d) **Exchanging greetings**

4. An effective oral presentation process follows _____ steps.
 - a) **3**
 - b) 4
 - c) 5
 - d) 6

5. The keys to write a successful resume are:
 - a) Too long, verbose descriptions and over confident tone
 - b) **“You” attitude, focus on your audience and think about prospective employers’ need**
 - c) None of the above
 - d) All of the above

6. _____ Interviews help recruiters see how you handle yourself under pressure.
- a) Situational
 - b) Stress**
 - c) Group
 - d) Formal
7. ----- (in negotiation) often leads to one party gaining advantage over the other, if it can negotiate at the expense of the other's needs.
- a) Compromise
 - b) Competition**
 - c) Collaboration
 - d) Accommodation
8. While giving an interview, be --- in your salary expectations.
- a) Modest
 - b) Unrealistic
 - c) Realistic**
 - d) None of the above
9. Which one of the following is not the part of different negotiation methods?
- a) Compromise
 - b) Collaboration
 - c) Competition
 - d) Cognition**
10. Collection letter should be written with the assumption that most of the people will:
- a) Pay**
 - b) Ignore
 - c) Not pay
 - d) Delay
11. Circular letters are used:
- a) To send information to two people.
 - b) To send the same information to a number of people.**
 - c) To communicate to other company.
 - d) To send information inside a company.
12. Complaint letter should be called-----.
- a) Persuasive letters

- b) **Claim letter**
 - c) Inquiry letters
 - d) Sales letters
13. Letter refusing adjustment is written when:
- a) **The buyer is at fault.**
 - b) The seller is at fault.
 - c) When the third party is at fault.
 - d) When nobody is at fault.
14. Task force is ----- after solving a specific problem, assigned to them.
- a) Engaged to other problems.
 - b) **Disbanded.**
 - c) Engaged to routine work
 - d) Sent on leave
15. There are _____ basic parts of a formal report.
- a) **3**
 - b) 4
 - c) 5
 - d) 6
16. Classification of Report is:
- a) Informal reports, Short reports
 - b) Formal reports ,Long report
 - c) **Formal or Informal reports , Short or Long Reports**
 - d) Informal repots, Long repots
17. Which writing style characterizes the memos?
- a) **Informal**
 - b) Formal
 - c) Impersonal tone.
 - d) Neutral
18. - ----- letter is the reply to complaint.
- a) **Adjustment**
 - b) An inquiry
 - c) Collection
 - d) Sales

19. In claim letter the initial statement should contain:

- a) **Good news.**
- b) Bad news.
- c) Mixed news
- d) Ambiguous

20. In circular letters personal interest is created by using the word -----.

- a) **You**
- b) Our customers
- c) Every body
- d) Dear customers

21. Minutes, which tell more of the 'story of what happened and who said what at a meeting are?

- a) Resolution minutes
- b) **Narrative minutes**
- c) Formal minutes
- d) Informal minutes

22. Another name of a synopsis is:

- a) Report
- b) Letter
- c) **Abstract**
- d) Text

23. -----are routine reports prepared at regular time interval-daily, weekly, monthly quarterly or annually.

- a) **Periodic Reports**
- b) Formal Reports
- c) Progress Reports
- d) Conference Reports

24. Solicited Sales letters are written:

- a) **In response to an inquiry.**
- b) To sell a product or service.
- c) To persuade buyer to buy a product.
- d) To increase marketing of a product.

25. There are ----- kinds of Sales letters.

- a) Three
- b) Four
- c) **Two**
- d) Five

26. Collection letter should be written with the assumption that most of the people will:

- a) **Pay.**
- b) Ignore.
- c) Not pay.
- d) Delay

27. Reports, which show "progress," accomplishments, or activities over time or at a given stage of a major assignment are known as -----.

- a) Periodic Reports
- b) Conference Reports
- c) **Progress Reports**
- d) Feasibility report

28. The role of the Chairman as a Committee Member is:

- a) To monitor the financial activities
- b) **To coordinate the work of the committee. Leader, guide, umpire etc**
- c) To carry out the administrative work of the committee
- d) To communicate positively.

29. Letter reports are of ----- types:

- a) **Two**
- b) Three
- c) Four
- d) Five

30. The place where we go to buy or sell commodities is commonly known as _____ .

- a) Gym
- b) **Market**
- c) Cafe
- d) Village

31. Weekly Market Report gives the condition of the commodities for the past ____.

- a) **6 days**
- b) 6 weeks

- c) 7 days
 - d) 7 weeks
32. Collection letter should be:
- a) **Persuasive.**
 - b) Demanding
 - c) Critical
 - d) Emotional.
33. ----- are usually short messages with natural, casual use of language
- a) Formal reports
 - b) **Informal reports**
 - c) Short reports
 - d) Progress report
34. ----- include investigation of an issue or problem or Calculation of financial ratios of a company.
- a) Formal report
 - b) **Analytical Letter Reports**
 - c) Scientific Reports
 - d) Informational Letter Reports
35. Written summary of a meeting's business is called:
- a) **Minutes**
 - b) Motion
 - c) Agenda
 - d) Circular
36. To fully comprehend a market report, it is necessary to read it carefully and note _____
- a) The nature of the report
 - b) The nature of commodity
 - c) Trends of the market
 - d) **All of above**
37. Business communication means:
- a) To send message in the business world

- b) To achieve good will among the customers
 - c) To win angry customers
 - d) **All of the above**
38. _____ plays an important role in defining the personal space in a society.
- a) **Gender**
 - b) Dress
 - c) Observations
 - d) Mood
39. At 'Appreciation' stage of buffer sincere thanks are expressed for _____ something.
- a) Leaving
 - b) Achieving
 - c) **Receiving**
 - d) Deceiving
40. ----- helps the reader know at glance what the letter is about.
- a) An attention line
 - b) A postscript
 - c) An enclosure
 - d) **A subject line**
41. Certain reports are written to solve problems, provide services, or sell equipment are called _____. They include bids to perform work under a contract and the plea for financial support from outsiders. Such bids and requests are always formal.
- a) **Proposals**
 - b) Letter proposals
 - c) Informal reports
 - d) Formal reports

