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	MCM301 Fing	al Term Papers By Waqar (File 2)
		ai Term Lapers Dy Wayar (File 2)
Jues	stion No : 1 of 60	Marks: 1 (Budgeted Time 1 M
Hov	w many levels communication can be divided in?	Levels of Communication There are five levels of communication: 1. Intrapersonal Communication 2. Interpersonal Communication 3. Mediated Communication
Insv	ver (Please select your correct option)	4. Person-to-Group Communication VuAnswers.com
c	Six	5. Mass Communication
	\sim	
5	Five	
	Four	
С		
С	Three	Made by: Waqar Siddl
lues	stion No : 2 of 60	Marks: 1 (Budgeted Time 1 M
	tion No : 2 of 60 ich one of the following statement defines environmental cont	
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whi c c	ich one of the following statement defines environmental cont ver (Please select your correct option) It concerns your reactions to the other person. It deals with the psycho-social "where" you are communica It is who you are and what you bring to interaction.	text of interpersonal communication? VuAnswers.com ating. Environmental context deals with t location, noise level, temperature, sea: Modo bur: Va/ooor Siddi
	ich one of the following statement defines environmental cont ver (Please select your correct option) It concerns your reactions to the other person. It deals with the psycho-social "where" you are communical It is who you are and what you bring to interaction. It deals with the physical "where" you are communicating.	text of interpersonal communication? VuAnswers.com ating. Environmental context deals with t location, noise level, temperature, sea environmental context deals with t environmental context deals with t
	ich one of the following statement defines environmental cont ver (Please select your correct option) It concerns your reactions to the other person. It deals with the psycho-social "where" you are communication. It is who you are and what you bring to interaction. It deals with the physical "where" you are communicating. It deals with the physical "where" you are communicating.	text of interpersonal communication? VuAnswers.com ating. Environmental context deals with t location, noise level, temperature, sea environmental context deals with t environmental context deals with t
	ich one of the following statement defines environmental cont ver (Please select your correct option) It concerns your reactions to the other person. It deals with the psycho-social "where" you are communication. It is who you are and what you bring to interaction. It deals with the physical "where" you are communicating. It deals with the physical "where" you are communicating.	text of interpersonal communication? VuAnswers.com ating. Environmental context deals with t location, noise level, temperature, sea environmental context deals with t environmental context deals with t
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	ich one of the following statement defines environmental cont ver (Please select your correct option) It concerns your reactions to the other person. It deals with the psycho-social "where" you are communical It is who you are and what you bring to interaction. It deals with the physical "where" you are communicating. It deals with the physical "where" you are communicating. It deals with the physical "where" you are communicating. It deals with the physical "where" you are communicating.	text of interpersonal communication?
	ich one of the following statement defines environmental cont ver (Please select your correct option) It concerns your reactions to the other person. It deals with the psycho-social "where" you are communical It is who you are and what you bring to interaction. It deals with the physical "where" you are communicating. It deals with the physical "where" you are communication?	text of interpersonal communication?
	ich one of the following statement defines environmental cont ver (Please select your correct option) It concerns your reactions to the other person. It deals with the psycho-social "where" you are communical It is who you are and what you bring to interaction. It deals with the physical "where" you are communicating. It deals with the physical "where" you are communication. It deals are an example of which form of communication? wer (Please select your correct option)	text of interpersonal communication?
	ich one of the following statement defines environmental cont ver (Please select your correct option) It concerns your reactions to the other person. It deals with the psycho-social "where" you are communicat It is who you are and what you bring to interaction. It deals with the physical "where" you are communicating. It deals communication (Mass communication)	text of interpersonal communication?
	ich one of the following statement defines environmental cont ver (Please select your correct option) It concerns your reactions to the other person. It deals with the psycho-social "where" you are communical It is who you are and what you bring to interaction. It deals with the physical "where" you are communicating. It deals with the physical "where" you are communication?	text of interpersonal communication?
	ich one of the following statement defines environmental cont ver (Please select your correct option) It concerns your reactions to the other person. It deals with the psycho-social "where" you are communicat It is who you are and what you bring to interaction. It deals with the physical "where" you are communicating. It deals communication (Mass communication)	text of interpersonal communication?

ion No : 4 of 60	Marks: 1 (Budgeted Time 1 Min)
legree to which you and others share common meanings for words will d	lepend on:
r (Please select your correct option)	VuAnswers.com
The extent to which you share common backgrounds and experiences	The degree to which you and others share common meanings for words will depend on the extent to which you share common backgrounds and experiences
he diversity of your backgrounds	
The extent to which you share common approaches	
Ione of the river ontions	
Jone of the given options	Made by: Waqar Siddhi
on No : 5 of 60	Marks: 1 (Budgeted Time 1 Min)
one of the following is more capable of communicating nonverbally that	n any other part of the human body?
r (Please select your correct option)	VuAnswers.com
)ne's voice	
Dne's posture	
One's facial area One's facial area (eyes, eye brows, foref nonverbally than any other part of the hun	nead, mouth, and chin) is more capable of communicating man
Dne's gestures	
ne viene živi delitica	Made by: Waqar Siddhu
on No : 6 of 60	Marks: 1 (Budgeted Time 1 Min)
of the following is not a demographic characteristic?	
101	
	VuAnswers.com
	VuAnswers.com
ex	VuAnswers.com
ex Lge	VuAnswers.com
ex Lge	VuAnswers.com
ex age Bultural background uttitude demographics (the age, gende	er,
lex Age Dultural background	er,
ex age Bultural background uttitude demographics (the age, gende	er,
ex age Bultural background uttitude demographics (the age, gende	er,
ex age Bultural background uttitude demographics (the age, gende	er,

