

Final Term From Feb-2012 to Feb-2009
ENG201 Business and Technical English Writing
Latest Solved MCQs + Subjective from Final term Papers

Resource Person Hinna

FINAL TERM EXAMINATION
2011

Question: 1 How many elements are found in general superstructure of reports?

- Three
- Two
- **Six (Page 86)**
- Five

Question: 2 Which of the followings are real but unnamed readers?

- Future Readers
- Complex Readers
- Technical Readers
- **Phantom Readers (Page 23)**

Question: 3 Choose the correct sentence.

- You may not enter Mr. Harris office without his permission.
- You may not enter Mr. Harris's office without his permission.
- You may not enter Mr. Harris' office without his permission.
- **You may not enter Mr. Harris's office without his permission.**

http://www.grammarbook.com/grammar_quiz/apostrophes_1.asp

Question: 4 Choose the sentence with the correct punctuation.

- The American flag has three colors: namely, red, white, and blue.
- **The American flag has three colors, namely; red, white, and blue.**
- **The American flag has three colors; namely, red, white, and blue.**
- The American flag has three colors namely, red, white, and blue.

- **To analyze problems and predict practical alternatives.**
- To control problems, sell products and services.
- To monitor and control production, sales, shipping, etc.
- To solve problems and supply facts.

Question: 6 Which of the following should be avoided while writing business message?

- **Pompous language (Page 34)**
- Intimacy
- Preaching and bragging
- **All of the above**

Question: 7 Which of the following is the process of drafting your message?

- Planning
- **Composing (Page 53)**
- Editing
- Revising

Question: 8

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

- **Clarity (Page 36)**
- Correctness
- Concreteness
- Conciseness

Question: 9 which of the following is the first thing you must consider while writing a resume?

- **Defining your objectives (Page 11)**
- Planning your objectives
- Evaluating your objectives
- Revising your objectives

Question: 10 Which of the following is associated with scholarly writing?

- Informal writing
- **Formal writing (Page 41)**
- Archaic writing
- Technical writing

Question: 11 Which one of the following questions that produce specific information, save time, requires less effort to answer, and eliminate bias and prejudice in answer?

- Open-ended questions.

- **Close-ended questions. (Page 155)**
- Subjective questions.
- Objective questions.

Question No: 12 choose the correct sentence.

I am asking if you would like to rollerblade together tomorrow?

I am asking "if you would like to rollerblade together tomorrow"?

I am asking "if you would like to rollerblade together tomorrow."

I am asking if you would like to rollerblade together tomorrow.

http://www.grammarbook.com/grammar_quiz/punctuation_mastery.asp

Question No: 13 choose the correct sentence.

- That is a problem who can't be solved without a calculator.
- That is a problem that can't be solved without a calculator.
- That is a problem whom can't be solved without a calculator.
- **That is a problem which can't be solved without a calculator.**

http://www.grammarbook.com/grammar_quiz/who_vs_which_1.asp

Question No: 14 Which of the following proposal section is related to researcher's investigation?

- Justification of the study
- **Research question (Page 93)**
- Definition of terms
- Purpose of the study

Question No: 15 Which method is a bottom-up or generative approach to research?

- Pattern method
- Hypothesis method
- **Inductive method**
- Deductive method

<http://quizlet.com/3955580/introduction-to-research-methods-chapters-1-2-flash-cards/>

FINAL TERM EXAMINATION Fall 2 011

Question No: 1-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: 2-Feasibility reports are used:

- **To analyze problems and predict practical alternatives.**
- To control problems, sell products and services.
- To monitor and control production, sales, shipping, etc.
- To solve problems and supply facts.

Question No: 3-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.

4-Claim letter is also called:

- Transmittal letter
- Credit refusing letter
- **Adjustment letter (Page 71)**
- Complaint letter

Question No: 5-If your message is specific, definite and vivid; which of the following principle has been applied?

- Completeness
- Correctness
- Conciseness
- **Concreteness Page 35**

6-Which of the following suggests the following statement? "First group the ideas and then put them in sequence."

- Revising a message
- Editing a message
- **Organizing a message (Page 52)**
- Planning a message

7-Which of the following significantly improves the interest of a presentation?

- Illustration
- **Visual aids (Page 10)**
- Image
- Reflection

Question No: 8-What is meant by task-facilitating roles?

- **Suggesting decision-making procedures that will move the group towards the goal (Page 57)**
- Drawing out other members by showing verbal support
- Offering to yield on a point in the interest of reaching mutually acceptable decision
- Drawing out other members by showing verbal and non verbal support, praise or agreement

Question No: 9-How many elements are found in conventional superstructure for instructions?

- Three
- Four
- **Five (Page 112)**
- Two

Question No: 10-AIDS stands for:

- Attention Immunodeficiency Syndrome
- Acquired Immunodeficiency System
- **Acquired Immunodeficiency Syndrome (Page 147)**
- Attention Immunodeficiency System

Question No: 11-Choose the correct sentence.

- A friendly-little dog is all I need for company.
- **A friendly little dog is all I need for company.**
- A friendly, little dog is all I need for company.
- A friendly; little dog is all I need for company.

http://www.grammarbook.com/grammar_quiz/hyphens_ly_words_1.asp

Question No: 12-Choose the sentence with the correct comma placement.

- We will grant you immunity, if you decide to cooperate with us.
- We will grant you immunity, if you decide, to cooperate with us.
- We will grant you immunity if you decide, to cooperate with us.
- **We will grant you immunity if you decide to cooperate with us.**

http://www.grammarbook.com/grammar_quiz/commas_1.asp

Question No: 13-Software functional specs usually contain:

- Assumptions, resources
- Cost target, Maintenance
- **A & b – correct (Page 122)**
- Orientation specs and Functional specs

Question No: 14-Which of the following messages aim to influence audiences who are inclined to resist, so they depend heavily on strategic planning

- Considerate messages
- Courteous messages
- Informative messages
- **Persuasive messages (Page 76)**

Question No: 15-Choose the sentence with the correct comma placement.

- You are I am sure, telling the truth.
- You are I am sure telling, the truth.
- **You are, I am sure, telling the truth.**
- You are, I am sure telling the truth.

http://www.grammarbook.com/grammar_quiz/commas_1.asp

FINAL TERM EXAMINATION
Spring 2010

Question No: 1 Which of the following messages aim to influence audiences who are inclined to resist, so they depend heavily on strategic planning?

- Considerate messages
- Courteous messages
- Informative messages
- **Persuasive messages (Page 76)**

Question No: 2 When the following phrase is used?'This is Ken'.

- Answering the telephone
- Introducing yourself in person
- Asking who is on the line
- **Introducing yourself in general (not sure)**

Question No: 3 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.....

- **Distortion**
- Noise
- Redundancy
- Feedback

Question No: 4 Which of the following complimentary close is accurate in general letter writing?

- Yours sincerely,
- Sincerely,
- Yours respectfully,

- **All of the above**

<http://translation.20megsfree.com/letters/11.htm>

Question No: 5 While delivering an oral presentation to large groups, a person should use ----- style.

Casual

Informal

Formal

Interpersonal

<http://free-books-online.org/mix-books/business-communication/oral-presentation/>

Question No: 6 What type of questions is used in both factual information and underlying feelings?

