

MIDTERM EXAMINATION
Spring 2009

ENG201- Business and Technical English Writing (Session - 4)

Question No: 1 (Marks: 1) - Please choose one

A letter or report to a customer from an employer belongs to which kind of communication?

- ▶ **Official communication**
- ▶ Officer Communication
- ▶ Administrator communication
- ▶ Manager Communication

Question No: 2 (Marks: 1) - Please choose one

Which of the following aims at gathering specific information?

- ▶ Letter of claim
- ▶ Letter of request
- ▶ **Letter of inquiry**
- ▶ Letter of information

Question No: 3 (Marks: 1) - Please choose one

Which of the following is best when you want immediate feedback?

- ▶ **Oral medium**
- ▶ Written medium
- ▶ Electronic medium
- ▶ All of the above

Question No: 4 (Marks: 1) - Please choose one

Which phrase is correct?

- ▶ **When were you born?**
- ▶ When you are born?
- ▶ When are you born?
- ▶ When you born?

Question No: 5 (Marks: 1) - Please choose one

Which is farthest in the past?

- ▶ couple of days
- ▶ last week
- ▶ a day before yesterday
- ▶ **a month ago**

Question No: 6 (Marks: 1) - Please choose one

Which phrase is used during a presentation?

- ▶ Thanks for giving me a hand.
- ▶ **Thank you very much for your time today.**
- ▶ Thank you for your quick response.
- ▶ Thank you for your corporation.

Question No: 7 (Marks: 1) - Please choose one

Which of the followings are included in Functional words?

- ▶ Conjunctions, prepositions, nouns, pronouns
- ▶ **Conjunctions, prepositions, articles, pronouns**

- ▶ Conjunctions, prepositions, articles, adjectives
- ▶ Conjunctions, interjections, articles, pronouns

Question No: 8 (Marks: 1) - Please choose one

Which of the following is achieved through a balance between precise language and familiar language?

- ▶ **Clarity**
- ▶ Correctness
- ▶ Concreteness
- ▶ Conciseness

Question No: 9 (Marks: 1) - Please choose one

(Application) Letters are usually just one page and consist of three sections -----

- ▶ Salutation, subject matter, references
- ▶ Front matter, summary, conclusion
- ▶ Body, references, end matter
- ▶ **Front matter, body, end matter**

Question No: 10 (Marks: 1) - Please choose one

Which of the following is used in a letter to emphasize a point or to include a brief personal message?

- ▶ **Foot notes**
- ▶ Post script
- ▶ End notes
- ▶ All of the above

Question No: 11 (Marks: 1) - Please choose one

Which of the following should be essentially considered during speeches and presentations?

- ▶ Dress
- ▶ Time
- ▶ **Appearance**
- ▶ Microphone

Question No: 12 (Marks: 1) - Please choose one

Which of the followings use Salutations?

- ▶ Memorandums
- ▶ **Letters**
- ▶ Informal speech
- ▶ Proposals

Question No: 13 (Marks: 1) - Please choose one

What strategies should be opted for writing to Technicians?

- ▶ Keep introductions and background information brief
- ▶ **Make information accessible**
- ▶ Provide short definitions or explanations of any unfamiliar term
- ▶ All of the above

Question No: 14 (Marks: 1) - Please choose one

Claim letter is also called:

- ▶ Transmittal letter
- ▶ Credit refusing letter
- ▶ Adjustment letter
- ▶ **Complaint letter**

Question No: 15 (Marks: 1) - Please choose one

While writing persuasive messages which four things should be kept in mind about your audience?

- ▶ Main idea, consideration, needs and appeals, logic
- ▶ Semantics, emotion and logics, clarity, consideration
- ▶ **Needs and appeals, emotion and logic, credibility, semantics**
- ▶ Credibility, logics, main idea, emotion

Question No: 16 (Marks: 1) - Please choose one

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.”