hich of the following is the practice				Marks:	1 (Budgeted Time 1 Mi
	of altering the tone and/	r pitch of voice to more clearly express or mag	nify meaning?		
swer (Please select your correct	option)		Vu	Answers.com	
magnify me		ing the tone and/or pitch of voice to more clear	ly express or		
Articulation					
C Strength Character					
cuestion No : 8 of 60			Made b	9: 10/090	r Siddh 1 (Budgeted Time 1 Mi
Which of the following is an irrationa	l belief?				
nswer (Please select your correct	option)		Vu/	Answers.com	
C A presentation must be perfect.	40				
C A presentation must be perfect. C It is not possible to persuade th	e entire audience.				
C It is not possible to persuade th					
C It is not possible to persuade th The worst is not likely to happe			Made b	พ. 11/คฤค	r Siddh
C It is not possible to persuade th C The worst is not likely to happe C All of the given options uestion No : 9 of 60	n.		Made b		r Siddh 1 (Budgeted Time 1 Mi
C It is not possible to persuade th C The worst is not likely to happe C All of the given options uestion No : 9 of 60	n.	presentation is how to create:	Made b		
C It is not possible to persuade th C The worst is not likely to happe All of the given options	n. eciding on the setting for	presentation is how to create:			1 (Budgeted Time 1 Mi
C It is not possible to persuade th C It is not possible to persuade th C The worst is not likely to happe C All of the given options uestion No : 9 of 60 A primary factor to consider when d nswer (Please select your correct A noisy environment.	n. eciding on the setting for	presentation is how to create:		Marks:	1 (Budgeted Time 1 Mi
C It is not possible to persuade th The worst is not likely to happe All of the given options C All of the given options uestion No : 9 of 60 A primary factor to consider when d newer (Please select your correct C A noisy environment. The greatest degree of comfort	n. eciding on the setting for option)	presentation is how to create:		Marks:	1 (Budgeted Time 1 Mi
C It is not possible to persuade th C The worst is not likely to happe C All of the given options c All of the given options uestion No : 9 of 60 A primary factor to consider when d nswer (Please select your correct C A noisy environment.	n. eciding on the setting for option) for the audience.	imary factor to consider when deciding on		Marks:	1 (Budgeted Time 1 Mi

tion No : 10 of 60	Marks: 1 (Budgeted Time 1 Min)
of the following are the elements of effective written communication, EXCEPT	
swer (Please select your correct option)	VuAnswers.com
Courtesy	
Correctness	
Conciseness	
Cleanliness The elements are:	
1. Courtesy 2. Correctness 3. Concisence	**** Made by: Waqar Siddhu
estion No : 11 of 60	Marks: 1 (Budgeted Time 1 Min)
Thile preparing for effective business writing Planning Stage involves all of the following EXCEPT:	
swer (Please select your correct option)	VuAnswers.com
swer (Please select your correct option) Determine your purpose	VuAnswers.com
Determine your purpose Consider your reader	VuAnswers.com
Determine your purpose Consider your reader	VuAnswers.com
Determine your purpose Consider your reader	VuAnswers.com
Determine your purpose Consider your reader Determine the appropriate content Choose your clothes	
Determine your purpose Consider your reader Determine the appropriate content Choose your clothes	Made by: Waqar Siddhu
Determine your purpose Consider your reader Determine the appropriate content Choose your clothes eestion No : 12 of 60	
Determine your purpose Consider your reader Determine the appropriate content Choose your clothes	Made by: Waqar Siddhu
Determine your purpose Consider your reader Determine the appropriate content Choose your clothes eestion No : 12 of 60	Made by: Waqar Siddhu
Determine your purpose Consider your reader Determine the appropriate content Choose your clothes eestion No : 12 of 60	Made by: Waqar Siddhu
Determine your purpose Consider your reader Determine the appropriate content Choose your clothes exition No : 12 of 60 Thich of the following method is generally preferred when presenting positive or good-news information? swer (Please select your correct option) Direct method This method is generally preferred when presenting positive or good-	Made by: Magar Siddhu Marks: 1 (Budgeted Time 1 Min) VuAnswers.com
Determine your purpose Consider your reader Determine the appropriate content Choose your clothes estion No : 12 of 60 Phich of the following method is generally preferred when presenting positive or good-news information? swer (Please select your correct option) Direct method This method is generally preferred when presenting positive or good-because the reader is immediately given the information of greater into	Made by: Magar Siddhu Marks: 1 (Budgeted Time 1 Min) VuAnswers.com
Determine your purpose Consider your reader Determine the appropriate content Choose your clothes exition No : 12 of 60 Thich of the following method is generally preferred when presenting positive or good-news information? swer (Please select your correct option) Direct method This method is generally preferred when presenting positive or good-	Made by: Magar Siddhu Marks: 1 (Budgeted Time 1 Min) VuAnswers.com
Determine your purpose Consider your reader Determine the appropriate content Choose your clothes estion No : 12 of 60 Phich of the following method is generally preferred when presenting positive or good-news information? swer (Please select your correct option) Direct method This method is generally preferred when presenting positive or good-news information of greater in because the reader is immediately given the information of greater in because the reader is immediately given the information of greater in because the reader is immediately given the information of greater in because the reader is immediately given the information of greater in because the reader is immediately given the information of greater in because the reader is immediately given the information of greater in because the reader is immediately given the information of greater in because the reader is immediately given the information of greater in because the reader is immediately given the information of greater in because the reader is immediately given the information of greater in because the reader is immediately given the information of greater in because the reader is immediately given the information of greater in because the reader is immediately given the information of greater in because the reader is immediately given the information of greater in because the reader is immediately given the information of greater in because the reader is immediately given the information of greater in because the reader is immediately given the information of greater in because the reader is immediately given the information of greater in because the reader is immediately given the information of greader in because the reader is immediately	Made by: Magar Siddhu Marks: 1 (Budgeted Time 1 Min) VuAnswers.com
Determine your purpose Consider your reader Determine the appropriate content Choose your clothes estion No : 12 of 60 Thich of the following method is generally preferred when presenting positive or good-news information? swer (Please select your correct option) Direct method This method is generally preferred when presenting positive or good-news information?	Made by: Magar Siddhu Marks: 1 (Budgeted Time 1 Min) VuAnswers.com
Determine your purpose Consider your reader Determine the appropriate content Choose your clothes estion No : 12 of 60 Phich of the following method is generally preferred when presenting positive or good-news information? swer (Please select your correct option) Direct method This method is generally preferred when presenting positive or good-news information of greater in because the reader is immediately given the information of greater in because the reader is immediately given the information of greater in because the reader is immediately given the information of greater in because the reader is immediately given the information of greater in because the reader is immediately given the information of greater in because the reader is immediately given the information of greater in because the reader is immediately given the information of greater in because the reader is immediately given the information of greater in because the reader is immediately given the information of greater in because the reader is immediately given the information of greater in because the reader is immediately given the information of greater in because the reader is immediately given the information of greater in because the reader is immediately given the information of greater in because the reader is immediately given the information of greater in because the reader is immediately given the information of greater in because the reader is immediately given the information of greater in because the reader is immediately given the information of greater in because the reader is immediately given the information of greater in because the reader is immediately given the information of greader in because the reader is immediately	Made by: Magar Siddhu Marks: 1 (Budgeted Time 1 Min) VuAnswers.com