- Multiple questions
- Objective questions
- Subjective questions
- **Open-ended questions (Page 154).**

Question No: 7 Which type of sequential number is given to pages in a book or document?

- Number
- **Enumeration (Page 148)**
- Symbol
- Pagination

Question No: 8 Choose the sentence with the correct punctuation.

- We ask: therefore, that you keep this matter confidential.
- We ask, therefore; that you keep this matter confidential.
- **We ask, therefore, that you keep this matter confidential.**
- We ask; therefore, that you keep this matter confidential.

http://www.grammarbook.com/grammar_quiz/semicolons_and_colons_1.asp

Question No: 9 Choose the correct sentence.

- Paul Simon sang, "I am a rock, I am an island."
- Paul Simon sang, I am a rock; I am an island.
- Paul Simon sang I am a rock, I am an island.
- **Paul Simon sang, "I am a rock; I am an island."**

http://www.grammarbook.com/grammar_quiz/punctuation_mastery.asp

Question No: 10 Choose the correct sentence.

- She will go to her grave with some secrets said Wendy.
- **"She will go to her grave with some secrets," said Wendy.**
- "She will go to her grave with some secrets" said Wendy.
- "She will go to her grave with some secrets." said Wendy.

http://www.grammarbook.com/grammar_quiz/punctuation_mastery.asp

Question No: 11 Which of the following aspect represents the act of giving somebody a reason or incentive to do something?

- **Motivation**
- Direction
- Usage
- Subject <http://en.wikipedia.org/wiki/Motivation>

Question No: 12 What is meant by intended reader?

- Simple reader
 - Complex reader
 - **A member of a target audience**
 - Unplanned reader
- http://en.wikipedia.org/wiki/Reader_model

Question No: 13 What is meant by chronology?

- **Investigating a chain of events (Page 81)**
- Information about the relevant subject
- Specific goals
- All of the above

Question No: 14 Which report share one essential characteristic and is written to help decision makers choose between two or more courses of action?

- Long report

- Short report
- Essential report
- **Feasibility report (Page 94)**

Question No: 15 Choose the correct sentence.

- We are willing to work with whoever you recommend.
 - We are willing to work with who you recommend.
 - **We are willing to work with whomever you recommend.**
 - We are not willing to work with who you recommend.
- http://www.grammarbook.com/grammar_quiz/grammar_mastery.asp

Question No: 16 What is the first task in planning a report?

- **Defining purpose (Page 81)**
- Identifying the sequence in which tasks should be performed.
- Preparing a work plan
- None of the above

Question No: 17 What is Title Fly?

- Title fly is a page with four blocks of information.
- **Title fly is a plain sheet of paper with only the title of the report on it. (Page 84)**
- Title fly is a page with the name, title, and address of the person or organization writing the report.
- None of the above

Question No: 18 What is the tense used in the following sentence? They will have already taken the test.

- **future past**
- present perfect
- future perfect
- past perfect progressive

Question No: 19 Use hyphens to connect certain prefixes to nouns. In most scientific and technical styles, the following prefixes are usually followed by a .

- comma
- full stop
- **hyphen (Page 141)**
- colon

Question No: 20 Which type of Visual aid is three-dimensional?

- **Objects**
- Graphs
- Graphics
- Pictures http://www.doctordi.ca/COMS361/visual_aids.htm

**FINALTERM EXAMINATION
Spring 2010**

Question No: 1 How can we make visual aids easy to understand?

- By Informative titles
- By using appropriate objects
- By removing unnecessary details
- **All of them (Page 116)**

Question No: 2 Which of the following you consider while making the framework of your table?

- How to order the rows and columns
- How to align entries in the columns
- Where to place special notes
- **All of them (Page 117)**

Question No: 3 Which of the following aims at gathering specific information?

- Letter of claim
- Letter of request
- **Letter of inquiry (Page 66)**
- Letter of information

Question No: 4 Which of the following is the main task of a Conventional Résumé?

- Provide functions and tasks the applicant can perform

- Make your name and professional achievements prominent
- Put the most important information first
- **Place the name and professional objectives at the top (Page 13)**

Question No: 5 Why document objective should be stated at the beginning?

- **To motivate readers to read further (Page 20)**
- To gain readers' attention
- Both i & ii
- To impress readers

Question No: 6 Where we use proper tone from the beginning in a reasonable and understandable way?

- Neutral news message
- **Bad news message (Page 174)**
- Good news message
- Business message

Question No: 7 Which one of the following component is not a part of planning written message?

- Developing the main idea
- Construct an outline
- **Estimate the appropriate length (Page 46)**
- Handle audience's questions effectively

Question No: 8 _____ is used at the end of a line when a word must be divided or to link the parts of a compound word or phrase.

- Dash
- Quotation marks
- Apostrophe
- **Hyphen (Page 143)**

Question No: 9 Choose the sentence with the correct punctuation.

- Clothes are often made from synthetic material; for instance, rayon.
- **Clothes are often made from synthetic material, for instance, rayon.**
- Clothes are often made from synthetic material, for instance: rayon.
- Clothes are often made from synthetic material, for instance; rayon.

http://www.grammarbook.com/grammar_quiz/semicolons_and_colons_1.asp

Question No: 10 Choose the correct sentence.

- ▶ It may not be-the correct part-but I bet that it works.
- It may not be the correct part-but I bet that it works.
- It may not be the correct part; but I bet that it works.
- **It may not be the correct part, but I bet that it works.**

http://www.grammarbook.com/grammar_quiz/punctuation_mastery.asp

Question No: 11 Abstract stands for:

- Condensation of entire reports
- Focusing on the main issues
- **a & b (Page 143)**
- Writing problems

Question No: 12 Choose the correct sentence.

- **All of the class to is willing to take part in the prank.**
- All of the class were willing to take part in the prank.
- All of the class are willing to take part in the prank.
- All of the classes has been willing to take part in the prank.

http://www.grammarbook.com/grammar_quiz/grammar_mastery.asp

Question No: 13 How many steps a Planning report has?

- Three
- **Four (Page 81)**
- Five
- Six

Question No: 14 What is the concept of dangling modifiers?

- Modifies a word not clearly stated in the sentence
- **Modifiers a word clearly stated in the sentence (Page 132)**
- Modification of complete sentences
- Modification of phrases

Question No: 15 Choose the correct sentence.

- You are my friend, however, I cannot afford, to lend you any more money.
- You are my friend, however; I cannot afford to lend you any more money.
- You are my friend: however I cannot afford to lend, you any more money.
- **You are my friend; however, I cannot afford to lend you any more money.**

http://www.grammarbook.com/grammar_quiz/punctuation_mastery.asp

Question No: 16 Which of the following can be classified as a bad-news letter?

- **Letter of resignation**
- Message of inquiry
- Request for a time extension
- None of the above

Question No: 17 hat is the last thing you need to do before you get ready to distribute your document?

- Designing
- Revising
- **Proofreading (Page 60)**
- All of the above

Question No: 18 The conclusion or ending paragraph of a document should bring the communication to a polite and -----close.

- **Subtle (Not sure).**
- measurable
- interminable
- businesslike

Question No: 19 What is considered as the heart of a report?

- **The introduction of a report. (Not sure)**
- Introduction, body, and a close
- Only the body of the report
- A variety of components

Question No: 20 What is the best answer if the interviewer asks you "Where do you want to be five years from now"?