- ▶ Clarity
- ▶ **Courtesy**
- ▶ Consideration
- ▶ Credibility

Question # 1: best communicated across cultures by using the tone, organization, and other cultural conventions that your audience expects?

Answers

- a)bad-news messages
- b)good-news messages
- c)a,b both**
- d)None of them

Question # 2: The indirect plan consists __ parts?

Answers

- a)5
- b)2
- c)3
- d)4**

Question # 3: Part of indirect plan, except!

Answers

- a) A buffer
- b) Reasons supporting the negative decision
- c) A clear, diplomatic statement of the negative decision
- d) **Weak speaking**

Question # 4:• Needs and appeals • Emotion and logic • Credibility • Semantics Related to?

Answers

- a) Audience**
- b) Judges

- c) Advocates
- d) Business Man

Question # 6: The ways of gaining credibility are:

Answers

- a) Being enthusiastic
- b) Being sincere
- c) Being an expert
- d) All of them**

Question No: 1 (Marks: 1) - Please choose one

Which of the following suggests 'Implication of a word or a suggestion separate from the usual definition'?

- ▶ Denotation
- ▶ Connotation
- ▶ Implementation**
- ▶ Abstraction

Question No: 2 (Marks: 1) - Please choose one

Which of the following is generally organized by direct approach and receives a favorable reaction?

- ▶ Business message**
- ▶ Bad news message
- ▶ Good news message
- ▶ Routine message

Question No: 2 (Marks: 1) - Please choose one

----- have little practical purpose and should not be composed at all.

- ▶ Business messages**
- ▶ Bad news messages
- ▶ Good news messages
- ▶ Routine messages

Question No: 3 (Marks: 1) - Please choose one

Which of the followings are real but unnamed readers?

- ▶ Phantom Readers**
- ▶ Future Readers
- ▶ Complex Readers
- ▶ Technical Readers

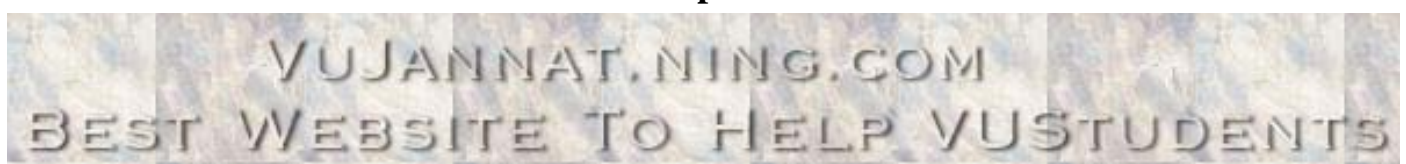
Question No: 4 (Marks: 1) - Please choose one

How many aspects does Accuracy have?

- ▶ 6**
- ▶ 5
- ▶ 4**
- ▶ 3

Question No: 5 (Marks: 1) - Please choose one

What can be considered as the heart of a report?



- ▶ The introduction of a report
- ▶ A variety of components
- ▶ Introduction, body, and a close
- ▶ **Only the body of the report**

Question No: 6 (Marks: 1) - Please choose one

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

- ▶ Designing
- ▶ Revising
- ▶ **Proofreading**
- ▶ All of the above

Question No: 7 (Marks: 1) - Please choose one

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

- ▶ Enquiries letter
- ▶ Curriculum Vitae
- ▶ **Memo**
- ▶ Complaint letter

Question No: 8 (Marks: 1) - Please choose one

Choose the correct option.

To decode a message is to:

- ▶ reject a message
- ▶ **translate ideas into code**
- ▶ evaluate a message
- ▶ interpret a message

Question No: 9 (Marks: 1) - Please choose one

Which type of Visual aid is the most difficult to execute effectively?

- ▶ Graphics
- ▶ Projections
- ▶ Handouts
- ▶ **Film and video**

Question No: 10 (Marks: 1) - Please choose one

Which one of the following can create immense difference between class room communication and job communication?