stion No : 13 of 60 is an abbreviation of which of the follo	Marks: 1 (Budgeted Time 1
nswer (Please select your correct option	
	that case place the notation "bc," "bcc," or "bpc" for blind copy, blind carbon copy and blind photo copy
Blind paper copy	
Blind person copy	
c	
Blind pasted copy	Made by: Waqar Sidd
uestion No : 14 of 60	Marks: 1 (Budgeted Time 1 I
The courteous close of a direct request lett	
nswer (Please select your correct option	VuAnswers.com
A specific request	
Information about how you can be rea	ached
An expression of appreciation or goo	dwill
C Information about your city	Request specific action in a courteous close Close your message with three important elements: Mode by: Monor Sidd
Information about your city	Close your message with three important elements: 1. A specific request, 2. Information about how you can Made by: Wagar Siddl
Information about your city	Close your message with three important elements: 1. A specific request, 2. Information about how you can Marks: 1 (Budgeted Time 1 Marks: 1 (Budgeted Time 1 Marks: 1)
Information about your city	Close your message with three important elements: 1. A specific request, 2. Information about how you can Made by: Wagar Siddl
Information about your city	Close your message with three important elements: 1. A specific request, 2. Information about how you can Marks: 1 (Budgeted Time 1 Marks: 1 (Budgeted Time 1 Marks: 1)
uestion No : 15 of 60 Which of the following is the most appropr	Close your message with three important elements: 1. A specific request, 2. Information about how you can Marks: 1 (Budgeted Time 1 Marks: 1 (Budg
Linformation about your city uestion No : 15 of 60 Which of the following is the most appropriate nswer (Please select your correct option Explain the purpose of the event.	Close your message with three important elements: 1. A specific request, 2. Information about how you can Marks: 1 (Budgeted Time 1 Marks: 1 (Budg
uestion No : 15 of 60 Which of the following is the most appropr	Close your message with three important elements: 1. A specific request, 2. Information about how you can Marks: 1 (Budgeted Time 1 Marks: 1 (Budg
Linformation about your city uestion No : 15 of 60 Which of the following is the most appropriate nswer (Please select your correct option Explain the purpose of the event.	Close your message with three important elements: 1. A specific request, 2. Information about how you can Marks: 1 (Budgeted Time 1 Marks: 1 (Budg
LInformation about your city uestion No : 15 of 60 Which of the following is the most appropriate mover (Please select your correct option Explain the purpose of the event.	Close your message with three important elements: 1. A specific request, 2. Information about how you can Marks: 1 (Budgeted Time 1 Marks: 1 (Budg
Information about your city uestion No : 15 of 60 Which of the following is the most appropr Explain the purpose of the event. Give details of the event. Extend the invitation.	Close your message with three important elements: 1. A specific request, 2. Information about how you can Marks: 1 (Budgeted Time 1) riate opening for an invitation to a fund-raising event? (m) VUANSWERS.COM
LInformation about your city uestion No : 15 of 60 Which of the following is the most appropriate mover (Please select your correct option Explain the purpose of the event.	Close your message with three important elements: 1. A specific request, 2. Information about how you can Marks: 1 (Budgeted Time 1) riate opening for an invitation to a fund-raising event? (m) VUANSWERS.COM

estion No : 16 of 60	Marks: 1 (Budgeted Time 1 Min)
th the use of which of the following, we reason from specific evidence to specific evidence?	
wer (Please select your correct option) Analogy	VuAnswers.com
Analogy With analogy, you reason from specific evidence to specific evidence	
Logic	
Induction	
Deduction	
	Made by: Waqar Siddh
estion No : 17 of 60	Marks: 1 (Budgeted Time 1 Min
here do cultural styles of audience in persuasion tend to differ?	
swer (Please select your correct option)	VuAnswers.com
Differ in their responses to persuasive appeals	
Differ in their levels of visible emotion	
Differ in how they regard supporting materials	
All of the given options	Made has Selected Ciddle
	Made by: Waqar Siddh
estion No : 18 of 60	Marks: 1 (Budgeted Time 1 Min
hich of the following is a guideline for writing sales letter?	
wer (Please select your correct option)	VuAnswers.com
Place your clients' needs first	
Listen to your clients	
Emphasize features, not benefits	
Emphasize features, not benefits	
Emphasize features, not benefits	Made by: Waqar Siddh

uestion No : 19 of 60	Marks: 1 (Budgeted Time 1 Min)
Which of the following type of memorandum reports are written in order to give explanation for something	, a change in procedure, an increase in budget, or perhaps reasons for resisting any new policy
nswer (Please select your correct option) Progress reports	VuAnswers.com
Periodic reports	
Justification reports	
Application reports	
	Made by: Waqar Siddhu
uestion No : 20 of 60 Which of the following is defined as a one or two page summary of your skills, accomplishments, experier	Marks: 1 (Budgeted Time 1 Min)
nswer (Please select your correct option)	VuAnswers.com
Report	
Resume	
Application	
C Letter	Made bu: Magar Siddhu
	Made by: Wagar Siddhu Marks: 1 (Budgeted Time 1 Min)
C	
C	
C	Marks: 1 (Budgeted Time 1 Min)
C uestion No : 21 of 60 All of the following are responsibilities of the interviewee to help make the interview a success, except:	
C uestion No : 21 of 60 All of the following are responsibilities of the interviewee to help make the interview a success, except: nswer (Please select your correct option) Covering your own agenda	Marks: 1 (Budgeted Time 1 Min)
C uestion No : 21 of 60 All of the following are responsibilities of the interviewee to help make the interview a success, except: nswer (Please select your correct option) Covering your own agenda	Marks: 1 (Budgeted Time 1 Min)
uestion No : 21 of 60 All of the following are responsibilities of the interviewee to help make the interview a success, except: nswer (Please select your correct option) C Covering your own agenda	Marks: 1 (Budgeted Time 1 Min)
C uestion No : 21 of 60 All of the following are responsibilities of the interviewee to help make the interview a success, except: nswer (Please select your correct option) Covering your own agenda Using secondary questions Giving detailed answers	Marks: 1 (Budgeted Time 1 Min)
C uestion No : 21 of 60 All of the following are responsibilities of the interviewee to help make the interview a success, except: nswer (Please select your correct option) Covering your own agenda Using secondary questions Using secondary questions	Marks: 1 (Budgeted Time 1 Min) VuAnswers.com
C uestion No : 21 of 60 All of the following are responsibilities of the interviewee to help make the interview a success, except: nswer (Please select your correct option) C Overing your own agenda Using secondary questions Giving detailed answers C Correcting any misunderstandings	Marks: 1 (Budgeted Time 1 Min)
C uestion No : 21 of 60 All of the following are responsibilities of the interviewee to help make the interview a success, except: nswer (Please select your correct option) C Overing your own agenda Using secondary questions Giving detailed answers C Correcting any misunderstandings	Marks: 1 (Budgeted Time 1 Min) VuAnswers.com
C uestion No : 21 of 60 All of the following are responsibilities of the interviewee to help make the interview a success, except: nswer (Please select your correct option) C Overing your own agenda Using secondary questions Giving detailed answers C Correcting any misunderstandings	Marks: 1 (Budgeted Time 1 Min) VuAnswers.com
C uestion No : 21 of 60 All of the following are responsibilities of the interviewee to help make the interview a success, except: nswer (Please select your correct option) C Overing your own agenda Using secondary questions Giving detailed answers C Correcting any misunderstandings	Marks: 1 (Budgeted Time 1 Min) VuAnswers.com
C uestion No : 21 of 60 All of the following are responsibilities of the interviewee to help make the interview a success, except: nswer (Please select your correct option) C Overing your own agenda Using secondary questions Giving detailed answers C Correcting any misunderstandings	Marks: 1 (Budgeted Time 1 Min)