- This job is a stopover on my way to something bigger.
- I would like to reach one of the highest positions in the company.
- I would like to work at the position I will be hired.
- **I would like to see myself contributing significantly to the company's success.**

FINAL TERM EXAMINATION
Spring 2010

Question No: 1 A letter or report to a customer from an employer belongs to which kind of communication?

- **official communication (Page 4)**
- officer communication
- administrator communication
- manager communication

Question No: 2 How can we make visual aids easy to understand?

- **By Informative titles**
- **By using appropriate objects**
- **By removing unnecessary details**
- **All of them (Page 116)**

Question No: 3 Which format should be used if the information is being sent inside an organization?

- **Memorandum (Page 67)**
- Report
- Letter
- Proposals

Question No: 4 What kind of paper can be used for a Conventional Résumé?

- White paper
- Buff paper
- Gray paper
- **All of the above (Page 13)**

Question No: 5 “An attachment notation is included to remind the reader to check additional pages of information. This is typed single or double space below the reference initials.” Match the above statement with one of the followings:

- Copy Notation
- **Enclosure(s)**
- Attention line

- Postscript

Question No: 6 What is meant by the term 'Denotative'?

- **It refers to the literal meaning of a word.**
- It refers to the surface meaning of the word.
- It refers to cognitive meaning of words.
- It refers simple meaning of words.

Question No: 7 How can we create motivation among the audience during the presentation?

- **Through visual aids**
 - Through simple use of language
 - Through verbose language
 - Through skill

Question No: 8 Which of the following speech offers a verbal explanation of a complex process?

- **Explanatory speech**
- Instructional speech
- Demonstration speech
- Oral briefing

Question No: 9 Choose the sentence with the correct comma placement.

- You are I am sure, telling the truth.
- You are I am sure telling, the truth.
- **You are, I am sure, telling the truth.**

http://www.grammarbook.com/grammar_quiz/commas_1.asp

- You are, I am sure telling the truth.

Question No: 10 Choose the correct sentence.

- The baker which baked that bread should win an award.
- The baker whom baked that bread should win an award.
- The baker that baked that bread should win an award.
- **The baker who baked that bread should win an award.**

http://www.grammarbook.com/grammar_quiz/who_vs_which_1.asp

Question No: 11 Choose the correct sentence.

- Carl worried about the hurricane; but tried to stay calm and help his family.
- Carl worried about the hurricane; but tried to stay calm, and help his family.

- Carl worried about the hurricane but tried to stay calm and help his family.
- **Carl worried about the hurricane but tried to stay calm, and help his family.**

http://www.grammarbook.com/grammar_quiz/punctuation_mastery.asp

Question No: 12 Choose the correct sentence.

- She will go to her grave with some secrets said Wendy.
- "She will go to her grave with some secrets," said Wendy.
- **"She will go to her grave with some secrets" said Wendy.**
- "She will go to her grave with some secrets." said Wendy.

http://www.grammarbook.com/grammar_quiz/punctuation_mastery.asp

Question No: 13 Choose the correct sentence.

- **Just to be sure, I called three more D.V.M.s' offices.**
- Just to be sure, I called three more D.V.M.s offices.
- Just to be sure, I called three more, D.V.M.'s offices.
- Just to be sure, I called three more D.V.M. offices'.

http://www.grammarbook.com/grammar_quiz/punctuation_mastery.asp

Question No: 14 Which of the following aspect denotes the necessary research and organizing ideas?

- Informal letter
- **Report production (Page 84)**
- Manuscript
- None of them

Question No: 15 Which report share one essential characteristic and is written to help decision makers choose between two or more courses of action?

- Long report
- Short report
- Essential report
- **Feasibility report (Page 109 and 94)**

Question No: 16 How many elements are present in superstructure for feasibility reports?

- Four
- Five
- Six
- **Seven (Page 95)**

Question No: 17 Which of the following factor is discussed in the data analysis section?

- The budget
- How the data will be collected?
- **Results and findings (Page 84)**
- All of the above

The writer's analysis of what the findings mean. These are the answers to the questions that lead to the report.

Question No: 18 If you are at a meeting and are asked to report on the progress you have made on a project, what method of delivery you will use.

- Extempore
- Impromptu
- Memorization
- **Reading**

Question No: 19 To ensure clarity, place your -----carefully.

- articles
- **modifiers (Page 132)**
- semicolon
- exclamation marks

Question No: 20 Which of the following types of interviews will judge interpersonal skills in a better way?

- Open-ended interview
- Stress interview.
- Video interview.
- **Group interview.**

Group Interviews: In this type of interview interviewees meet several candidates simultaneously. This is the best type of interview to judge the inter-personal skills of a candidate.

FINALTERM EXAMINATION
Spring 2010

Question No: Which of the following you consider while making the framework of your table?

- How to order the rows and columns
- How to align entries in the columns

- Where to place special notes
- **All of them (Page 117)**

Question No: 2 In which of the following bars are replaced by drawings that represent the thing described?

- Bar graphs
- Line Graphs
- **Pictographs (Page 118)**
- Photographs

Question No: 3 Complete the question tag: They worked for Kaufman's,

- **Did they? (Not sure)**
- Haven't they?
- Didn't they?
- Had they?

Question No: 4 Biased language that might offend the audience is based on -----

- **Cultural bias, gender bias (Page 58)**
- Cultural bias, nationality bias
- Unity bias, nationality bias
- None of them

Question No: 5 What is meant by the term 'Connotative'?

- It refers to the literal meaning of words.
- **It refers to the associations that are connected to a certain word. (Page 57)**
- It refers to general meaning of words.
- It refers to cognitive meaning of words.

Question No: 6 How can we increase the audience's ability to absorb and remember information from a purely practical standpoint?

- Audience attention
- Presentation
- Speech
- **The visual aids (Page 167)**

Question No: 7 "I am currently studying veterinary medicine, and I am working part-time at an animal clinic." This statement in the introduction of the speech could best be described as:

- Gaining attention
- Revealing the topic

- **Establishing credibility**
- Bragging

<http://www.public.iastate.edu/~aslagell/spcm212/finalreview07.html>

Question No: 8 What is meant by task-facilitating roles?

- **Suggesting decision-making procedures that will move the group towards the goal (Page 157)**
- Drawing out other members by showing verbal support
- Offering to yield on a point in the interest of reaching mutually acceptable decision
- Drawing out other members by showing verbal and non verbal support, praise or agreement

Question No: 9 Choose the correct sentence.

- You may not enter Mr. Harris office without his permission.
- You may not enter Mr. Harris's office without his permission.
- You may not enter Mr. Harris' office without his permission.
- **You may not enter Mr. Harris's office without his permission.**

http://www.grammarbook.com/grammar_quiz/apostrophes_1.asp

Question No: 10 Choose the sentence with the correct punctuation.

- We ask, therefore; that you keep this matter confidential.
- **We ask, therefore, that you keep this matter confidential.**
- We ask; therefore, that you keep this matter confidential.
- We ask: therefore, that you keep this matter confidential.

http://www.grammarbook.com/grammar_quiz/semicolons_and_colons_1.asp

Question No: 11 Choose the sentence with the correct punctuation.