- ▶ Age of audience
- ▶ **Behavior of audience**
- ▶ Size of audience
- ▶ None of the above

Question No: 1 (Marks: 1) - Please choose one

Which of the following have both; a denotative meaning and a connotative meaning?

- ▶ Closed words
- ▶ **Content words**
- ▶ Structure words
- ▶ Strong words

Question No: 2 (Marks: 1) - Please choose one

Which of the following can be defined as “the words one chooses to state one’s message, say much more than their dictionary definitions”?

- ▶ **Semantics**
- ▶ Phonetics
- ▶ Synonyms
- ▶ Phonemes

Question No: 3 (Marks: 1) - Please choose one

Which of the following concerns the careful use of language to express meaning?

- ▶ **Stylistic accuracy**
- ▶ Stylistic clarity
- ▶ Contextual clarity
- ▶ Contextual accuracy

Question No: 4 (Marks: 1) - Please choose one

If you are writing a persuasive message, what are the common ways of establishing your credibility?

- ▶ Naming your sources when you use information from others
- ▶ Demonstrating expertise
- ▶ **Supporting your message with factual evidence**
- ▶ All of the above

Question No: 5 (Marks: 1) - Please choose one

How can you make your messages effective?

- ▶ Make them practical and factual but not persuasive.
- ▶ Make them practical and factual but include your impression.
- ▶ **Make them practical, factual, concise, clear, and persuasive.**
- ▶ Omit key facts

Question No: 6 (Marks: 1) - Please choose one

Which section of a résumé creates most disagreements among experts about its relative advantages and disadvantages?

- ▶ Skills
- ▶ **Work experience**
- ▶ Career objective
- ▶ Education

Question No: 7 (Marks: 1) - Please choose one

Which of the following should be done when writing recommendation letters?

- ▶ **Include only relevant and factual information.**
- ▶ Avoid value judgments.
- ▶ Balance criticisms with favorable points.
- ▶ All of the above

Question No: 8 (Marks: 1) - Please choose one

Which one of the following is more effective Technical Communication?

- ▶ **Oral communication**
- ▶ Mata communication
- ▶ Non verbal communication
- ▶ Written communication

Question No: 9 (Marks: 1) - Please choose one

Which one of the following options should be used during business correspondence?

- ▶ Choppy sentences
- ▶ Passive sentences
- ▶ **Bias-free language**
- ▶ Cliches

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- ▶ **Behavior of audience**
- ▶ Size of audience
- ▶ None of the above

Question No: 1 (Marks: 1) - Please choose one

Which one of these words is not a synonym for "business"?

- ▶ **Capital**
- ▶ Enterprise
- ▶ Project
- ▶ Venture

Question No: 2 (Marks: 1) - Please choose one

In which of the following bars are replaced by drawings that represent the thing described?

- ▶ Bar graphs
- ▶ Line Graphs
- ▶ **Pictographs**
- ▶ Photographs

Question No: 3 (Marks: 1) - Please choose one

Which of the following presents the main idea before the supporting data?

- ▶ Strategic plan
- ▶ Indirect plan
- ▶ **Direct plan**
- ▶ Business plan

Question No: 4 (Marks: 1) - Please choose one

Which question is used to ask about residential status?

- ▶ What's your address?
- ▶ **Where are you from?**
- ▶ Where do you belong to?
- ▶ Please sign here.

Question No: 5 (Marks: 1) - Please choose one

Which question asks for advice?

- ▶ What would you like to know?
- ▶ What should I do with my plastic bottles?
- ▶ I'm afraid I don't know where the entrance is.

- ▶ **May I help you in any way?**

Question No: 6 (Marks: 1) - Please choose one

Why style guides are widely used in organizations?

- ▶ To achieve a uniform document
- ▶ To achieve consistency of style
- ▶ To achieve good results
- ▶ **Both i & ii**

Question No: 7 (Marks: 1) - Please choose one

Claim letter is also called:

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- ▶ Credit refusing letter
- ▶ Adjustment letter
- ▶ **Complaint letter**

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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.”