stion No : 22 of 60	Marks: 1 (Budgeted 1	Time 1 Min)
e vocabulary of informal writing is:		
wer (Please select your correct option) Less difficult The vesselulary of inf	VuAnswers.com	
The vocabulary of inf between the formal ar	rmal writing is less difficult. Compare the following lists, noting the differences d informal usage	
Tricky		
Intricate		
All of the given options		
	Made by: Waqar Si	ddhu
estion No : 23 of 60	Marks: 1 (Budgeted 1	Time 1 Min)
wer (Please select your correct option) Determine your purpose	VuAnswers.com	
Determine your purpose Consider your reader Choose your idea		
Determine your purpose Consider your reader Choose your idea	VuAnswers.com Made by: Wagar Si	ddhu
Determine your purpose Consider your reader Choose your idea Proofreading estion No : 24 of 60	Made by: Magar Si Marks: 1 (Budgeted)	
Determine your purpose Consider your reader Choose your idea Proofreading estion No : 24 of 60 rder letters are comprised of all of the following distinct	Made by: Magar Si Marks: 1 (Budgeted)	
Consider your reader Choose your idea	Made by: Magar Si Marks: 1 (Budgeted T content components, except: VuAnswers.com	
Determine your purpose Consider your reader Choose your idea Proofreading estion No : 24 of 60 rder letters are comprised of all of the following distinct swer (Please select your correct option)	Made by: Magar Si Marks: 1 (Budgeted T content components, except.	
Determine your purpose Consider your reader Choose your idea Proofreading estion No : 24 of 60 rder letters are comprised of all of the following distinct swer (Please select your correct option)	Marks: 1 (Budgeted T content components, except.	

iestion No : 25 of 60	Marks: 1 (Budgeted Time 1 Min)
Fell the audience what you did, can do, or will do, rather than what you did not do, c	annot do, or will not do". This technique is applied in:
iswer (Please select your correct option)	VuAnswers.com
Good news letter	
Direct-request letter	
Disappointing news letter	
Persuasive news letter	
	Made by: Waqar Siddhu
restion No : 26 of 60 he term "Memo" stands for:	Marks: 1 (Budgeted Time 1 Min)
no total adulto prelimpion.	
	VuAnswers.com
Issuer (Please select your correct option) Memories	VUAIISWEIS.COITI
Memorandum	
Message	
Massive	
	Made by: Waqar Siddhu
restion No : 27 of 60	Marks: 1 (Budgeted Time 1 Min)
Jhich of the following is not true for emotions?	
swer (Please select your correct option)	VuAnswers.com
Emotions are learned.	
Emotions are innate	
Emotions are belief systems that guide our responses to feelings.	
Emotions help us to enact social roles.	
	Made by: Waqar Siddhu