- The order was requested six weeks ago, therefore I expected the shipment to arrive by now.
- The order was requested six weeks ago, therefore, I expected the shipment to arrive by now.
- The order was requested six weeks ago: therefore, I expected the shipment to arrive by now.
- **The order was requested six weeks ago; therefore, I expected the shipment to arrive by now.**

http://www.grammarbook.com/grammar_quiz/semicolons_and_colons_1.asp

Question No: 12 Choose the sentence with the correct punctuation.

- The American flag has three colors: namely, red, white, and blue.
- **The American flag has three colors, namely; red, white, and blue.**
- The American flag has three colors; namely, red, white, and blue.
- The American flag has three colors namely, red, white, and blue.

http://www.grammarbook.com/grammar_quiz/semicolons_and_colons_1.asp

Question No: 13 What is meant by intended reader?

- Simple reader
- Complex reader
- **A member of a target audience**
- Unplanned reader

Question No: 14 The act of considering or examining something in order to judge its value shows:

- Credibility
- **Evaluation**
- Conciseness
- All of them <http://wordinfo.info/unit/237/page:38/s:rate>

Question No: 15 Which method is a bottom-up or generative approach to research?

- Pattern method
- Hypothesis method
- **Inductive method**
- Deductive method

<http://quizlet.com/3955580/introduction-to-research-methods-chapters-1-2-flash-cards/>

Question No: 16 What are the best persuasive messages closely connected to?

- The indirect approach
- The positive aspects of your message
- The direct approach
- **The desires and interests of the audience (Page 76)**

Question No: 17 A good business letter is simple and straightforward without being harsh or -----.

- patriotic
- paternal
- **patronizing**
- panoramic

Question No: 18 Which type of Visual aid is the most difficult to execute effectively?

- Graphics
- Projections

- Handouts
- **Film and video**

Question No: 19 Choose the correct option. Feasibility reports are used:

- **To analyze problems and predict practical alternatives**
- To control problems, sell products and services
- To monitor and control production, sales, shipping, etc.
- To solve problems and supply facts

Question No: 20 What is the typical sequence of interviews?

- Screening stage and final stage.
- **Screening stage, selection stage, and final stage.**
- Selection stage and final stage.
- There is no typical sequence of interviews.

FINAL TERM EXAMINATION
Fall 2009

Question No: 1 Which of the following is unsurpassed in its ability to depict the composition of a whole?

- **Pie Charts (Page 118)**
- Flow Charts
- Organizational Charts
- Schedule Charts

Question No: 2 Which of the following accurately convey the actual appearance of things?

- Graphs
- **Diagrams (Page 119)**
- Charts
- Tables

Question No: 3 Which of the following are functional units that revolve around a single thought?

- **Paragraphs (Page 59)**
- Passages

- Fragments
- Documents

Question No: 4 Which of the following aims at gathering specific information?

- Letter of claim
- Letter of request
- **Letter of inquiry (Page 66)**
- Letter of information

Question No: 5 Which is the most polite expression?

- Can I help you?
- Could I help you?
- **May I help you?**
- Should I help you?

Question No: 6 Which signature is the most formal?

- Love,
- **Yours faithfully,**
- Best wishes,
- Best regards,

Question No: 7 How many punctuation styles are usually used in business communication?

- One
- **Two**
- Three
- Four

Question No: 8 What is meant by the term 'Connotative'?

- It refers to the literal meaning of words.
- **It refers to the associations that are connected to a certain word. (Page 57)**
- It refers to general meaning of words.
- It refers to cognitive meaning of words.

Question No: 9 Which of the following composition process is used in general and specific purpose while developing profile?

- Composing business message
- Defining objectives
- Bad news message
- **Planning business message (Page 173)**

Question No: 10 Feeling nervous leads speakers to:

- Improperly evaluate themselves
- **Forget their speech**
- Eliminate their anxiety
- Exaggerate their anxiety.

Question No: 11 "I am currently studying veterinary medicine, and I am working part-time at an animal clinic." This statement in the introduction of the speech could best be described as:

- Gaining attention
- Revealing the topic
- **Establishing credibility**
- Bragging

<http://www.public.iastate.edu/~aslagell/spcm212/finalreview07.html>

Question No: 12 What type of questions is used in both factual information and underlying feelings?

- Multiple questions
- Objective questions
- Subjective questions
- **Open-ended questions (Page 154)**

Question No: 13 AIDS stands for:

- Attention Immunodeficiency Syndrome
- Acquired Implement System
- **Acquired Immunodeficiency Syndrome (Page 147)**
- Attention Implement System

Question No: 14 Choose the correct sentence.

- A friendly-little dog is all I need for company.
- **A friendly little dog is all I need for company.**
- A friendly, little dog is all I need for company.

- A friendly; little dog is all I need for company.
http://www.grammarbook.com/grammar_quiz/hyphens_ly_words_1.asp

Question No: 15 (Marks: 1) - Please choose one
Choose the correct sentence.

- The actresses costumes looked beautiful on them.
- The actresse's costumes looked beautiful on them.
- **The actresses' costumes looked beautiful on them.**

http://www.grammarbook.com/grammar_quiz/apostrophes_1.asp

- The actress' costumes looked beautiful on them.

Question No: 16 Choose the sentence with the correct comma placement.

- We will grant you immunity, if you decide to cooperate with us.
- We will grant you immunity, if you decide, to cooperate with us.
- We will grant you immunity if you decide, to cooperate with us.
- **We will grant you immunity if you decide to cooperate with us.**

http://www.grammarbook.com/grammar_quiz/commas_1.asp

Question No: 17 Which of the following punctuation refers to explain some points within the sentence?

- Dash
- **Colon (Page 139)**
- Semicolon
- Ellipsis

Question No: 18 Choose the sentence with the correct punctuation.

- I need a few items at the store clothespins, a bottle opener, and napkins.
- I need a few items at the store; clothespins, a bottle opener, and napkins.
- **I need a few items at the store: clothespins, a bottle opener, and napkins.**
- I need a few items at the store, clothespins, a bottle opener, and napkins.

http://www.grammarbook.com/grammar_quiz/semicolons_and_colons_1.asp

Question No: 19 Choose the sentence with the correct punctuation.

- Clothes are often made from synthetic material; for instance, rayon.
- **Clothes are often made from synthetic material, for instance, rayon.**
- Clothes are often made from synthetic material, for instance: rayon.
- Clothes are often made from synthetic material, for instance; rayon.

http://www.grammarbook.com/grammar_quiz/semicolons_and_colons_1.asp

Question No: 20 Identify the correct subjects and verbs. The subjects are in bold and the verbs are underlined.

- The insurance agent gave her sound **advice**.
- **The insurance agent** gave her sound **advice**.
- The insurance agent gave **her** sound advice.
- The insurance **agent** gave her sound advice.

http://www.grammarbook.com/grammar_quiz/quiz_results.asp

Question No: 21 Choose the correct sentence.

- Please contact me, if you have any questions.
- If you have any questions, please contact me.
- **Please contact me if you have any questions.**
- If you have any questions; please contact me.

http://www.grammarbook.com/grammar_quiz/punctuation_mastery.asp

Question No: 22 Choose the correct sentence.

- Wherever we go people recognize us.
- Wherever we go, "people" recognize us.
- Wherever we go; people recognize us.
- **Wherever we go, people recognize us.**

http://www.grammarbook.com/grammar_quiz/punctuation_mastery.asp

Question No: 23 Software functional specs usually contain:

- Assumptions, resources
- Cost target, Maintenance
- **A & b (Page 122)**
- Orientation specs and Functional specs

Question No: 24 Choose the correct sentence.