42. ____ give(s) time to the audience to absorb information being provided during the oral presentation.
- a) **Visual aids**
 - b) Vocal quality
 - c) Body language
 - d) All of the above
43. _____ is special types of case study research. It is distinguished from other types of case studies because it used the theories and methods of anthropology to study the culture of schools and class rooms.
- a) Descriptive research
 - b) Case study research
 - c) **Ethnographic research**
 - d) Comparative research
44. ____ is one of the members who monitor a committee's financial activities.
- a) **Treasurer**
 - b) Advisory
 - c) Controller
 - d) Secretary
45. The sales letter is highly, and its writing required exceptional ability and experience.
- a) Specified
 - b) Socialized
 - c) Speciocide
 - d) **Specialized**
46. During an official meeting the role of _____ is o participate in meeting and do work delegated to him or her.
- a) **Committee member**

- b) Chairman
 - c) Treasurer
 - d) Secretary
47. Reports can be classified as:
- a) Informal reports, Short reports
 - b) Formal Reports, Long reports
 - c) **Formal or Informal reports; Short or Long reports**
 - d) Informal reports, Long reports
48. In a ---- the speaker uses nonverbal cues to express his meaning, has less control of contents and requires greater need to help the audience stay on track.
- a) Speech
 - b) Formal report
 - c) **Formal oral presentation**
 - d) Telephonic conversation
49. Although negotiation has a specific purpose that is, to reach agreement, it does not always-----this aim
- a) **Achieve**
 - b) Access
 - c) Receive
 - d) Achromatize
50. Introduction outlines the contribution that the research will make to -----.
- a) **Knowledge**
 - b) Art
 - c) Architecture
 - d) Archeology

51. The---- is just one aspect of a complete **communication** package that everyone must put together before he or she enters the business world.

- a) Credibility
- b) **Resume**
- c) Memo
- d) Annual credential report

52. In fact a resume probably has less than ---- seconds to make impression.

- a) 55
- b) **45**
- c) 35
- d) 25

53. Even the salutation and the complementary close have no punctuation in:

- a) **Open Punctuation**
- b) Standard punctuation
- c) Close punctuation
- d) Long punctuation

54. What is the top most quality of a business executive?

- a) **Effective Communicator**
- b) Good personality
- c) Hardworking
- d) Skill to manage the things

55. What is CD-Rom database?

- a) **It is used to put information in a form that is easy to digest**
- b) It is used to play computer disk
- c) It is a tool used during the high level meetings
- d) It is a tool to download songs

56. An exchange of information within an organization is called:

- a) **Internal Communication**

- b) External communication
 - c) Horizontal communication
 - d) Vertical communication
57. What is the more formal way of communication?
- a) **Written communication**
 - b) Oral communication
 - c) Non-verbal communication
 - d) Effective communication
58. Selecting some details and omitting others is a process called:
- a) **Abstracting**
 - b) Extracting
 - c) Attracting
 - d) Fascinating
59. A receiver's attitude towards a message can determine **whether** it is:
- a) Accepted
 - b) Rejected
 - c) **Accepted or rejected**
 - d) Mixed response
60. In----- characteristics such as body shape, body odors and skin color are included.
- a) Mental
 - b) **Physical**
 - c) Spiritual
 - d) Verbal
61. Artifact objects are used in which type of messages?
- a) Verbal
 - b) **Non-verbal**
 - c) Written
 - d) Oral and written
62. Personal space varies according to:
- a) Situation
 - b) **Culture, status**
 - c) Medium
 - d) Channel
63. For writing an effective business message, there are----- planning steps.

- a) Seven
 - b) Five**
 - c) Two
 - d) Three
64. If you have bad news, how can you begin your message?
- a) With buttering.
 - b) With flattery.
 - c) With buffer**
 - d) With confidence
65. In order to understand verbal and nonverbal communication which of the following things should we do?
- a) Accept cultural differences
 - b) Studying your own culture
 - c) Learn about other cultures
 - d) All of the above**
66. Before writing a message, which of the following steps are necessary for effective communication?
- a) Define the purpose of the message.
 - b) Analyze your audience – readers or listeners, outline – organize – your message.
 - c) Choose the ideas to include, collect all the facts to back up these ideas.
 - d) All of the above**
67. Which one of the followings is the most important for a successful message?
- a) Feedback**
 - b) Sender
 - c) Message
 - d) Medium
68. Which of the following parts are related to business letters?
- a) Heading
 - b) Date
 - c) Inside address, salutation
 - d) All of the above**
69. AIDA plan stands for:
- a) Attention, Interest, Desire, Action**

- b) Authority, Interest, Disclose, Accuracy
 - c) Accuracy, Internal, Diction, Attention
 - d) Action, Interest, Desire, Authority
70. This format is considered to be the most modern. All essential parts in this form are started from the left-hand margin. Open punctuation should be used in this form. This form saves time more than any other form. Match the above with one of the followings:
- a) The Block-form / Modified – Block
 - b) **Full-Block**
 - c) The Semi-Block
 - d) AMS (Administrative Management Society)
71. Before writing a message, which of the following steps are necessary for effective communication?
- a) Define the purpose of the message.
 - b) Analyze your audience – readers or listeners, outline – organize – your message.
 - c) Choose the ideas to include, collect all the facts to back up these ideas.
 - d) **All of the above**
72. In order to understand verbal and nonverbal communication which of the following things should we do?
- a) Accept cultural differences
 - b) Studying your own culture
 - c) Learn about other cultures
 - d) **All of the above**
73. It refers to the behavioral characteristic, typical of a group, it can be defined as all the ways of life including arts, beliefs and institutions of a population that are passed down from generation to generation. Match this statement with one of the following concepts:
- a) **Culture**
 - b) Communication
 - c) Social lag
 - d) Norms
74. They maintain friendly, pleasant relations with you, regardless, whether you agree with them or not. Good communicators command your respect and goodwill. You are willing to work with them again, despite their differences. Match the above statement with one of the followings:
- a) Precision
 - b) Credibility
 - c) Control

- d) **Congeniality**
75. Intensity (loud/soft); pitch height (high/low) represent which one of the followings:
- a) **Vocal characterizers**
 - b) Vocal Qualifiers
 - c) Vocal Segregates
 - d) Vocal barriers
76. This model represents which theory of communication?
- a) Social environment theory
 - b) General theory
 - c) Rhetorical theory
 - d) **Electronic theory**
77. Which one of the subjects is not the part of communication?
- a) Semantics (the study of word choice)
 - b) Linguistics (the study of language)
 - c) Rhetoric (the study of writing and speaking effectively)
 - d) **Geology**
78. Selecting some details and omitting others is a process called:
- a) **Abstracting**
 - b) Extracting
 - c) Attracting
 - d) Fascinating
79. What is the main idea that you wish to communicate?
- a) **Message**
 - b) Medium
 - c) Context
 - d) Feedback
80. While sending the message, you are _____
- a) Decoder
 - b) **Encoder**
 - c) Decoder and encoder
 - d) Initiator
81. Recommendation letter provides:

- a) **Suggestion**
 - b) Information
 - c) Advice
 - d) Material information
82. When the company thinks your audience will be interested in what you have to say or willing to cooperate, it usually opts for:
- a) Indirect approach
 - b) **Direct approach**
 - c) Neutral approach
 - d) Modern approach
83. Demographic changes have something to do with:
- a) **Population**
 - b) Culture
 - c) Environment
 - d) Situation
84. Memo is the short form of:
- a) **Memorandum**
 - b) Memory
 - c) Memorial
 - d) Momentum
85. Which one of the followings is not aspect of the AIDA plan?
- a) Attention
 - b) Interest
 - c) Desire
 - d) **Authority**
86. It has been in use since 1950. It uses full–block form and open punctuation. No salutation or complimentary close is used. Reader’s name is used in the first and last sentences. Subject and writer’s name are typed in capitals. Match the above with one of the followings:
- a) The Block-form / Modified – Block
 - b) Full-Block
 - c) The Semi-Block
 - d) **AMS (Administrative Management Society)**
87. It does not mean that the use of old-fashioned expressions such as ‘your kind enquiry’, ‘thank you’ and ‘please’. Rather, it grows out of respect and concern for others. It is a

quality that enables a request to be refused without killing all hope of future business.
Match this statement with one of the following principles of communication:

- a) Conciseness
- b) **Courtesy**
- c) Consideration
- d) Completeness

88. Which one of the followings is not the purpose of communication?

- a) To initiate some action
- b) To impart information, ideas, attitudes, beliefs or feelings.
- c) To establish, acknowledge or maintain links or relations with other people.
- d) **To make the people fool and sell your products.**

89. Globalization means that for a Company to survive, it must establish markets not only in its own country but also in-----.

- a) Two countries
- b) Six countries
- c) **Many countries**
- d) The whole world

90. The last paragraph should be----- for an effective business message.

- a) **Concise, correct**
- b) Long, concrete
- c) Long, verbose
- d) Concise, long

91. To communicate easily and effectively with your readers, how many number of principles of communication are applied:

- a) Nine
- b) **Seven**
- c) Eleven
- d) Six

92. In----- characteristics such as body shape, body odors and skin color are included.

- a) Mental
- b) **Physical**
- c) Spiritual
- d) Verbal

93. Selecting some details and omitting others is a process called:

- a) **Abstracting**
 - b) Extracting
 - c) Attracting
 - d) Fascinating
94. A letter that completes a valid contract between a buyer and a seller is called:
- a) An order letter
 - b) An **acknowledgement letter**
 - c) An inquiry letter
 - d) A sales letter
95. As good-news plan is similar to direct-request plan, so is persuasive plan to-----
plan.
- a) Good news
 - b) **Bad news**
 - c) Pleasant news
 - d) Moderate news
96. ----- is often effective for getting a motivational message out to a large
number of people.
- a) Groupware
 - b) **Videotape**
 - c) Software
 - d) Teleconferencing
97. Communication is the process by which individuals share:
- a) **Coordinate activities, and make decisions**
 - b) Body movements
 - c) Techniques
 - d) Skills
98. 'AMS' is the abbreviation of:
- a) **Administrative Management Society**
 - b) Alcoholic Member Society
 - c) Advanced Management Society
 - d) Asian Management Society
99. Sometimes an extra message is added at the end of a letter and is known as:
- a) **Postscript**

- b) Attention line
 - c) Subject line
 - d) Copy notation
100. -----is included to remind the reader to check for additional pages of information.
- a) Copy of notation
 - b) **Enclosure**
 - c) Subject line
 - d) Attention line
101. Before writing a message, which of the following steps are necessary for effective communication?
- a) Define the purpose of the message.
 - b) Analyze your audience – readers or listeners, outline – organize – your message.
 - c) Choose the ideas to include, collect all the facts to back up these ideas.
 - d) **All of the above**
102. In order to understand verbal and nonverbal communication which of the following things should we do?
- a) Accept cultural differences
 - b) Studying your own culture
 - c) Learn about other cultures
 - d) **All of the above**
103. Which one is the aspect of life styles of the country?
- a) Position of the family
 - b) Social and economic levels
 - c) Business hours
 - d) **All the above**
104. It is that part of language associated with but not involving the word system. It consists of the voice qualities and vocalizations that affect how something is said rather than what is said. Select one which is true from the followings.
- a) Kinesics behavior
 - b) **Paralanguage**
 - c) Proximity
 - d) Artifacts
105. Which one is not the component of communication process from the followings?

- a) Sender/encoder
 - b) Message, medium
 - c) Receiver/decoder, feedbacks.
 - d) **Audio-visual and technological**
106. A formal style is characterized by more----- sentences.
- a) Simple
 - b) **Complex**
 - c) Easy
 - d) Short
107. All seven C's can be applied to:
- a) Oral and written communication
 - b) Written and non verbal communication
 - c) Oral and verbal communication
 - d) **Effective business communication**
108. In which communication expressions are not encoded in words?
- a) **Non-verbal**
 - b) Verbal
 - c) Written
 - d) Verbal and written
109. An effective way of maintaining communication with employees is to monitor:
- a) Feedback
 - b) **Behavior**
 - c) Environment of the company
 - d) Situation
110. ----- type of flow takes place between peers in organizations in order to solve problems.
- a) **Horizontal**
 - b) Downward
 - c) Upward
 - d) Circular
111. In refusal letter, at which place do we give explanation of the refusal?
- a) Beginning
 - b) **Middle**
 - c) End

- d) Between beginning and middle
112. -----allows several people to use software at the same time to create documents, keep track of projects.
- a) Software
 - b) **Groupware**
 - c) E-mail
 - d) Network
113. A person should follow which one of the the following characteristics while writing an email?
- a) **Concise, clear and polite**
 - b) Verbose, rude and harsh
 - c) Impolite and having negative tone
 - d) Moderate
114. Even the salutation and the complementary close have no punctuation in:
- a) **Open punctuation**
 - b) Standard punctuation
 - c) Close punctuation
 - d) Long punctuation
115. ----- is a printed paper with the name and address of a person or organization.
- a) **Letterhead**
 - b) Letter pad
 - c) Leaflet
 - d) Document
116. A letter that completes a valid contract between a buyer and a seller is called:
- a) **An order letter**
 - b) An acknowledgement letter
 - c) An inquiry letter
 - d) A sales letter
117. Letters refusing orders call for the indirect plan or the----- approach.
- a) **Sandwich**
 - b) Burger
 - c) Neutral
 - d) Negative