Jestion No : 28 of 60	Marks: 1 (Budgeted Time 1 Min)
Which of the following will fall in the category of social invitation letters?	
iswer (Please select your correct option)	VuAnswers.com
Invitation for the farewell party of a faculty member	
The second second second second second	
Invitation for delivering a lecture on Labor Day	
Letter written for the booking of a hotel room	
•	
All of the given options	Mada har Salasar Giddha
Justion No : 29 of 60	Made by: Wagar Siddhu Marks: 1 (Budgeted Time 1 Min)
	Which of the following type of information will more appropriately come under the heading of R.S.V.P?
	A THE OF THE OFFICE AND OF THE ALTHOUGH ANT THE OFFICE AND OFFICE AND A THE OFFICE AT A THE
	\ /v. A
nswer (Please select your correct option) Muhammad Raza 0300999887	VuAnswers.com
Muhammad Kaza 0500999887	
Pearl Continental Hotel, Lahore	
Amna weds Amir	
•	
Sisters and Cousins	
	Mada bus 9 Maaar Siddha
	Made by: Waqar Siddhu Nate 1 (Budgeted Time 1 Min)
estion No : 30 of 60 Which of the following is not among the essential parts of a letter?	Made by: Wagar Siddhu Marks: 1 (Budgeted Time 1 Min)
uestion No : 30 of 60 Which of the following is not among the essential parts of a letter? Essential parts	Marks: 1 (Budgeted Time 1 Min)
uestion No : 30 of 60 Which of the following is not among the essential parts of a letter? Essential parts	
uestion No : 30 of 60 Which of the following is not among the essential parts of a letter? Essential parts • Letterhead • Date • Inside address• Sah	Marks: 1 (Budgeted Time 1 Min) utation • Body • Complimentary close• Signature
uestion No : 30 of 60 Which of the following is not among the essential parts of a letter? Essential parts	Marks: 1 (Budgeted Time 1 Min)
uestion No : 30 of 60 Which of the following is not among the essential parts of a letter? Essential parts • Letterhead • Date • Inside address• Sah	Marks: 1 (Budgeted Time 1 Min) utation • Body • Complimentary close• Signature
vestion No : 30 of 60 Which of the following is not among the essential parts of a letter? Essential parts • Letterhead • Date • Inside address• Sah uswer (Please select your correct option) Complementary close Post script	Marks: 1 (Budgeted Time 1 Min) utation • Body • Complimentary close• Signature
restion No : 30 of 60 Which of the following is not among the essential parts of a letter? Essential parts • Letterhead • Date • Inside address• Sale reswer (Please select your correct option) Complementary close	Marks: 1 (Budgeted Time 1 Min) utation • Body • Complimentary close• Signature
vestion No : 30 of 60 Which of the following is not among the essential parts of a letter? Essential parts • Letterhead • Date • Inside address• Sah uswer (Please select your correct option) Complementary close Post script	Marks: 1 (Budgeted Time 1 Min) utation • Body • Complimentary close• Signature
Interstein No : 30 of 60 Which of the following is not among the essential parts of a letter? Essential parts • Letterhead • Date • Inside address• Sah Inswer (Please select your correct option) Complementary close Post script Date	Marks: 1 (Budgeted Time 1 Min) utation • Body • Complimentary close• Signature
restion No : 30 of 60 Which of the following is not among the essential parts of a letter? Essential parts • Letterhead • Date • Inside address• Sah reswer (Please select your correct option) Complementary close Post script Date	Marks: 1 (Budgeted Time 1 Min) atation • Body • Complimentary close• Signature VuAnswers.com
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ion No : 31 of 60					Marks: 1 (Budgeted	Time 1 Min)
presenters who wish to instruct or te	ach should make the use of wh	ch of the following visual aid minimal?				
				Anew	vers.com	
er (Please select your correct option	on)		V			
Video						
35 mm slide						
Whiteboard						
			Made	ph: .	Waqar Si	iddhu
ion No : 32 of 60					Marks: 1 (Budgeted	Time 1 Min)
information you provide will be kep	strictly confidential." This stat	ement will be placed in which of the follow	ring sections of a letter?			
er (Please select your correct option	on)		Vı	JAnsv	vers.com	
Subject line						
In closing section						
In the opening section						
anno aco anno a						
annos acos acontratos			Made	bu: "	Allagar Si	iddhu
In the middle section			Made	ь у: '	Magar Si Marks: 1 (Budgeted	
In the middle section ion No : 33 of 60	f opening should be followed?	What characteristics do good-news l	etters possess?		Magar Si Marks: 1 (Budgeted	
In the middle section ion No : 33 of 60	f opening should be followed?	Good-news letters can be identified by th <u>1. Begin with the good news or main ide</u>	etters possess? e following characteristics:		-	
In the middle section ion No : 33 of 60	f opening should be followed?	Good-news letters can be identified by th 1. Begin with the good news or main ide 2. Use a fast-start opening 3. Provide explanatory details or informa	etters possess? e following characteristics:	:	Marks: 1 (Budgeted	
In the middle section ion No : 33 of 60 iting good-news letters, what kind o		Good-news letters can be identified by th 1. Begin with the good news or main ide 2. Use a fast-start opening	etters possess? e following characteristics: a tion of primary and seconda	ary importanc	Marks: 1 (Budgeted	
In the middle section ion No : 33 of 60 iting good-news letters, what kind o er (Please select your correct optic		Good-news letters can be identified by th 1. Beein with the good news or main ide 2. Use a fast-start opening 3. Provide explanatory details or informa 4. Incorporate a you-viewpoint	etters possess? e following characteristics: a tion of primary and seconda	ary importanc	Marks: 1 (Budgeted	
In the middle section ion No : 33 of 60 iting good-news letters, what kind o er (Please select your correct optic		Good-news letters can be identified by th 1. Beein with the good news or main ide 2. Use a fast-start opening 3. Provide explanatory details or informa 4. Incorporate a you-viewpoint	etters possess? e following characteristics: a tion of primary and seconda	ary importanc	Marks: 1 (Budgeted	
In the middle section ion No : 33 of 60 iting good-news letters, what kind o er (Please select your correct option Fast-start opening		Good-news letters can be identified by th 1. Beein with the good news or main ide 2. Use a fast-start opening 3. Provide explanatory details or informa 4. Incorporate a you-viewpoint	etters possess? e following characteristics: a tion of primary and seconda	ary importanc	Marks: 1 (Budgeted	
In the middle section ion No : 33 of 60 iting good-news letters, what kind o er (Please select your correct option Fast-start opening		Good-news letters can be identified by th 1. Beein with the good news or main ide 2. Use a fast-start opening 3. Provide explanatory details or informa 4. Incorporate a you-viewpoint	etters possess? e following characteristics: a tion of primary and seconda	ary importanc	Marks: 1 (Budgeted	
In the middle section ion No : 33 of 60 iting good-news letters, what kind o er (Please select your correct option Fast-start opening Slow- start opening		Good-news letters can be identified by th 1. Beein with the good news or main ide 2. Use a fast-start opening 3. Provide explanatory details or informa 4. Incorporate a you-viewpoint	etters possess? e following characteristics: a tion of primary and seconda	ary importanc	Marks: 1 (Budgeted	
In the middle section ion No : 33 of 60 iting good-news letters, what kind o er (Please select your correct option Fast-start opening Slow- start opening		Good-news letters can be identified by th 1. Beein with the good news or main ide 2. Use a fast-start opening 3. Provide explanatory details or informa 4. Incorporate a you-viewpoint	etters possess? e following characteristics: a tion of primary and seconda	ary importanc	Marks: 1 (Budgeted	
In the middle section ion No : 33 of 60 iting good-news letters, what kind o er (Please select your correct opti Fast-start opening Slow- start opening Could be started either way		Good-news letters can be identified by th 1. Beein with the good news or main ide 2. Use a fast-start opening 3. Provide explanatory details or informa 4. Incorporate a you-viewpoint	etters possess? e following characteristics: a tion of primary and second	ary importance	Marks: 1 (Budgeted	Time 1 Min)
In the middle section ion No : 33 of 60 iting good-news letters, what kind o er (Please select your correct opti Fast-start opening Slow- start opening Could be started either way		Good-news letters can be identified by th 1. Beein with the good news or main ide 2. Use a fast-start opening 3. Provide explanatory details or informa 4. Incorporate a you-viewpoint	etters possess? e following characteristics: a tion of primary and second	ary importance	Marks: 1 (Budgeted	Time 1 Min)
In the middle section ion No : 33 of 60		Good-news letters can be identified by th 1. Beein with the good news or main ide 2. Use a fast-start opening 3. Provide explanatory details or informa 4. Incorporate a you-viewpoint	etters possess? e following characteristics: a tion of primary and second	ary importance	Marks: 1 (Budgeted	Time 1 Min)
In the middle section ion No : 33 of 60 iting good-news letters, what kind o er (Please select your correct opti Fast-start opening Slow- start opening Could be started either way		Good-news letters can be identified by th 1. Beein with the good news or main ide 2. Use a fast-start opening 3. Provide explanatory details or informa 4. Incorporate a you-viewpoint	etters possess? e following characteristics: a tion of primary and second	ary importance	Marks: 1 (Budgeted	Time 1 Min)
In the middle section ion No : 33 of 60 iting good-news letters, what kind o er (Please select your correct opti Fast-start opening Slow- start opening Could be started either way		Good-news letters can be identified by th 1. Beein with the good news or main ide 2. Use a fast-start opening 3. Provide explanatory details or informa 4. Incorporate a you-viewpoint	etters possess? e following characteristics: a tion of primary and second	ary importance	Marks: 1 (Budgeted	Time 1 Min)