- "Your right to be concerned" said one veterinarian. "I would like to take a look at your dog."
- "Your right to be concerned, said one veterinarian, "I would like to take a look at your dog."
- "You're right to be concerned" said one veterinarian. "I would like to take a look at your dog."
- **"You're right to be concerned," said one veterinarian. "I would like to take a look at your dog."**

http://www.grammarbook.com/grammar_quiz/punctuation_mastery.asp

Question No: 25 The act of considering or examining something in order to judge its value shows:

- Credibility
- **Evaluation**
- Conciseness
- All of them <http://wordinfo.info/unit/237/page:38/s:rate>

Question No: 26 Which of the following mechanics are used to shorten phrases in order to save space or to avoid awkward repetition of phrases?

- Abbreviations
- Capitalizations
- **Acronyms (Page 147)**
- None of the above

Question No: 27 Which of the following mechanics is used to denote a number of things on a list one by one?

- Symbols
- Equations
- Acronyms
- **Enumeration (Page 148 and 29)**

Question No: 28 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**

<http://www.csun.edu/~vcecn006/jobsear.html>

Question No: 29 The **Introduction** of a report answers:

- Proposal
- Facts of report
- Conclusions and Recommendations
- **Reader questions. (Page 87)**

n the introduction of a report, you answer your readers' question,

Question No: 30 Which one of the following is an example of a progress report?

- Bid to write training manuals for a health care corporation.

- Presentation of the policies and procedures required by a health care corporation.
- .Report on research done to ascertain whether online multimedia training for health care professionals is a viable option.
- **Summary of the end-of-year-one status of a two-year project to develop multimedia-based training modules for healthcare professionals.**

FINAL TERM EXAMINATION
Fall 2009

Question No: 1 Which of the following is unsurpassed in its ability to depict the composition of a whole?

- **Pie Charts (Page 118)**
- Flow Charts
- Organizational Charts
- Schedule Charts

Question No: 2 Which of the followings are like good mail order forms, although they also provide more room for explaining special needs.

- **Order letters (Page 70)**
- Adjustment letters
- Inquiry letters
- Deposit letters

Question No: 3 Which of the following presents the main idea before the supporting data?

- Strategic plan
- **Indirect plan (Page 74)**
- Direct plan
- Business plan

Question No: 4 Which of the following sentences gives instructions?

- **Open your book and turn to page twenty-five.**
- You open your book and turn to page twenty-five.
- Do you open your book and turn to page twenty-five.
- Can you open your book and turn to page twenty-five.

Question No: 5 Which is farthest in the past?

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

Question No: 6 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.’

- **Four rules must be observed. (Page 33)**
- There are four rules that must be observed.
- You must follow the rules.
- Follow the rules.

Question No: 7 Which of the following is a nonverbal communication conveyed by posture and movement?

- **Expressions**
- Body language
- Nodding of head
- Smile <http://psychology.about.com/od/nonverbalcommunication/a/nonverbaltypes.htm>

Question No: 8 Which of the following composition process is used in general and specific purpose while developing profile?

- Composing business message
- Defining objectives
- Bad news message
- **Planning business message (Page 173)**

Question No: 9 How will you define building credibility?

- **Try to earn confidence of strangers especially those predisposed to be skeptical or antagonistic. (Page 164)**
- Giving your audience a preview what’s ahead add to your authority and more importantly, helps
- people understand your message.

- Arousing audience's interest
- The relationship you have with your audience

Question No: 10 How can we hold audience's attention?

- Plan to devote half of your time on audience's behavior
- **Present every point in light of audience's needs and values. (Page 166)**
- By changing tone of voice
- None of them

Question No: 11 When analyzing an audience during the speech, the first thing the speaker should be aware of is the audience's:

- Evaluation
- Understanding
- Motivation
- **Attention (not sure)**

Question No: 12 What is meant by self-oriented roles?

- Showing relationship among ideas
- **Calling attention to oneself and demanding recognition from others. (Page 157)**
- Drawing out other members by showing verbal and non verbal support, praise or agreement
- Suggesting decision-making procedures

Question No: 13 _____ is used to enclose one or more entire sentences that add relevant but not essential detail to the main discussion.

- Ellipses
- Exclamation marks
- **Parentheses (Page 145)**
- Brackets

Question No: 14 Identify the correct subjects and verbs. The subjects are in bold and the verbs are underlined.

- **In the newspaper, an interesting article appeared.**
- In the **newspaper**, an interesting article appeared.
- In the **newspaper**, an interesting article appeared.
- In the newspaper, an interesting **article** appeared.

http://www.grammarbook.com/grammar_quiz/finding_subjects_verbs_1.asp

Question No: 15 Identify the correct subjects and verbs. The subjects are in bold and the verbs are underlined.

- The insurance agent gave her sound **advice**.

- **The insurance agent gave her sound advice.**
 - The insurance agent gave her sound advice.
 - The insurance **agent** gave her sound advice.
- http://www.grammarbook.com/grammar_quiz/quiz_results.asp

Question No: 16 Choose the correct sentence.

- I am asking if you would like to rollerblade together tomorrow?
 - I am asking "if you would like to rollerblade together tomorrow"?
 - I am asking "if you would like to rollerblade together tomorrow."
 - **I am asking if you would like to rollerblade together tomorrow.**
- http://www.grammarbook.com/grammar_quiz/punctuation_mastery.asp

Question No: 17 Choose the correct sentence.

- Wherever we go people recognize us.
 Wherever we go, "people" recognize us.
 Wherever we go; people recognize us.
Wherever we go, people recognize us.

http://www.grammarbook.com/grammar_quiz/punctuation_mastery.asp

Question No: 18 Choose the correct sentence.

- Whenever, Cheryl, is in town she visits her sister.
 - Whenever Cheryl, is in town she visits her sister.
 - Whenever Cheryl is in town she visits her sister.
 - **Whenever Cheryl is in town, she visits her sister.**
- http://www.grammarbook.com/grammar_quiz/punctuation_mastery.asp

Question No: 19 Choose the correct sentence.

- Carl worried about the hurricane; but tried to stay calm and help his family.
 - Carl worried about the hurricane; but tried to stay calm, and help his family.
 - **Carl worried about the hurricane but tried to stay calm and help his family.**
 - Carl worried about the hurricane but tried to stay calm, and help his family.
- http://www.grammarbook.com/grammar_quiz/punctuation_mastery.asp

Question No: 20 Choose the correct sentence.

- That is a promise that cannot be broken.
 - That is a promise who cannot be broken.
 - That is a promise whom cannot be broken.
 - **That is a promise which cannot be broken.**
- http://www.grammarbook.com/grammar_quiz/who_vs_which_1.asp

Question No: 21 Choose the correct sentence.

- ▶ The alarm clock went off at 4:00 o'clock.
- ▶ The alarm clock went off at four p.m. o'clock.
- ▶ **The alarm clock went off at four o'clock.**
- ▶ The alarm clock went off at four o'clock p.m.

http://www.grammarbook.com/grammar_quiz/punctuation_mastery.asp

Question No: 22 Choose the correct sentence.