- ▶ Clarity
- ▶ **Courtesy**
- ▶ Consideration
- ▶ Credibility

Question No: 9 (Marks: 1) - Please choose one

Where we use proper tone from the beginning in a reasonable and understandable way?

- ▶ Neutral news message
- ▶ Bad news message
- ▶ **Good news message**
- ▶ Business message

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- Oral medium
 - Written medium
 - Electronic medium
 - All of the above
-
-

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 - Thank you very much for your time today.
 - Thank you for your quick response.
 - Thank you for your corporation
-
-

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Which of the followings are included in Functional words?

- Conjunctions, prepositions, nouns, pronouns
 - Conjunctions, prepositions, articles, pronouns
 - Conjunctions, prepositions, articles, adjectives
 - Conjunctions, interjections, articles, pronouns
-
-

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 - Semantics, emotion and logics, clarity, consideration
 - Needs and appeals, emotion and logic, credibility, semantics**
 - Credibility, logics, main idea, emotion
-

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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.”

- Clarity
- Courtesy**
- Consideration
- Credibility

Q 2. Choose the correct option. (5)

1- ----- is a nonverbal communication conveyed by posture and movement.

- a- expressions
- b- **body language**
- c- nodding of head
- d- none of the above

2- “Establish credibility” means to make capable of being

- a- believed
- b- **reliable**
- c- all of the above
- d- none of the above

3- A semicolon is more ----- than the comma.

- a- **Formal**
- b- Informal
- c- Useful
- d- None of above

4- Salutations are used in

- a- memorandums
- b- **Letters**
- c- Informal speech
- d- None of the above

5- All seven C's can apply to

- a- Oral communication
- b- Written communication.
- c- **Both of the above.**

d- None of above.

1. Revision of seven C's of effective communication depends upon

- a) Completeness, craftiness, confusion, clarity, courtesy, consideration, correctness
- b) Completeness, conciseness, consideration, concreteness, clarity, courtesy, correctness**
- c) Conceptual, confidence, confirm, clarity, courtesy, consideration, completeness
- d) Completeness, conciseness, consideration, concreteness, clarity, courtesy, confidence

2. Collaboration means

- a) It is a skill used only for technical purpose
- b) It occurs some time when organizations roll back their staff
- c) In many organizations, the final piece of writing is a team effort, with more than one writer working on a document**
- d) None of them

3. Denotation means

- a) A direct specific meaning as distinct from an implied or associated idea**
- b) Indirect meaning
- c) Some vocabulary items which are used only for common purpose
- d) None of them

4. Transmittal letters can be defined as

- a) It covers references and essential component of all admissions
- b) It covers contractual relationship between you and the organization
- c) It covers promotional material
- d) A specific context in which to place the larger document and gives the sender a permanent record**

5. In Bad News Message

- a) Your job is to end the message on a more upbeat note
- b) A logical outcome of the reasons prepare the audience psychologically to receive it**
- c) You admit your willingness to complete requirements
- d) None of them

1. Which one of the following options best defines Stylistic Accuracy?

- a. the careful use of ideas to express meaning
- b. the careful use of language to express meaning**
- c. the hasty use of speech to convey meaning
- d. the sensible use of dialogue to express meaning

2. Which one of the following is the most formal way of saying, "To obtain outside funding?"

- a. To get cash
- b. To request outside help
- c. **To acquire external capital**
- d. To collect money

3. An idea is more likely to win approval when the ----- is / are up.

- a. **profits**
- b. income
- c. wages
- d. rates

4. Which one of the following provides information and advice for the decision makers in an organization?

- a. **Advisor**
- b. Customer
- c. Consultant
- d. Layman

5. What is the extremely important implicit goal of a business document?

- a. To provide information
- b. To give instructions
- c. To argue with reader
- d. **To establish a relationship**

ENG2010 1ST QUIZEZ

How many steps are essential for successful oral statement?

- 5
- 6**
- 7
- 8

Which of the following usually accompanies a document?