Jestion No : 34 of 60	Marks: 1 (Budgeted Time 1 Min
Suppose some customer has ordered two dresses from your boutique through online shopping, ou use to start your message?	Now you have to send an e-mail acknowledging his/her order. Which of the following sentences would
nswer (Please select your correct option)	VuAnswers.com
The two party wear dresses you recently ordered have been sent to you through TCS	Letters acknowledging orders The reasons for acknowledging an order are to inform the customer that his / her order has been re and that it has been shipped (or will be shipped), to express appreciation to the customer for his / he order, and to build goodwill.
We appreciate having you as a new customer	
You will be interested to know that soon we are starting our separate section for ladies jet	welry as well
Our dresses always have a traditional tinge incorporating the latest fashion trends as well	Mada hau Salaaar Giddh
	Made by: Waqar Siddh
uestion No : 35 of 60	Marks: 1 (Budgeted Time 1 Min
It's not what you say but how you say it." In this statement, "How" indicates towards the	
nswer (Please select your correct option)	VuAnswers.com
Sender of the message It's not what you say but how you say it.	
Tone of the message	
0	
Receiver of the message	
Length of the message	
	Made by: Waqar Siddh
uestion No : 36 of 60	Marks: 1 (Budgeted Time 1 Min
While writing a disappointing news letter, the tone of the message should convey all of the follow	wing, except.
nswer (Please select your correct option)	VuAnswers.com
Firmness	
C	
Fairness	
Goodwill	
Malice	
Malice	Made by: Maaar Siddh
c Malice	Made by: Waqar Siddh
n Malice	Made by: Waqar Siddh
Malice	Made by: Waqar Siddh
Malice	Made by: Waqar Siddh
Malice	Made by: Waqar Siddh
Malice	Made by: Waqar Siddh
Malice	Made by: Waqar Siddh
d Malice	Made by: Waqar Siddh
For More Visi	

For	More	Visit	VU	Answer
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hich of the following sentences has courteous wording?	
wer (Please select your correct option)	
wer (Please select your correct option)	
swer (Please select your correct option)	
	VuAnswers.com
You did not read my recent letter.	
Please refer to my June 10 letter.	
. Why didn't you read my letter?	
Read my new letter.	
	Made by: Waqar Siddl
lestion No : 38 of 60	Marks: 1 (Budgeted Time 1 N
Thich of the following is a written supplement that you can pass out to your audience to provide additional deta	ils or a summary of your presentation?
swer (Please select your correct option)	VuAnswers.com
35mm slides	
Overhead transparencies	
Flip chart	
Handout	Made by: Waqar Siddl
estion No : 39 of 60	Marks: 1 (Budgeted Time 1 N
	warks: 1 (budgeted time 1 li
elaying response to the letter can be severely damaging to which of the following relationships?	
swer (Please select your correct option)	VuAnswers.com
Writer-Reader Delaying a response can be severely damaging to the w	vrite-reader relationship.
Owner-Customer	
Writer-Distributor	
Reader- Owner	
	Made by: Waqar Siddl
L	

uestion No : 40 of 60	Marks: 1 (Budgeted Time 1 Min
Which of the following is a drawback of using 'handout' as a supp	orting tool in presentation?
nswer (Please select your correct option)	VuAnswers.com
Audience can prejudge the presenter or presentation.	• Handouts passed out in advance tend to cause attendees to prejudge the presenter. and/or the presentation.
They eliminate the need for note taking.	
Information is available for late comers.	
Provide an accurate record of the information being presenter	" Made by: Waqar Siddh
uestion No : 41 of 60	Marks: 1 (Budgeted Time 1 Min
Il of these are the qualities of conciseness, except:	
Delete irrelevant words and rambling sentences.	
Omit information obvious to the receiver, do not repeat at lengt	h what that person has already told you.
Avoid short introductions.	Made by: Waqar Siddh
uestion No : 42 of 60	Marks: 1 (Budgeted Time 1 Min
Phys. The second section 400 is a second sec	
ine Dean decided is more explicit than A decision has been ma	ade". This statement refers to which of the following characteristics of concreteness?
	ade" This statement refers to which of the following characteristics of concreteness? VuAnswers.com
Isswer (Please select your correct option)	
nswer (Please select your correct option)	
Answer (Please select your correct option) Include as much specific information as possible	

uestion No : 43 of 60	Marks: 1 (Budgeted Time 1 Min)
An accident took place at Wahdat road." The answer to which W out of 5Ws of a n $$	news story is missing in this statement?
nswer (Please select your correct option)	VuAnswers.com
C What	
Which	
Where	
When	
L	Made by: Waqar Siddhu
uestion No : 44 of 60 All of the following are group task roles that people have to play in group communic	Marks: 1 (Budgeted Time 1 Min)
swar / Plasse select your correct ontion \	VuAnswers.com
Initiating or opinion seeking	
c	
Consensus seeking	
Devil's advocate	
Encouraging	
	Made by: Waqar Siddhu
uestion No : 45 of 60 Which of the following should be the quality of a good persuader?	Marks: 1 (Budgeted Time 1 Min)
nswer (Please select your correct option)	VuAnswers.com
Good persuader assumes persuation as a process of give and take.	
Good persuader assumes persuation as one-shot effort.	
Good persuader relies solely on the arguments.	
Good persuader assumes that persuation is not a one time event.	Made by: Waqar Siddhu