- ▶ She will go to her grave with some secrets said Wendy.
- ▶ **"She will go to her grave with some secrets," said Wendy.**
- ▶ "She will go to her grave with some secrets" said Wendy.
- ▶ "She will go to her grave with some secrets." said Wendy.

http://www.grammarbook.com/grammar_quiz/punctuation_mastery.asp

Question No: 23 Choose the correct sentence.

- ▶ When I noticed that our dog cut it's paw, I called the veterinarian right away.
- ▶ When I noticed that our dog cut it's paw; I called the veterinarian right away.
- ▶ **When I noticed that our dog cut its paw, I called the veterinarian right away.**
- ▶ When I noticed that our dog cut its paw; I called the veterinarian right away.

http://www.grammarbook.com/grammar_quiz/punctuation_mastery.asp

Question No: 24 _____ is a list of source materials on a particular subject.

- ▶ Index
- ▶ **Bibliography**
- ▶ Appendixes
- ▶ Glossary

<http://free-books-online.org/mix-books/business-communication/business-reports-parts-of-a-formal-report/>

Question No: 25 Choose the correct sentence.

- ▶ **As the invitation stated, we'll see you on the tenth for our reunion.**
- ▶ Like the invitation stated, we'll see you on the, tenth for our reunion.
- ▶ As the invitation stated, we'll see you the: tenth for our reunion.
- ▶ Like the invitation stated, we'll see you: the tenth for our reunion.

http://www.grammarbook.com/grammar_quiz/prepositions_1.asp

Question No: 26 Which of the following aspect denotes the necessary research and organizing ideas?

- ▶ Informal letter
- ▶ **Report production (Page 84)**
- ▶ Manuscript
- ▶ None of them

Question No: 27 Choose the correct sentence.

- ▶ That is a problem who can't be solved without a calculator.
- ▶ That is a problem that can't be solved without a calculator.
- ▶ That is a problem whom can't be solved without a calculator.
- ▶ **That is a problem which can't be solved without a calculator.**

http://www.grammarbook.com/grammar_quiz/who_vs_which_1.asp

Question No: 28 How many types of criteria are used in proposal?

- ▶ Two
- ▶ Three
- ▶ **Four (Page 61)**
- ▶ Five

Question No: 29 Which of the following statement does not apply to the element of "discussion" in a report?

- ▶ It should be consistent with the study results.
- ▶ It should not go beyond the study results.
- ▶ It should generally be distinct from the results.
- ▶ In qualitative studies, keeping it distinct from results is difficult.

Question No: 30 Which one of the following is more effective Technical Communication?

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

http://en.wikipedia.org/wiki/Technical_Communication

**FINALTERM EXAMINATION
Spring 2009**

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

- ▶ Bar graphs
- ▶ Line Graphs
- ▶ **Pictographs (Page 118)**
- ▶ Photographs

Question No: 3 Which of the following presents the main idea before the supporting data?

- ▶ Strategic plan
- ▶ **Indirect plan (Page 74)**
- ▶ Direct plan
- ▶ Business plan

Question No: 4 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 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 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 Claim letter is also called:

- ▶ Transmittal letter
- ▶ Credit refusing letter
- ▶ **Adjustment letter (Page 71)**
- ▶ Complaint letter

Question No: 8 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 (Page 45)**
- ▶ Consideration
- ▶ Credibility

Question No: 9 Where we use proper tone from the beginning in a reasonable and understandable way?

- ▶ Neutral news message
- ▶ **Bad news message (Page 174)**
- ▶ Good news message
- ▶ Business message

Question No: 10 Which of the following composition process is used in general and specific purpose while developing profile?

- ▶ Composing business message
- ▶ Defining objectives
- ▶ Bad news message
- ▶ **Planning business message (Page 173)**

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

Something that stands for or represents something else, especially an object representing an abstraction is called:

- ▶ Pagination
- ▶ **Symbol**
- ▶ Equation
- ▶ Acronyms

<http://dictionary.reference.com/browse/symbol>

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

Choose the correct sentence.

- ▶ Your award is richly-deserved.
- ▶ **Your award is richly deserved.**
- ▶ Your award is richly, deserved.
- ▶ Your award is richly; deserved.

http://www.grammarbook.com/grammar_quiz/hyphens_ly_words_1.asp

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

Which word in the following sentence should contain an apostrophe?

Phillipa cannot go to her friends party because her parents have no cars.

- ▶ can't not
- ▶ parents'
- ▶ **friend's**
- ▶ car's

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

Choose the correct sentence.

- ▶ The tomatoes whom grow in her garden are unlike those you buy in a store.
- ▶ The tomatoes who grow in her garden are unlike those you buy in a store.
- ▶ **The tomatoes that grow in her garden are unlike those you buy in a store.**
- ▶ The tomatoes which grow in her garden are unlike those you buy in a store.

http://www.grammarbook.com/grammar_quiz/who_vs_which_1.asp

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

Identify the correct subjects and verbs. The subjects are in bold and the verbs are underlined.

- ▶ In the newspaper, an interesting **article** appeared.
- ▶ In the **newspaper**, an interesting article appeared.
- ▶ In the **newspaper**, an interesting article appeared.
- ▶ In the newspaper, an interesting **article** appeared.

http://www.grammarbook.com/grammar_quiz/finding_subjects_verbs_1.asp

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

Choose the sentence with the correct punctuation.

- ▶ I have been to San Francisco, California, Reno, Nevada, and Seattle, Washington.
- ▶ I have been to San Francisco California; Reno Nevada; and Seattle Washington.
- ▶ **I have been to San Francisco, California; Reno, Nevada; and Seattle, Washington.**
- ▶ I have been to San Francisco California, Reno Nevada, and Seattle Washington.

http://www.grammarbook.com/grammar_quiz/semicolons_and_colons_1.asp

Question No: 17 (Marks: 1) - Please choose one

Choose the sentence with the correct punctuation.

- ▶ Clothes are often made from synthetic material; for instance, rayon.
- ▶ **Clothes are often made from synthetic material, for instance, rayon.**
- ▶ Clothes are often made from synthetic material, for instance: rayon.
- ▶ Clothes are often made from synthetic material, for instance; rayon.

http://www.grammarbook.com/grammar_quiz/semicolons_and_colons_1.asp

Question No: 18 (Marks: 1) - Please choose one

Choose the correct sentence.

- ▶ The elections will be held on the first Tuesday, of November, 2008.
- ▶ The elections will be held, on the first Tuesday of November 2008.
- ▶ The elections will be held on the first Tuesday of November, 2008.
- ▶ **The elections will be held on the first Tuesday of November 2008.**

http://www.grammarbook.com/grammar_quiz/punctuation_mastery.asp

Question No: 19 (Marks: 1) - Please choose one

Choose the correct sentence.

- ▶ I am asking if you would like to rollerblade together tomorrow?
- ▶ I am asking "if you would like to rollerblade together tomorrow"?
- ▶ I am asking "if you would like to rollerblade together tomorrow."

▶ I am asking if you would like to rollerblade together tomorrow.

http://www.grammarbook.com/grammar_quiz/punctuation_mastery.asp

Question No: 20 (Marks: 1) - Please choose one

Choose the correct sentence.