118. While receiving the message, you are _____
- a) **Decoder**
 - b) Encoder
 - c) Decoder and encoder
 - d) Initiator
119. In----- characteristics such as body shape, body odors and skin color are included.
- a) Mental
 - b) **Physical**
 - c) Spiritual
 - d) Verbal
120. If your message is specific, definite and vivid; you are applying which one of the following principles:
- a) Conciseness
 - b) **Concreteness**
 - c) Completeness
 - d) Consideration
121. - -----means judging other people or countries by the cultural standards of your group.
- a) Ethnography
 - b) Anthology
 - c) Anthropology
 - d) **Ethnocentrism**
122. Barriers caused by your own physical appearance, your audience, or the context of the document or the presentation are called:
- a) Semantic barriers (Convention of meaning)
 - b) **Physical Barrier**
 - c) Psychological barriers
 - d) Barriers involving values attitudes etc
123. It means that for a Company to survive, it must establish markets not only in its own country but also in many foreign countries. Thus employees must understand other cultures as well as their own country's ethnic diversity. Match this statement with one of the following concepts:
- a) **Globalization**

- b) Marketing
 - c) Communication
 - d) Americanism
124. Sometimes an extra message is added at the end of a letter. It may be something important or some personal comment. This is called-----.
- a) Enclosure(s)
 - b) Copy notation
 - c) **Postscript**
 - d) Attention line
125. This form is named so because inside address, salutation and paragraphs are blocked not indented in this form. If plain paper is being used, heading, date, complimentary close and signature are typewritten at the horizontal centre of the page. They are placed so that they end near the right hand margin. Match the above with one of the followings:
- a) **The Block- form/ Modified-block**
 - b) Full-Block
 - c) The Semi-Block
 - d) AMS (Administrative Management Society)
126. Memo is the short form of:
- a) **Memorandum**
 - b) Memory
 - c) Memorial
 - d) Momentum
127. Communication has an ancient foundation and its roots go back to the time of Greeks, this is called:
- a) Oral communication
 - b) **Written communication**
 - c) Non-verbal communication
 - d) Inactive communication
128. ----- machine scans a printed page, converts it to a signal, and transmits it.
- a) **A Facsimile**
 - b) A Photocopy
 - c) An Electronic
 - d) A Printer

129. A message of congratulation or commendation is much like the message of:
- a) Condolence
 - b) **Appreciation**
 - c) Refusal
 - d) Acceptance
130. An exchange of information within an organization is called:
- a) **Internal communication**
 - b) External communication
 - c) Horizontal communication
 - d) Vertical communication
131. Artifact objects are used in which type of messages?
- a) Verbal
 - b) **Non-verbal**
 - c) Written
 - d) Oral and written
132. Vocal characterizers include:
- a) Laughing, crying
 - b) **Intensity, pitch**
 - c) Sound, silent pauses
 - d) Sneeze, tone
133. ----- are individual cultural variables.
- a) Economics, politics
 - b) **Accepted dress, manners**
 - c) Language, social norms
 - d) Social norms, manners
134. The way you ----- your message makes it clear whether your reader will respond favorably or unfavorably to the message.
- a) **Begin**
 - b) End
 - c) Write
 - d) Conclude
135. Which one is national variable from the followings?
- a) Time

- b) Space
 - c) **Economics**
 - d) Food
136. The essence of-----is making a sale.
- a) Persuasion
 - b) Inquiry
 - c) Concession
 - d) **Sale**
137. An effective way of maintaining communication with employees is to monitor
- a) Feedback
 - b) **Behaviour**
 - c) Environment of the company
 - d) Situation
138. Personal space varies according to:
- a) Situation
 - b) **Culture, Status**
 - c) Medium
 - d) Channel
139. A machine scans a printed page, converts it to a signal, and transmits the signal over a telephone line to a receiving machine. Although they have been available for many years, until recently they were slow and expensive. These are called:
- a) Groupware
 - b) Teleconferencing
 - c) **Faxes**
 - d) Voice Mail
140. AIDA plan stands for:
- a) **Attention, Interest, Desire, Action**
 - b) Authority, Interest, Disclose, Accuracy
 - c) Accuracy, Internal, Diction, Attention
 - d) Action, Interest, Desire, Authority
141. When your message contains all the facts, the reader or the listener needs, it is called:
- a) **Complete**
 - b) Considerate
 - c) Courteous

- d) Clear
142. Which one is not related to close paragraph?
- a) Make Action
 - b) **Keep last paragraph concise and correct**
 - c) End on a Positive, Courteous Thought
 - d) Make a refusal statement
143. Which of the following parts are related to business letters?
- a) Heading
 - b) Date
 - c) Inside address, salutation
 - d) **All of the above**
144. Clarity is achieved in part through a balance between
- a) **Precise and familiar language**
 - b) Complex and difficult language
 - c) Easy and simple language
 - d) Rough and tough language
145. Advancement in technology has brought changes in the business market. Which one is not correct from the following:
- a) Increased demand of things.
 - b) Made communication easy.
 - c) Increased market competition.
 - d) **Ignored local markets**
146. In letter writing, the format in which all essential parts are started from the left hand margin along with open punctuation is known as:
- a) The semi block
 - b) **Full block**
 - c) Modified block
 - d) Long block
147. Individual cultural variables include:
- a) **Chronemics, proxemics**
 - b) Space zone, oral communication
 - c) Adopters and duplicators
 - d) Verbal and written communication

148. For writing an effective business message, there are----- planning steps
- a) Seven
 - b) **Five**
 - c) Two
 - d) Three
149. When a vice president in an organization sends message to the sales manager, which type of flow is it?
- a) Upward
 - b) **Downward**
 - c) Horizontal
 - d) Upward and downward
150. Sometimes an extra message is added at the end of a letter. It may be something important or some personal comment. This is called-----.
- a) Enclosure(s)
 - b) Copy notation
 - c) **Post script**
 - d) Attention line
151. It means that a message is specific, definite and vivid. If a message lacks these qualities, it will be vague and general. For this purpose, denotative words will be used instead of connotative words. Match this statement with one of the following principles of communication:
- a) Clarity
 - b) Conciseness
 - c) Consideration
 - d) **Concreteness**
152. All seven C's can be applied to:
- a) Oral communication
 - b) Written and non verbal communication
 - c) Oral and verbal communication
 - d) **Effective business communication**
153. Which one of the following components does not make up an email system?
- a) Users
 - b) Messages and protocols
 - c) Senders' and Recipients' Addresses