Avoid directing your opponent: Avoid directing your opponent: Avoid directing your opponent: Avoid faily sealoge: Avoid faily se	stion No : 46 of 60	Marks: 1 (Budgeted Time 1 Min)
Avoid directing your opponent: Avoid directing your opponent: Avoid findly subject: Avoid findly subject: Avoi	of the following is the way to avoid faulty logics in persuasive wri	ting, except:
Avoid logical paper: Avoid logical paper: Physical paper: Avoid logical paper: Avoid		
Aveid biginal pageet: Aveid bigging the question: Aveid bigging the question: Aveid factoring your opponent: Aveid factoring to the perform and the sound of birds ingeng outlide the class room and this distracts you from your concernation. What would you call? Exerce (Plantase asleed your correct option) VuAnswers.com Prychological noise Prychological noise Prychological noise Prychological noise Prychological noise Prychological noise Prychological noise VuAnswers.com VuAnswers.com Intervent (Plantase asleed your correct option) VuAnswers.com Prychological noise Prychological noise 		
Avoid highed inport Avoid highed inport Avoid highing your opponent. Avoid highing your opponent opponent. Avoid highing your opponent opponent. Avoid highing your opponent oppone	wer (Please select your correct option)	VuAnswers com
Avoid bragging the question. Avoid factory analogies: Perchasic Perchasic Perchasic Perchasic Perchasic Perchasic Perchasic Perc		
Avoid bragging the question. Avoid factory analogies: Perchasic Perchasic Perchasic Perchasic Perchasic Perchasic Perchasic Perc		
Avrid beging the speriors. Avrid fadady analoger. Monde by: Magna Siddhbu autors No: 47 of 0 The starting to the letters, you hear the rounds of birds inging outside the class room and thir distrating you from your conversation. What would you call if?	Avoid attacking your opponent	
Avid faily analoge: Minor by: Waqar Siddbe Interior to : 17 of 50 Interior to inter		
A rold fladty analogies: A rold fladty anal	Avoid begging the question	
By and by: Wages Siddbar and the store of the letter, you hear the rounds of birds singing outside the class room and this distracts you from your conversation. What would you call if aver (Please select your correct option) VuAnswers.com Porchological noise Porcholo		
extion No : 47 of 60 Mark: 1 (Budgeted Time 1 Min) Alle laterang to the lecture, you hear the counds of birds singling outside the class room and this distracts you from your conversation. What would you call i? WuAnswers.com Feedback Prychological noise Prychological noise Prychological noise Prychological noise Prychological noise Prychological noise Prychological noise Prychological noise Prychological noise Prychological noise Prychological noise Prychologi	Avoid faulty analogies	Mada hu Jalaaan Giddhu
While latering to the lecture, you have the sounds of birds singing outside the class room and this distracts you from your conversation. What woold you call it?	stion No. : 47 of 60	
Feedback Prychological noise Physiological noise Physiologica		
Feedback Psychological noise Physiological noise Physiologica		
Feedback Prychological noise Physiological noise Physiologica		
Prychological noise Physiological noise P		vuAnswers.com
Physical noise Physic	Feedback	
Physical noise Physic	Psychological noise	
Physiological noise Physio		
Constrained they'll be able to guide better If they are educated they'll be able to re-write the speech. They can coordinate with the expected audience and then suggest questions.	Physical noise	
Constrained by: Wager Siddbe Constrained by: Constrate by: Constrained by: Constrained by: Constrained by: Constraine		
Under the product of the following ways input from associates can be helpful in anticipating questions from audience? Inswer (Please select your correct option) They can help in guessing questions. If they are more experienced they'll be able to guide better. If they are more experienced they'll be able to guide better. If they are educated they'll be able to re-write the speech. They can coordinate with the expected audience and then suggest questions.	Physiological noise	
n which of the following ways input from associates can be helpful in anticipating questions from audience?		'Made by: Waqar Siddhu
If they are more experienced they'll be able to guide better. If they are more experienced they'll be able to guide better. If they are more experienced they'll be able to guide better. If they are more objective. An effective means of doing so is to defiver the presentation to associates who role-play members of the prospective audience and make note of questions or concerns that occur to them. If they are educated they'll be able to re-write the speech. They can coordinate with the expected audience and then suggest questions.		
They can help in guessing questions. If they are more experienced they'll be able to guide better. If the presenter is as experienced as associates, it is still beneficial to solicit input from others who are likely to be more objective. An effective means of doing so is to deliver the presentation to associates who role-play members of the prospective audience and make note of questions or concerns that occur to them. If they are educated they'll be able to re-write the speech. They can coordinate with the expected audience and then suggest questions.	which of the following ways input from associates can be helpful i	n anticipating questions from audience?
They can help in guessing questions. If they are more experienced they'll be able to guide better. If the presenter is as experienced as associates, it is still beneficial to solicit input from others who are likely to be more objective. An effective means of doing so is to deliver the presentation to associates who role-play members of the prospective audience and make note of questions or concerns that occur to them. If they are educated they'll be able to re-write the speech. If they can coordinate with the expected audience and then suggest questions.		
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from others who are likely to be more objective. An effective means of doing so is to deliver the presentation to associates who role-play members of the prospective audience and make note of questions or concerns that occur to them. If they are educated they'll be able to re-write the speech. They can coordinate with the expected audience and then suggest questions.	They can help in guessing questions.	
from others who are likely to be more objective. An effective means of doing so is to deliver the presentation to associates who role-play members of the prospective audience and make note of questions or concerns that occur to them.		
If they are educated they'll be able to re-write the speech. They can coordinate with the expected audience and then suggest questions.	If they are more experienced they'll be able to guide better.	from others who are likely to be more objective. An effective means of doing so is to deliver the presentation
They can coordinate with the expected audience and then suggest questions.	To d	to associates who role-play members of the prospective audience and make note of questions or concerns that occur to them.
	If they are educated they'll be able to re-write the speech.	
	They can coordinate with the expected audience and they are	est anestions
	sur over same whit are expected addictive and utili sugg	Made by: Waqar Siddhu

tion No : 49 of 60	Marks: 1 (Budgeted Time 1 Min)
ch of the following type of listening is used when we suspect that we may be listening to a biased source	of information?
rer (Please select your correct option)	VuAnswers.com
Empathic listening	
Critical listening	
Active listening	
Norder Classificities and the	
Preferential listening	
	Made by: Waqar Siddhu
tion No : 50 of 60	Marks: 1 (Budgeted Time 1 Min)
ch of the following is the purpose of outline?	
	VuAnswers.com
er (Please select your correct option) It helps put request to the information.	vuAnswers.com
a nako karodano o no manumun	
It serves as a model to check your work.	
It serves as a guide from which to deliver your interview.	
It serves as a model to check other's work	
is serves as a model to thete other s work.	Made by: Waqar Siddhu
tion No : 51 of 60	Marks: 1 (Budgeted Time 1 Min)
ch of the following includes a standardized vocabulary, with agreed-upon rules of pronunciation, syntax,	and grammar.
	VuAnswers.com
er (Please select your correct option) Verbiage	VuAnswers.com
Verbiage	VuAnswers.com
	VuAnswers.com
Verbiage Communication	VuAnswers.com
Verbiage Communication Messaging	VuAnswers.com
Communication Messaging Language Whether it is in spelling, dictation, grammar, or pronunciation, an error immediately force	
Verbiage Communication Messaging Language Whether it is in spelling,	
Verbiage Communication Messaging Language Whether it is in spelling, dictation, grammar, or pronunciation, an error immediately force	
Verbiage Communication Messaging Language Whether it is in spelling, dictation, grammar, or pronunciation, an error immediately force	
Verbiage Communication Messaging Language Whether it is in spelling, dictation, grammar, or pronunciation, an error immediately force	
Verbiage Communication Messaging Language Whether it is in spelling, dictation, grammar, or pronunciation, an error immediately force	