- ▶ Jan asked? "What did Joe mean when he said, 'I will see you later.'"
- ▶ Jan asked, "What did Joe mean when he said, 'I will see you later?'"
- ▶ **Jan asked, "What did Joe mean when he said, 'I will see you later'?"**
- ▶ Jan asked, "What did Joe mean when he said, 'I will see you later'"?

http://www.grammarbook.com/grammar_quiz/punctuation_mastery.asp

Question No: 21 (Marks: 1) - Please choose one

Which of the following report is often used when sending information to a reader outside the organization?

▶ **Letter reports (Page 63)**

- ▶ Business reports
- ▶ Formal reports
- ▶ Informal reports

Question No: 22 (Marks: 1) - Please choose one

Choose the correct sentence.

- ▶ That is a problem who can't be solved without a calculator.
- ▶ That is a problem that can't be solved without a calculator.
- ▶ That is a problem whom can't be solved without a calculator.
- ▶ **That is a problem which can't be solved without a calculator.**

http://www.grammarbook.com/grammar_quiz/who_vs_which_1.asp

Question No: 23 (Marks: 1) - Please choose one

Which of the following reports represent prefatory parts, text and supplementary parts?

▶ **Formal reports (Page 84)**

- ▶ Informal reports
- ▶ Analysis reports
- ▶ Progress reports

Question No: 24 (Marks: 1) - Please choose one

How many elements are found in general superstructure of reports?

- ▶ Three
- ▶ Two
- ▶ **Six (Page 86)**
- ▶ Five

Question No: 25 (Marks: 1) - Please choose one

While practicing your speech you should do all of the following except:

▶ **Finish your speech without stopping to correct errors or to restart**

- ▶ Practice in a singular setting
- ▶ Keep practice sessions brief
- ▶ Practice in various settings

Question No: 26 (Marks: 1) - Please choose one

Which of the following proposal section is related to researcher's investigation?

- ▶ Justification of the study
- ▶ **Research question. (Page 93)**
- ▶ Definition of terms
- ▶ Purpose of the study

Question No: 27 (Marks: 1) - Please choose one

How many elements are found in conventional superstructure for instructions?

- ▶ Three
- ▶ Four
- ▶ **Five (Page 112)**
- ▶ Two

Question No: 28 (Marks: 1) - Please choose one

Choose the correct sentence.

- ▶ You are my friend, however, I cannot afford, to lend you any more money.
- ▶ You are my friend, however; I cannot afford to lend you any more money.
- ▶ You are my friend: however I cannot afford to lend, you any more money.
- ▶ **You are my friend; however, I cannot afford to lend you any more money.**

http://www.grammarbook.com/grammar_quiz/punctuation_mastery.asp

Question No: 29 (Marks: 1) - Please choose one

How many categories of role playing are used in meetings?

- ▶ **Three (Page 22)**
- ▶ Two
- ▶ Four
- ▶ Five

Question No: 30 (Marks: 1) - Please choose one

How many elements are found in the conventional superstructure of a progress report?

- ▶ Three
- ▶ Four

▶ **Five (Page 101)**

▶ Six

FINAL TERM EXAMINATION
Fall 2009

Question No: 1 (Marks: 1)

Choose the sentence with the correct punctuation.

- ▶ I wanted a cup of coffee not a glass of milk.
- ▶ I wanted a cup of coffee: not a glass of milk.
- ▶ **I wanted a cup of coffee, not a glass of milk.**
- ▶ I wanted a cup of coffee; not a glass of milk.

http://www.grammarbook.com/grammar_quiz/quiz_results.asp

Question No: 2 (Marks: 1)

Choose the correct sentence.

- ▶ One-third of the eligible population tend not to vote in national elections.
- ▶ One-third of the eligible population are tending not to vote in national elections.
- ▶ One-third of the eligible population have tended not to vote in national elections.
- ▶ **One-third of the eligible population tends not to vote in national elections.**

http://www.grammarbook.com/grammar_quiz/grammar_mastery.asp

Question No: 3 (Marks: 1)

Which one of the following component is not a part of planning written message?

- ▶ Developing the main idea
- ▶ Construct an outline
- ▶ **Estimate the appropriate length (Page 46)**
- ▶ Handle audience's questions effectively

Question No: 4 (Marks: 1)

Feeling nervous leads speakers to:

- ▶ Improperly evaluate themselves
- ▶ **Forget their speech**
- ▶ Eliminate their anxiety
- ▶ Exaggerate their anxiety.

Question No: 5 (Marks: 1)

Which one of the following questions that produce specific information, save time, requires less effort to answer, and eliminate bias and prejudice in answers?

- ▶ Open-ended questions
- ▶ **Close-ended questions (Page 155)**
- ▶ Subjective questions

- ▶ Objective questions

Question No: 6 (Marks: 1)

AIDS stands for:

- ▶ Attention Immunodeficiency Syndrome
- ▶ Acquired Implement System
- ▶ **Acquired Immunodeficiency Syndrome (Page 147)**
- ▶ Attention Implement System

Question No: 7 (Marks: 1)

Which of the following messages aim to influence audiences who are inclined to resist, so they depend heavily on strategic planning?

- ▶ Considerate messages
- ▶ Courteous messages
- ▶ Informative messages
- ▶ **Persuasive messages (Page 76)**

Question No: 8 (Marks: 1)

Which form is correct in most situations?

- ▶ **Could you help me? (Not sure)**
- ▶ Help me?
- ▶ Excuse me; I was wondering if you could possibly help me?
- ▶ I need help.

Question No: 9 (Marks: 1)

Choose the correct sentence.

- ▶ He is a happily-married man.
- ▶ **He is a happily married man.**
- ▶ He is a happily, married man.
- ▶ He is a happily; married man

http://www.grammarbook.com/grammar_quiz/hyphens_ly_words_1.asp

Question No: 10 (Marks: 1)

In the following sentence, which word is there a missing apostrophe?

My parents and their friends often visit each others houses.

- ▶ House's
- ▶ Parent's
- ▶ Other's
- ▶ **Friend's**

Question No: 11 (Marks: 1)

What punctuation mark should complete the following sentence?

John was angry and shouted at his son, "Go to your room now!"

- ▶ Question mark
- ▶ Full stop
- ▶ **Speech mark**
- ▶ Comma

Question No: 12 (Marks: 1)

Which of the following proposal section refers to discussion of results?

▶ **Conclusion (Page 123)**

- ▶ Budget
- ▶ Procedure
- ▶ None of the above

Question No: 13 (Marks: 1)

Which of the following speech offers a verbal explanation of a complex process?

▶ **Explanatory speech**

- ▶ Instructional speech
- ▶ Demonstration speech
- ▶ Oral briefing

Question No: 14 (Marks: 1)

_____ is a matter of grouping or clustering ideas clearly.

- ▶ Visualization
- ▶ Simplification
- ▶ Effective organization
- ▶ Word choice

Question No: 15 (Marks: 1)

Which of the following would be unethical to use in a persuasive message?

- ▶ Consideration of audience needs
- ▶ The "you" attitude
- ▶ **Manipulation**
- ▶ Persuasion

http://wps.prenhall.com/bp_bovee_bct_8/0,9931,1783814-,00.html

Question No: 16 (Marks: 1)

Choose the correct sentence.

- ▶ Carl worried about the hurricane; but tried to stay calm and help his family.
- ▶ Carl worried about the hurricane; but tried to stay calm, and help his family.
- ▶ **Carl worried about the hurricane but tried to stay calm and help his family.**
- ▶ Carl worried about the hurricane but tried to stay calm, and help his family.

http://www.grammarbook.com/grammar_quiz/punctuation_mastery.asp

Question No: 17 (Marks: 1)

Choose the sentence with the correct comma placement.