- d) **Audio Conference**
154. Which of the following is not an aspect of a buffer?
- a) Agreement
 - b) Appreciation
 - c) Assurance
 - d) **Conflict**
155. When the company thinks your audience will be interested in what you have to say or willing to cooperate, it usually opts for:
- a) Indirect approach
 - b) **Direct approach**
 - c) Neutral approach
 - d) Modern approach
156. A contract of selling and purchasing services is called:
- a) A credit letter
 - b) A collection letter
 - c) **An order letter**
 - d) A sales letter
157. While sending the message, and receiving a feedback. You are _____
- a) Decoder
 - b) Encoder
 - c) **Encoder and decoder**
 - d) Initiator
158. The important and highly visible parts of nonverbal communication are:
- a) Pamphlet, leaflets
 - b) **Appearance, clothes**
 - c) Letters and memos
 - d) Document, registry
159. For a good communicator, it is important to predict how the customer will respond and this aspect is called:
- a) **Perception**
 - b) Perfection
 - c) Personality
 - d) Practice
160. Which one is individual cultural variable from the followings?

- a) Politics
 - b) **Decision Making**
 - c) Social Norms
 - d) Language
161. Which one is not the component of communication process from the followings?
- a) Sender/encoder,
 - b) Message, medium
 - c) Receiver/decoder, feedbacks
 - d) **Audio-visual and technological**
162. It contains all facts that the reader or listener needs for the reaction you desire. Senders and receivers are influenced by their background, viewpoint, needs, experience, attitude, status and emotions. A message brings desired result. It does a better job of building goodwill. Match this statement with one of the following principles of communication:
- a) Conciseness
 - b) Courtesy
 - c) Consideration
 - d) **Completeness**
163. Which one of the suggestions is not the part of replies to inquiries?
- a) Give the Exact Information Requested
 - b) Express Appreciation for the Inquiry
 - c) Sell Your Organization or Product
 - d) **End with a Negative Closing**
164. ----- is a printed paper with the name and address of a person or an organization.
- a) **Letterhead**
 - b) Letter pad
 - c) Leaflet
 - d) Document
165. Recommendation letter provides:
- a) **Suggestion**
 - b) Information
 - c) Advice
 - d) Material information

166. A letter that completes a valid contract between a buyer and a seller is called:
- a) An order letter
 - b) **An acknowledgement letter**
 - c) An inquiry letter
 - d) A sales letter
167. Artifact objects are used in which type of messages?
- a) Verbal
 - b) **Non verbal**
 - c) Written
 - d) Oral and written
168. For a good communicator, it is important to predict how the customer will respond and this aspect is called:
- a) **Perception**
 - b) Perfection
 - c) Personality
 - d) Practice
169. Barriers caused by your own physical appearance, your audience, or the context of the document or the presentation are called:
- a) Semantic barriers (Convention of meaning)
 - b) **Physical barriers**
 - c) Psychological barriers
 - d) Barriers involving values attitudes etc
170. Which of the following complimentary close is accurate in general letter writing?
- a) **Yours Sincerely**
 - b) Sincerely,
 - c) Yours respectfully,
 - d) All of the above
171. -----is the way by which a message is communicated.
- a) **Medium**
 - b) Context
 - c) Feedback
 - d) Network

172. When your message contains all the facts, the reader or the listener needs, it is called:
- a) **Complete**
 - b) Considerate
 - c) Courteous
 - d) Clear
173. ----- is the process of drafting your message.
- a) Composing
 - b) Editing
 - c) Revising
 - d) **Reviewing**
174. How many basic divisions of a formal report are?
- a) **Two**
 - b) Three
 - c) Four
 - d) Five
175. Unsolicited letters are written on ADIA plan which is ----- step approach.
- a) Five
 - b) Two
 - c) **Four**
 - d) One
176. Sales letters start with:
- a) An easy and effective way
 - b) An attention-getting device
 - c) **Interesting news**
 - d) Buffer

177. -----is one of the members who monitors a committee's financial activities.
- a) **Treasurer**
 - b) Advisory
 - c) Controller
 - d) Secretary
178. In which communication expressions are not encoded in words?
- a) **Non-verbal**
 - b) Verbal
 - c) Written
 - d) Verbal and written
179. Personal space varies according to:
- a) Situation
 - b) **Culture, status**
 - c) Medium
 - d) Channel
180. An applicant should show interest in the job during the which stage?
- a) Screening stage
 - b) Selection stage
 - c) **Final stage**
 - d) First stage
181. BATNA stands for :
- a) Better acknowledged to narrative agreement.
 - b) Best approach to a non related assignment.
 - c) **Best alternative to a negotiated agreement**
 - d) Best approach to a narrative agreement

182. While writing and presenting your Thesis or Dissertation, you go through many stages. First stage is:
- a) Preparing the Proposal
 - b) Writing the Research Paper
 - c) Making an outline
 - d) **Thinking about It**
183. Proposal should be written in a :
- a) **Future tense.**
 - b) Past tense
 - c) Present tense
 - d) Present continuous
184. The four basic purposes for giving a presentation are to inform, to persuade, to motivate, and which thing is missing?
- a) To entertain
 - b) To instruct
 - c) **To have a good interaction**
 - d) To talk to others
185. Which one is national variable from the followings?
- a) Time
 - b) Space
 - c) **Economics**
 - d) Food
186. Which of the following complimentary close is accurate in general letter writing?
- a) Yours sincerely,
 - b) Sincerely,
 - c) Yours respectfully,

- d) **All of the above**
187. Complaint letter should be called-----.
- a) Persuasive letter
 - b) **Claim letter**
 - c) Inquiry letter
 - d) Sales letter
188. Minutes, which tell more of the story of what happened and who said what at a meeting are:
- a) Resolution minutes
 - b) **Narrative minutes**
 - c) Informal minutes
 - d) Formal minutes
189. In which thing does a speaker do most of sending and a number of listeners do most of the receiving?
- a) Written tests
 - b) **Oral presentation**
 - c) Interview
 - d) Group discussion
190. Which tests are designed to check competency or specific abilities of a candidate to perform a job?
- a) Psychological tests
 - b) Drug tests
 - c) **Job skills tests**
 - d) General tests
191. In APA format, if you are directly quoting something in your research paper from another work, you will need to include the author's last name, year of publication, and the ----- for the reference.