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stion No : 52 of 60	Marks: 1 (Budgeted Time 1 I
d thinks that he is very handsome and charming and can mesmerize any girl with his looks and attitude. This opinio	n of Asad about himself constitutes which of the following category of his self
cept?	
5	
ver (Please select your correct option)	VuAnswers.com
Asad's social self	
Asad's Physical self	
Asad's Spiritual self	
Asad's Intellectual self	
	Made by: Waqar Sidd
stion No : 53 of 60	Marks: 3 (Budgeted Time 6
	waiks. 5 (Duugeleu Time 6 i
anizing stage involves a careful outlining of the topic which is helpful for various reasons. Discuss those reasons.	
	VuAnswers.com
wer (Please <u>click here</u> to Add Answer)	VuAnswers.com
金融 番 Q 次 12 間 い い 構 形 化 電 1 日 2 100% M	
amat Atiat Aliat	
Careful outlining is helpful for several reasons: One, it improves the clarity of your message;	Second. it
saves writing time later (changes in outline are easy than in writing material); and Third, it ena	bles to
emphasize properly the various topics in the message (placing the most important at the begin emphatic than in the middle)	ning is more
	Made by: Maqar Siddl
estion No : 54 of 60	Made by: Wagar Sidd Marks: 3 (Budgeted Time 6 I
estion No : 54 of 60	Marks: 3 (Budgeted Time 6 I
estion No : 54 of 60	Marks: 3 (Budgeted Time 6 I
stion No : 54 of 60	Marks: 3 (Budgeted Time 6 I
stion No : 54 of 60 nost every customer who makes a claim is emotionally involved; therefore, the indirect method is usually the best ap	Marks: 3 (Budgeted Time 6 I
stion No : 54 of 60 nost every customer who makes a claim is emotionally involved; therefore, the indirect method is usually the best ap wer (Please <u>click here</u> to Add Answer)	Marks: 3 (Budgeted Time 6 I
stion No : 54 of 60 nost every customer who makes a claim is emotionally involved; therefore, the indirect method is usually the best ap wer (Please click here to Add Answer) @ @ @ @ [] / / @ [] / @ [] [] [] [] [] [] [] [] [] [] [] [] []	Marks: 3 (Budgeted Time 6 I
stion No : 54 of 60 nost every customer who makes a claim is emotionally involved; therefore, the indirect method is usually the best ap wer (Please <u>click here</u> to Add Answer) B B B A X S B Y C A A B C I I I I I I I I I I I I I I I I I I	Marks: 3 (Budgeted Time 6 I
stion No : 54 of 60 nost every customer who makes a claim is emotionally involved; therefore, the indirect method is usually the best ar wer (Please click here to Add Answer) wer (Please click here to Add Answer)	Marks: 3 (Budgeted Time 6 I
stion No : 54 of 60 nost every customer who makes a claim is emotionally involved; therefore, the indirect method is usually the best ap wer (Please click here to Add Answer)	Marks: 3 (Budgeted Time 6 I
stion No : 54 of 60 nost every customer who makes a claim is emotionally involved; therefore, the indirect method is usually the best ar wer (Please click here to Add Answer)	Marks: 3 (Budgeted Time 6
stion No : 54 of 60 nost every customer who makes a claim is emotionally involved; therefore, the indirect method is usually the best ap wer (Please click here to Add Answer) Image: State of Sta	Marks: 3 (Budgeted Time 6 I
stion No : 54 of 60 nost every customer who makes a claim is emotionally involved; therefore, the indirect method is usually the best ap wer (Please click here to Add Answer) Image: Second	Marks: 3 (Budgeted Time 6 I
stion No : 54 of 60 nost every customer who makes a claim is emotionally involved; therefore, the indirect method is usually the best ap wer (Please click here to Add Answer) Image: Im	Marks: 3 (Budgeted Time 6 I proach for a refusal. Discuss. VuAnswers.com
stion No : 54 of 60 nost every customer who makes a claim is emotionally involved; therefore, the indirect method is usually the best ap wer (Please click here to Add Answer) Image: Im	Marks: 3 (Budgeted Time 6 I oproach for a refusal. Discuss. VuAnswers.com
stion No : 54 of 60 nost every customer who makes a claim is emotionally involved, therefore, the indirect method is usually the best ap wer (Please click here to Add Answer) Image: State of Sta	Marks: 3 (Budgeted Time 6 I oproach for a refusal. Discuss. VuAnswers.com
estion No : 54 of 60 most every customer who makes a claim is emotionally involved, therefore, the indirect method is usually the best ap wer (Please click here to Add Answer) Image:	Marks: 3 (Budgeted Time 6 I
estion No : 54 of 60 most every customer who makes a claim is emotionally involved, therefore, the indirect method is usually the best ap ower (Please click here to Add Answer) iormal Image: Imag	Marks: 3 (Budgeted Time 6 I oproach for a refusal. Discuss. VuAnswers.com
estion No : 54 of 60 most every customer who makes a claim is emotionally involved, therefore, the indirect method is usually the best ap swer (Please click here to Add Answer) immed immed Artol immed When refusing a claim, avoid language that might have a negative impact on the reader. Instead, demonstrate that you understand and have considered the complaint. The, even if the claim is unreasonable, rationally explain why you are refusing request. Remember, don't apologize and don't rely on company policy. End the letter on a respectful and action-oriented note. page 160	Marks: 3 (Budgeted Time 6 I oproach for a refusal. Discuss. VuAnswers.com
estion No : 54 of 60 most every customer who makes a claim is emotionally involved, therefore, the indirect method is usually the best ap wer (Please click here to Add Answer) iormai Image: Image	Marks: 3 (Budgeted Time 6 I oproach for a refusal. Discuss. VuAnswers.com
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uestion No : 58 of 60	Marks: 5 (Budgeted Time 10 Min)
The explanatory sections of direct request letters and indirect inquiry letters may not vary much	from one another. Discuss.
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Question No : 59 of 60	Marks: 5 (Budgeted Time 10 Min)
To write a successful résumé you need to convey seven qualities that employers seek. List down	n these qualities.
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