- Cover letter**
- Adjustment letter
- Correction letter
- Credit letter

Which transitional word is used to show comparison and contrast?

- In other words
- At the same time
- Especially
- Conversely**

Which of the following presents the main idea before the supporting data?

- Strategic plan
- Indirect plan
- Direct plan**
- Business plan

Which is the usual range of the number of recommendations required by the employers and university?

- 1-7

1-5

5-7

1-2

Which of the following is a correct length or an average sentence?

17 to 20 words

11 to 20 words

20 to 25 words

20 to 30 words

Which of the following should be kept in mind to achieve Completeness?

Provide all necessary information

Use accurate grammar

Avoid unnecessary details

Use 'You attitude'

Which of the following complimentary close is accurate letter writing?

Yours sincerely,

Sincerely,

Yours respectfully,

All of the above

Which of the following are real but unnamed readers?

Phantom Readers

Future Readers

Complex Readers

Technical Readers

Which of the following is best when you want immediate feedback?

Oral medium

Written medium

Electronic medium

All of the above

Which guideline should be followed to achieve Courtesy?

Be sincerely tactful, thoughtful and appreciative.

Use expressions that show respect.

Choose nondiscriminatory expressions.

All of the above

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

An e-mail

A letter

A news release

A memo

Which one of the following offers information without analysis or recommendations?

Analytical report

Informal report

Proposal

None of the above

Which one of the following media would be the best choice when you have to deny a promotion to a long-term employee?

A voice-mail message

A fact-to-face meeting

An E-mail

A faxed message

Which of the following should be avoided while writing business message?

Pompous language

Intimacy

Preaching and bragging

All of the above

Which change can make a sentence correct?

“Both an essay and paragraph is required for successful graduation”

Change “is” to “are”

Change “is” to “will being”

Change “is required” to “would have been requiring”

Change “is required” to “had requiring”

Which is the following is best when you want immediate feedback?

Oral medium

Written medium

Electronic medium

All of the above

Which of the following have both; a denotative meaning and a connotative meaning?

Closed words

Content words

Structure words

Strong words

Which of the following you should avoid while written a claim letter?

Professional tone

Direct request

Specific request

A complaining tone

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.]

Clarity

Courtesy

Consideration

Credibility

Letter is written when you want to recognize some one for his help or support when you were in trouble.

Recommendation

Approval

Appreciation

Acknowledgment

It’s getting very late.....

I “ll have to speed you

I “ll have to accelerate you

I “ll have to hurry

I “ll have to push you

Which type of letter states the positive aspects of the applicant’s personality and how he/she would be an asset for the organization?

Letter of recommendation

Letter of acknowledgement

..... can be achieved if the writer has conceptual mastery over the subject, vocabulary, his or her ability to analyze and sharp data with a minimum of distortion.

Stylistic Accuracy

Document Accuracy
Structural Accuracy
Technical Accuracy

What does 'Good organization' mean?

The subject and purpose are clear
All information is related to the subject and purpose
All necessary information is included

All of the above

Which of the following are principal meeting documents?

Agenda and minutes

Memo and minutes
Memo and agenda
Agenda and politics

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

We allow, we must reject

I prefer, we must deny

I must refuse, we must deny
We welcome. I must refuse

Which is good advice when writing a memorandum?

Use a profit style for your colleagues.
You can correct verbs, but do not be too informal.

Use a formal register and sign: Yours faithfully.

What is wrong with the following sentence: Since the beginning of this term.

A comma is missing
"Beginning" is spelled incorrectly
It is an incomplete sentence

"Since" should be changed to "at"

Which change can make the sentence correct? [The administration of the school district asks that each student bring their identification before enrolling in the ALC.]

Change "enrolling" to "is enrolling"

Change "their" to "his or her"

Change "ask" to "asked"
Change "their" to "him or she"

Which of the following is associated with scholarly writing?