- a) Author's birth date
 - b) **Page number**
 - c) Name of book
 - d) Title page
192. Which of the following have both; a denotative meaning and a connotative meaning?
- a) Closed words
 - b) **Content words**
 - c) Structure words
 - d) Strong words
193. Which of the following can be defined as “the words one chooses to state one’s message, say much more than their dictionary definitions”?
- a) **Semantics**
 - b) Phonetics
 - c) Synonyms
 - d) Phonemes
194. Which of the following concerns the careful use of language to express meaning?
- a) **Stylistic accuracy**
 - b) Stylistic clarity
 - c) Contextual clarity
 - d) Contextual accuracy
195. If you are writing a persuasive message, what are the common ways of establishing your credibility?
- a) Naming your sources when you use information from others
 - b) Demonstrating expertise
 - c) Supporting your message with factual evidence
 - d) **All of the above**
196. How can you make your messages effective?
- a) Make them practical and factual but not persuasive.
 - b) Make them practical and factual but include your impression.
 - c) **Make them practical, factual, concise, clear, and persuasive.**
 - d) Omit key facts

197. Which section of a resume creates most disagreements among experts about its relative advantages and disadvantages?
- a) Skills
 - b) Work experience
 - c) **Career objective**
 - d) Education
198. Which of the following should be done when writing recommendation letters?
- a) **Include only relevant and factual information.**
 - b) Avoid value judgments.
 - c) Balance criticisms with favorable points.
 - d) All of the above
199. Which one of the following is more effective Technical Communication?
- a) **Oral communication**
 - b) Meta communication
 - c) Non verbal communication
 - d) Written communication
200. Which one of the following options should be used during business correspondence?
- a) Choppy sentences
 - b) Passive sentences
 - c) **Bias-free language**
 - d) Cliches
201. Which one of the following can create immense difference between class room communication and job communication?
- a) Age of audience
 - b) Behavior of audience
 - c) **Size of audience**
 - d) None of the above
202. Which of the following suggests 'Implication of a word or a suggestion separate from the usual definition'?
- a) Denotation
 - b) **Connotation**
 - c) Implementation
 - d) Abstraction

203. Which of the following is generally organized by direct approach and receives a Favorable reaction?

- a) Business message
- b) Bad news message
- c) **Good news message**
- d) **Routine message**

204. Which of the followings are real but unnamed readers?

- a) **Phantom Readers**
- b) Future Readers
- c) Complex Readers
- d) Technical Readers

205. How many aspects does Accuracy have?

- a) 6
- b) 5
- c) 4
- d) **3**

206. What can be considered as the heart of a report?

- a) **The introduction of a report**
- b) A variety of components
- c) Introduction, body, and a close
- d) Only the body of the report

207. What is the last thing you need to do before you get ready to distribute your document?

- a) Designing
- b) Revising
- c) **Proofreading**
- d) All of the above

208. Which of the following is not used in external business communication?

- a) Enquiries letter
- b) Curriculum Vitae
- c) **Memo**
- d) Complaint letter

209. To decode a message is to:

- a) Reject a message
 - b) Translate ideas into code
 - c) Evaluate a message
 - d) **Interpret a message**
210. Which type of Visual aid is the most difficult to execute effectively?
- a) Graphics
 - b) Projections
 - c) **Handouts**
 - d) Film and video
211. Which of the followings are usually more vivid than long ones and improve the readability of a document?
- a) **Short words**
 - b) Content words
 - c) Structure words
 - d) Practical words
212. Which format should be used if the document will be sent to outside individuals?
- a) **Letter**
 - b) Presentation
 - c) Memorandum
 - d) Manuscript
213. Which question is used to ask about residential status?
- a) What's your address?
 - b) **Where are you from?**
 - c) Where do you belong to?
 - d) Please sign here.
214. How can you make the following statement Concise? 'There are only four rules of our company and every employee is bound to follow these rules.'
- a) Four rules must be observed.
 - b) **There are four rules that must be observed.**
 - c) You must follow the rules.
 - d) Follow the rules.
215. Which of the following is promoted by simple, direct language?
- a) Structural clarity
 - b) **Stylistic clarity**

- c) Contextual clarity
 - d) Textual clarity
216. Which of the following is used as brief, informal reports within an organization?
- a) Letter
 - b) **Memo**
 - c) Proposal
 - d) Report
217. Select the statement about the communication process that is NOT true.
- a) Communication takes many forms-oral, written and computer.
 - b) Communication is vital to every part of business.
 - c) **Your performance in business will not be judged by your communication ability.**
 - d) Performance is judged by communication ability.
218. Biased language that might offend the audience is based on -----
- a) **Cultural bias, gender bias**
 - b) Cultural bias, nationality bias
 - c) Unity bias, nationality bias
 - d) None of them
219. Why important observations, suggestions, or objections should be written?
- a) To persuade the reader
 - b) **To create permanent records**
 - c) To make communication more effective
 - d) To establish credibility
220. Which Three types of readers usually exist?
- a) Phantom Readers, Future Readers, Complicated Readers
 - b) Future Readers, Complex Readers, Complicated Readers
 - c) Future Readers, Complex Readers, Technical Readers
 - d) **Phantom Readers, Future Readers, Complex Readers**
221. To whom usually good will letters are written?
- a) **Customer**
 - b) Manager
 - c) Director
 - d) Chairman

222. If your message is specific, definite and vivid; which of the following principle has been applied?
- a) Completeness
 - b) Correctness
 - c) Conciseness
 - d) **Concreteness**
223. Which guideline should be followed to ensure Courtesy?
- a) Be sincerely tactful, thoughtful and appreciative
 - b) Use expressions that show respect
 - c) Omit irritating expressions
 - d) **All of the above**
224. Which of the following factors enables you to evaluate the effectiveness of your message?
- a) **Feedback**
 - b) Encoding
 - c) Transmission
 - d) Decoding
225. Which of the following can make a meeting unsuccessful?
- a) Deciding on purpose before the meeting
 - b) Selecting participants for the meeting
 - c) **Holding a meeting when a memo or other business message would have done the job**
 - d) All of the above
226. What is meant by the term 'Denotative'?
- a) **It refers to the literal meaning of a word.**
 - b) It refers to the surface meaning of the word.
 - c) It refers to cognitive meaning of words.
 - d) It refers simple meaning of words.
227. Where can we apply seven C's?
- a) To Non verbal communication
 - b) To Oral communication
 - c) To Written communication
 - d) **To written and oral communication**
228. How the credibility of the communicator can be systematically analyzed?