Informal writing

Formal writing

Archaic writing
Technical writing

Which of the following have both; a denotative meaning and a connotative meaning?

Closed words

Content words

Structure words
Strong words

In how many parts the overall structure of a proposal can be broken down?

2
3
4
5

Don't worry what other people think.....

Just take no note of them

Just take no sign of them
Just take no hint of them

Just take no notice of them

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

Memorandum

Report

Letter

Proposals

The conclusion or ending paragraph should be the communication to a polite and close.

Businesslike

Interminable

Measurable

Subtle

For what type of audience the direct approach is suitable?

For the uninterested audiences

For the displeased audiences

For the unwilling audiences

For the neutral audiences

Which of the following are essential components of employment process?

Reflection

References

Fraction

Recommendations

Marie wanted to buy a new book, _____ she could not remember the title or the name of the author.

But

Nor

For

So

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

Job application letter

Acceptance letter

Transmittal letter

Inquiry letter

Where is the bad news placed in a negative message while using the direct approach?

In the middle of the message

In the beginning of the message

In the end of the message

In the postscript of the message

Claim letter is also called:

Transmittal letter

Credit refusing letter

Adjustment letter

Complaint letter

How many aspects does Accuracy have?

6

5

4

3

Which of the following are include in Functional words?

Conjunctions, prepositions, nouns, pronouns

Conjunctions, prepositions, articlkes, pronouns

Conjunctions, prepositions, articlkes, adjectives

Conjunctions, interjections, articlkes, pronouns

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

False

True

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

Memo

Curriculum Vitae

Complaint letter

Enquiries letter

Which one of the following provides instances to clarify topic statement?

Analysis

Exemplification

Enumeration

Comparison and contrast

Which of the following trails help in building good will?

Discriminatory expressions

Thoughtfulness and Appreciation

Irritating expression

Personal attitude

E-mail message typically take the form of ?

Proposal

Letter

Memoranda

Report

Which 'transitional word' is used to indicate 'cause or reason'?

Due to

Consequently

Thus

Accordingly

A message is a single that serves as:

stimuli for a receiver

Noise reduction

Stimuli for a speaker

Stimuli for a mass audience

Which is the first step in using the indirect plan?

Put the audience in an according method

Reason supporting the negative decision

A helpful, friendly, and positive close

All of the above

Where is the bad news placed in a negative message while using the indirect approach?

In the end of the message

After the buffer, information, and explanation

In the beginning of the message

As a postscript to the message

Which is the appropriate length for letter of recommendation?

One or two paragraph

Two or three paragraph

Three or four paragraph

One or two pages

Which of the following provides you information, analysis, and recommendations?

Informal report

Proposal

Analytical report

All of the above

Why information in a message should be well organised?

It helps motivation the audience to accept your message

It helps to get your ideas across without upsetting the audience

People will understand exactly what you mean

All of the above

Which of the following can be achieved by expressing ideas logically in a specific Pattern?

Clarity

Coherence

Conciseness

Accuracy

Which of the endings best goes with the opening 'Dear Personnel Director, in Letter Writing?

Best wishes,

Best regards,

I cannot understand my neighbor's accent. I wish she would ____.

clearer speak

more clearly speak

speak more clearly

speak clearer

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

Acknowledgements

Buffer

Positive Close

Reasons

What is the first step in using the indirect plan?

Put the audience in an accepting mood

Reasons supporting the negative decision

A helpful, friendly, and positive close

All of the above

Which of the following things are at the core of concreteness?

Grammar

Punctuation

Spelling

All of the above

How many punctuation styles are usually used in business communication?

One

Two

Three

Four

Question # 2 of 10 (Start time: 06:30:33 PM)

Total Marks: 1

Which one of the following offers information without analysis or recommendations?

▶ Select correct option:

- Analytical report
- Informational report**
- Proposal
- None of the above

Question # 3 of 10 (Start time: 06:31:14 PM)

Total Marks: 1

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

▶ Select correct option:

- Acknowledgements
- Buffer**
- Positive Close
- Reasons

Question # 4 of 10 (Start time: 06:31:43 PM)

Total Marks: 1

How many punctuation styles are usually used in business communication?