- a) Through written communication
 - b) **Through communication probe**
 - c) Through oral communication
 - d) Through non verbal communication
229. While writing persuasive messages which four things should be kept in mind about your audience?
- a) Main idea, consideration, needs and appeals, logic
 - b) Semantics, emotion and logics, clarity, consideration
 - c) **Needs and appeals, emotion and logic, credibility, semantics**
 - d) Credibility, logics, main idea, emotion
230. Which type of letter not only conveys information, but also establishes a contractual relationship between you and the organization or person offering you the position?
- a) Job application letter
 - b) **Acceptance letter**
 - c) Inquiry letter
 - d) Transmittal letter
231. Why do Experts read technical and scientific documents?
- a) To maintain and expand their own general expertise
 - b) To obtain specific answers to their own research and writing
 - c) To evaluate a document's technical or scientific content.
 - d) **All of the above**
232. What is the emphasis of a Functional resume?
- a) Place the name and professional objectives at the top
 - b) **Provide functions and tasks the applicant can perform**
 - c) Put the most important information first
 - d) Make your name and professional achievements prominent
233. How many steps are essential for successful oral statement?
- a) Five
 - b) Six
 - c) **Seven**
 - d) Eight
234. Which of the following is the primary vehicle for communication within an organization?

- a) Letter
 - b) Report
 - c) **Memorandum**
 - d) Proposal
235. Which phrase should be used while making a presentation ?
- a) **Please feel free to interrupt me with questions.**
 - b) Don't disturb me while I'm presenting these statistics.
 - c) No, you're wrong. We need more staff.
 - d) Please! No interruptions during the presentation.
236. Which phrase is correct?
- a) **When were you born?**
 - b) When you are born?
 - c) When are you born?
 - d) When you born?
237. Which of the following is best when you don't need immediate feedback, but you do need speed?
- a) Written message
 - b) **Electronic message**
 - c) Oral message
 - d) Informal message
238. Which of the following suggests the following statement? "First group the ideas and then put them in sequence."
- a) Revising a message
 - b) Editing a message
 - c) **Organizing a message**
 - d) Planning a message
239. A letter or report to a customer from an employer belongs to which kind of communication?
- a) **Official communication**
 - b) Officer communication
 - c) Administrator communication
 - d) Manager communication
240. Which of the following aims at gathering specific information?

- a) Letter of claim
 - b) Letter of request
 - c) **Letter of inquiry**
 - d) Letter of information
241. Which of the following is best when you want immediate feedback?
- a) **Oral medium**
 - b) Written medium
 - c) Electronic medium
 - d) All of the above
242. Which is farthest in the past?
- a) Couple of days
 - b) Last week
 - c) A day before yesterday
 - d) **A month ago**
243. Which phrase is used during a presentation?
- a) Thanks for giving me a hand.
 - b) **Thank you very much for your time today.**
 - c) Thank you for your quick response.
 - d) Thank you for your corporation.
244. Which of the followings are included in Functional words?
- a) Conjunctions, prepositions, nouns, pronouns
 - b) **Conjunctions, prepositions, articles, pronouns**
 - c) Conjunctions, prepositions, articles, adjectives
 - d) Conjunctions, interjections, articles, pronouns
245. Which of the following is achieved through a balance between precise language and familiar language?
- a) **Clarity**
 - b) Correctness
 - c) Concreteness
 - d) Conciseness
246. Letters are usually just one page and consist of three sections -----
- a) Salutation, subject matter, references
 - b) Front matter, summary, conclusion
 - c) Body, references, end matter

- d) **Front matter, body, end matter**
247. Which of the following is used in a letter to emphasize a point or to include a brief personal message?
- a) Foot notes
 - b) Post script
 - c) **End notes**
 - d) All of the above
248. Which of the following should be essentially considered during speeches and presentations?
- a) Dress
 - b) Time
 - c) **Appearance**
 - d) Microphone
249. Which of the followings use Salutations?
- a) Memorandums
 - b) **Letters**
 - c) Informal speech
 - d) Proposals
250. What strategies should be opted for writing to Technicians?
- a) Keep introductions and background information brief
 - b) Make information accessible
 - c) Provide short definitions or explanations of any unfamiliar term
 - d) **All of the above**
251. Claim letter is also called:
- a) Transmittal letter
 - b) Credit refusing letter
 - c) Adjustment letter
 - d) **Complaint letter**
252. Which of the following can be defined as follows: “It is not merely politeness with mechanical insertion of ‘please’ and ‘thank you’, rather it is politeness that grows out of respect and concern for others.”
- a) Clarity
 - b) **Courtesy**
 - c) Consideration
 - d) Credibility

253. Which of the followings are an essential component of employment process?
- a) Reflections
 - b) **References**
 - c) Fractions
 - d) Recommendations
254. Which of the following is the basis of Courtesy?
- a) Inclined attitude
 - b) Biased attitude
 - c) **You-attitude**
 - d) Offensive attitude
255. A fault in the communication procedure where the meaning of the message is lost 'in translation' from intention to language or from language to understanding is called.....
- a) **Distortion**
 - b) Noise
 - c) Redundancy
 - d) Feedback
256. What is the goal of a Non-conventional resume?
- a) Provide functions and tasks the applicant can perform
 - b) Place the name and professional objectives at the top- Correct
 - c) **Put the most important information first**
 - d) Make your name and professional achievements prominent
257. Why Comparison is useful for paragraph development?
- a) **It emphasizes similarities**
 - b) It emphasizes differences
 - c) It emphasizes advantages
 - d) It emphasizes disadvantages
258. Which of the following complimentary close is accurate in general letter writing?
- a) Yours sincerely
 - b) Sincerely
 - c) Yours respectfully
 - d) **All of the above**
259. What is meant by the term 'Connotative'?