▶ Select correct option:

- One
- Two**
- Three
- Four

Question # 5 of 10 (Start time: 06:32:05 PM)

Total Marks: 1

Which of the endings best goes with the opening 'Dear Personnel Director, in Letter Writing?

▶ Select correct option:

- Best wishes,**
- Best regards,

Question # 6 of 10 (Start time: 06:32:43 PM)

Total Marks: 1

Which of the followings are included in Functional words?



▶ Select correct option:

- Conjunctions, prepositions, nouns, pronouns
- Conjunctions, prepositions, articles, pronouns**
- Conjunctions, prepositions, articles, adjectives
- Conjunctions, interjections, articles, pronouns

Question # 7 of 10 (Start time: 06:33:28 PM)

Total Marks: 1

How many aspects does Accuracy have?

▶ Select correct option:

- 6**
- 5
- 4
- 3

Question # 8 of 10 (Start time: 06:33:51 PM)

Total Marks: 1

What is the first step in using the indirect plan?

▶ Select correct option:

- Put the audience in an accepting mood**
- Reasons supporting the negative decision
- A helpful, friendly, and positive close
- All of the above

Question # 9 of 10 (Start time: 06:34:32 PM)

Total Marks: 1

I cannot understand my neighbour's accent. I wish she would _____.

▶ Select correct option:

- clearer speak
- more clearly speak
- speak more clearly**
- speak clearer

Question # 10 of 10 (Start time: 06:35:18 PM)

Total Marks: 1

Which of the following things are at the core of concreteness?



▶ Select correct option:

- Grammar**
- Punctuation
- Spelling
- All of the above

Question # 2 of 10 (Start time: 06:30:33 PM)

Total Marks: 1

Which one of the following offers information without analysis or recommendations?

▶ Select correct option:

- Analytical report
- Informational report**
- Proposal
- None of the above

Question # 3 of 10 (Start time: 06:31:14 PM)

Total Marks: 1

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

▶ Select correct option:

- Acknowledgements
- Buffer**
- Positive Close
- Reasons

Question # 4 of 10 (Start time: 06:31:43 PM)

Total Marks: 1

How many punctuation styles are usually used in business communication?

▶ Select correct option:

- One
- Two**
- Three
- Four

Question # 5 of 10 (Start time: 06:32:05 PM)

Total Marks: 1

Which of the endings best goes with the opening 'Dear Personnel Director, in Letter Writing?

▶ Select correct option:

- Best wishes,**
- Best regards,

Question # 6 of 10 (Start time: 06:32:43 PM)

Total Marks: 1

Which of the followings are included in Functional words?

▶ Select correct option:

- Conjunctions, prepositions, nouns, pronouns
- Conjunctions, prepositions, articles, pronouns**
- Conjunctions, prepositions, articles, adjectives
- Conjunctions, interjections, articles, pronouns

Question # 7 of 10 (Start time: 06:33:28 PM)

Total Marks: 1

How many aspects does Accuracy have?

▶ Select correct option:

- 6**
- 5
- 4
- 3

Question # 8 of 10 (Start time: 06:33:51 PM)

Total Marks: 1

What is the first step in using the indirect plan?

▶ Select correct option:

- Put the audience in an accepting mood
- Reasons supporting the negative decision
- A helpful, friendly, and positive close
- All of the above**

Question # 9 of 10 (Start time: 06:34:32 PM)

Total Marks: 1

I cannot understand my neighbour's accent. I wish she would _____.

▶ Select correct option:



- clearer speak
- more clearly speak
- speak more clearly**
- speak clearer

Question # 10 of 10 (Start time: 06:35:18 PM)

Total Marks: 1

Which of the following things are at the core of concreteness?

▶ Select correct option:

- Grammar**
- Punctuation
- Spelling
- All of the above

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