- a) It refers to the literal meaning of words.
 - b) **It refers to the associations that are connected to a certain word.**
 - c) It refers to general meaning of words.
 - d) It refers to cognitive meaning of words.
260. In which of the following message categories would you place sales and marketing messages?
- a) **Persuasive**
 - b) Positive
 - c) Negative
 - d) Routine
261. Which plan or model is mostly used in business messages?
- a) The logical plan or its variation
 - b) The emotional appeal or its variation
 - c) The AIDA model or its variation
 - d) **All of the above**
262. When you are writing a routine message, what kind of approach will be used?
- a) **The direct approach**
 - b) The indirect approach
 - c) The long approach
 - d) None of the above
263. Which of the following you should avoid when writing a claim letter?
- a) Direct request
 - b) Professional tone
 - c) **A complaining tone**
 - d) Specific details
264. Which one of these words is not a synonym for "business"?
- a) **Capital**
 - b) Enterprise
 - c) Project
 - d) Venture
265. Which of the following gives you an opportunity to get your message across to a skeptical or hostile audience?
- a) Direct approach
 - b) **Indirect approach**

- c) Persuasive approach
 - d) Instructive approach
266. Which of the following is the process of drafting your message?
- a) Planning
 - b) **Composing**
 - c) Editing
 - d) Revising
267. A sentence consists of two parts; one is a subject which is the second one?
- a) Preposition
 - b) **Predicate**
 - c) Adjective
 - d) Adverb
268. Which of the following ensures success to message by leaving audience with a feeling of their personal welfare in mind?
- a) Abrupt close
 - b) Polite close
 - c) **Courteous close**
 - d) Gradual close
269. Which of the following should NOT be used while answering the phone?
- a) Ken speaking
 - b) This is Ken
 - c) **What do you want?**
 - d) Can you hold on?
270. Select the statement about the communication process that is NOT true.
- a) Communication is vital to every part of business.
 - b) **Your performance in business will not be judged by your communication ability.**
 - c) Performance is judged by communication ability.
 - d) Communication takes many forms-oral, written and computer.
271. What is the extremely important implicit goal of a business document?
- a) To provide information
 - b) **To establish a relationship**
 - c) To give instructions
 - d) To persuade the reader

272. Which one is not an optional part of a letter?
- a) Attention line
 - b) Subject Line
 - c) **Enclosure**
 - d) Salutation
273. Which of the following three steps are involved in planning a sales letter?
- a) Main idea, needs and appeals, logics
 - b) Define the audience, emotion and logic, main idea
 - c) Needs and appeals, chose the format, emotion and logic
 - d) **Determine the main idea, define the audience, chose the format**
274. Communication can be defined as-----
- a) A sense of unshared understanding
 - b) The process of attempting to drop information
 - c) **The activity of conveying information**
 - d) Replacement of something
275. Where can we apply seven C's?
- a) To Non verbal communication
 - b) To Oral communication
 - c) To Written communication
 - d) **To written and oral communication**
276. As good-news plan is similar to direct-request plan, so is persuasive plan to-----
--- plan.
- a) Good news
 - b) **Bad news**
 - c) Pleasant news
 - d) Moderate news
277. Unsolicited letters are written on ADIA plan which is ----- step approach.
- a) Five
 - b) Two
 - c) **Four**

- d) One
278. In circular letters personal interest is created by using the word -----.
- a) **You**
 - b) Our customers
 - c) Everybody
 - d) Dear customers
279. ----- is a group of people who are appointed to solve a specific problem.
- a) A standing committee
 - b) A committee
 - c) **A task force**
 - d) A help desk
280. A -----is a cross between interoffice memo and a formal report.
- a) **Memo report**
 - b) Analytical memo report
 - c) Informational memorandum report
 - d) Feasibility report
281. -----are routine reports prepared at regular time interval-daily, weekly, monthly quarterly or annually.
- a) **Periodic reports**
 - b) Formal reports
 - c) Progress reports
 - d) Conference reports

282. ----- reports are usually short messages with natural, casual use of language.

- a) Conference
- b) Periodic
- c) **Informal**
- d) Formal

283. Letter reports are of ----- types:

- a) Four
- b) **Two**
- c) Three
- d) Five

284. Which approach is the most common way to organize a resume?

- a) Functional
- b) **Chronological**
- c) Analytical
- d) Job oriented

285. Personal space varies according to:

- a) Situation
- b) **Culture, status**
- c) Medium
- d) Channel

286. Which type of interview is less formal and unstructured?
- a) Situational Interview
 - b) Structured Interview
 - c) **Opening-ended interview**
 - d) Casual interview
287. BATNA stands for :
- a) Better acknowledged to narrative agreement.
 - b) Best approach to a non related assignment.
 - c) **Best alternative to a negotiated agreement**
 - d) Best approach to a narrative agreement
288. ----- is a negotiation method that involves people cooperating to produce a solution satisfactory to both parties.
- a) **Collaboration**
 - b) Competition
 - c) Compromise
 - d) Cooperation
289. Which is an active process of receiving aural stimulus?
- a) **Listening**
 - b) Thinking
 - c) Talking
 - d) Silence
290. Proposal should be written in a :
- a) **Future tense**
 - b) Past tense
 - c) Present tense

- d) Present continuous
291. Evaluation studies are usually described as either----- or summative.
- a) **Formative**
 - b) Informative
 - c) Experimental
 - d) Analytical
292. A person has to follow three steps for an oral presentation which are: 1. Planning your presentation, 2. ----- your presentation, 3. Completing your presentation.
- a) Learning
 - b) Speaking
 - c) **Writing**
 - d) Listening
293. While delivering an oral presentation to large groups, a person should use what kind of style?
- a) Casual
 - b) Informal
 - c) **Formal**
 - d) Interpersonal
294. What is a delivery method of oral presentation in which speech is made without any preparation or made on the spur of the moment?
- a) Extemporaneous
 - b) **Impromptu**
 - c) Reading
 - d) Writing
295. APA style requires authors to use past tense or -----when using signal phrases to describe earlier research.
- a) **Present perfect tense**

- b) Past perfect tense
 - c) Future perfect tense
 - d) Only continuous tense
296. It means that for a Company to survive, it must establish markets not only in its own country but also in many foreign countries. Thus employees must understand other cultures as well as their own country's ethnic diversity. Match this statement with one of the following concepts:
- a) **Globalization**
 - b) Marketing
 - c) Communication
 - d) Americanism
297. Which one is the aspect of life styles of the country?
- a) Position of the family
 - b) Social and economic levels
 - c) Business hours
 - d) **All the above**
298. All seven C's can be applied to:
- a) Oral communication
 - b) Written and non verbal communication
 - c) Oral and verbal communication
 - d) **Effective business communication**
299. The form of communication used most of the time for written messages to persons inside your organization is called:
- a) **Memorandum**
 - b) Business letter
 - c) Pamphlet
 - d) Adjustment letter

300. How unnecessary repetition should be treated for successful business message?

- a) Adopted
- b) **Avoided**
- c) Adapted
- d) Submitted