- ▶ You are I am sure, telling the truth.
- ▶ You are I am sure telling, the truth.
- ▶ **You are, I am sure, telling the truth.**
- ▶ You are, I am sure telling the truth.

http://www.grammarbook.com/grammar_quiz/commas_1.asp

Question No: 18 (Marks: 1)

Choose the sentence with the correct punctuation.

- ▶ Clothes are often made from synthetic material; for instance, rayon.
- ▶ **Clothes are often made from synthetic material, for instance, rayon.**
- ▶ Clothes are often made from synthetic material, for instance: rayon.
- ▶ Clothes are often made from synthetic material, for instance; rayon.

http://www.grammarbook.com/grammar_quiz/semicolons_and_colons_1.asp

Question No: 19 (Marks: 1)

Which is farthest in the past?

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

Question No: 20 (Marks: 1)

Which phrase should be used while making a presentation ?

- ▶ **Please feel free to interrupt me with questions.**
- ▶ Don't disturb me while I'm presenting these statistics.
- ▶ No, you're wrong. We need more staff.
- ▶ Please! No interruptions during the presentation.

Question No: 21 (Marks: 1)

Which Three types of readers usually exist?

- ▶ Phantom Readers, Future Readers, Complicated Readers
- ▶ Future Readers, Complex Readers, Complicated Readers
- ▶ Future Readers, Complex Readers, Technical Readers
- ▶ **Phantom Readers, Future Readers, Complex Readers (Page 23)**

Question No: 22 (Marks: 1)

Which of the following aspect represents a series of events that tells the reader what happened?

- ▶ Description
- ▶ Analysis
- ▶ **Narration (Page 129)**
- ▶ Improved version

Question No: 23 (Marks: 1)

Which of the following feature should be placed either immediately before or immediately after the noun?

- ▶ Adverb modifiers
- ▶ Dependent clause
- ▶ None of them
- ▶ **Modifiers of noun (Page 132)**

Question No: 24 (Marks: 1)

Choose the correct sentence.

- ▶ I am asking if you would like to rollerblade together tomorrow?
- ▶ I am asking "if you would like to rollerblade together tomorrow"?
- ▶ I am asking "if you would like to rollerblade together tomorrow."
- ▶ **I am asking if you would like to rollerblade together tomorrow.**

http://www.grammarbook.com/grammar_quiz/punctuation_mastery.asp

Question No: 25 (Marks: 1)

Choose the correct sentence.

- ▶ Jan asked? "What did Joe mean when he said, 'I will see you later.'"
- ▶ Jan asked, "What did Joe mean when he said, 'I will see you later?'"
- ▶ **Jan asked, "What did Joe mean when he said, 'I will see you later?'"**
- ▶ Jan asked, "What did Joe mean when he said, 'I will see you later'?"

http://www.grammarbook.com/grammar_quiz/punctuation_mastery.asp

Question No: 26 (Marks: 1)

What is meant by attitudes?

- ▶ **Judgments of right and wrong**
- ▶ Observable actions
- ▶ Statements of approval or disapproval
- ▶ Statements of truth

Question No: 27 (Marks: 1)

Which of the following element refers to brief overview of report's most important point?

- ▶ Synopsis
- ▶ **Executive Summary**
- ▶ Contents
- ▶ Bibliography

http://en.wikipedia.org/wiki/Executive_summary

Question No: 28 (Marks: 1)

What should be the purpose of visual aids?

- ▶ To make the document interesting

- ▶ To provide information
- ▶ To simplify the data
- ▶ **All of the above**

Question No: 29 (Marks: 1)

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

- ▶ Designing
- ▶ Revising
- ▶ **Proofreading (Page 60)**
- ▶ All of the above

Question No: 30 (Marks: 1)

Which one of the following should be placed either immediately before or after the noun?

- ▶ Misplaced Modifiers
- ▶ **Modifiers of Nouns (Page 132)**
- ▶ Adverb Modifiers
- ▶ Dangling Modifiers

**FINAL TERM EXAMINATION
SPRING 2006**

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

Fill in the blanks with appropriate words.

To create a memorable speech the subject of the speech should be related to-----.

- ▶ (a) Government's needs.
- ▶ (b) Media's needs
- ▶ **(c) Audience's needs (Page 166)**
- ▶ (d) None of above

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

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

- Ø Dress
- Ø **Time**
- Ø Microphone
- Ø None of above

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

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

- ▶ **expressions**

- ▶ body language
- ▶ nodding of head
- ▶ none of the above

Question No: 8(Marks: 1)- Please choose one
Implication of a word or a suggestion separate from the usual definition is called

- ▶ Denotation
- ▶ **Connotation**
- ▶ none of the above

<http://free-books-online.org/mix-books/business-communication/barriers-in-effective-communication/>

Question No: 9(Marks: 1)- Please choose one
Buffer of a bad news should be

- Ø explanatory
- Ø **neutral (Page 74)**
- Ø positive
- Ø negative

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

All seven C's can apply to

- ▶ Oral communication
- ▶ Written communication.
- ▶ **Both of the above. (Page 31)**
- ▶ None of the above.

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

Written defamation is called

- ▶ Slander
- ▶ **Libel**
- ▶ Written disagreeable opinions.
- ▶ None of above.

<http://www.nolo.com/legal-encyclopedia/defamation-law-made-simple-29718.html>

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

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

- ▶ Formal
- ▶ **Informal**
- ▶ Useful.
- ▶ None of above.

<http://www.iolani.honolulu.hi.us/Keables/KeablesGuide/PartFour/SemicolonsandColons.htm>

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

Salutations are used in

- Ø memorandums
- Ø **Letters (Page 63)**

Ø Informal speech. Ø None of above. Ø

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

A visual consisting of parallel bars representing specific data is called

- ▶ Line graph
- ▶ Pictogram
- ▶ **Bar graph**
- ▶ None of above.

http://highered.mcgraw-hill.com/sites/0073525030/student_view0/glossary.html

Hamna

Repeated

Final Term From Feb-2012 to July-2009

ENG201- Business and Technical English Writing Solved subjective from Final term Papers

What is difference between memo and letter? 2marks

Answer: Page 173

Use letters to communicate outside your organization. Whereas the memorandum is the primary vehicle for communication within an organization,

The difference between memo and letter is that letter is used to communicate outside the organization whereas memo is used to communicate inside the organization.

Write any two rules for capitalization? 2 marks

Answer: Page 146 file

1. Capitalize the first words of sentences, including sentences cited in quotations.
2. Capitalize all nouns, pronouns, verbs, adjectives, adverbs, and subordinating conjunctions.
3. Capitalize proper names, including any particular person, object, place, project, institution, river, vessel, genus, culture, ethnic group, or formal job title.
4. The letter I, when used as a pronoun referring to yourself must always be written as a capital letter

Write any two rules to create visual aids in your communication? 2 marks

Answer: Page10

1. Use color on your slides but avoid orange and yellow which do not show up very well when projected. For text only, white or yellow on blue is pleasant to look at and easy to read.
2. Typically use a minimum 18pt Times Roman on OHPs, and preferably larger. A guideline is: if you can read the OHP from a distance of 2 meters (without projection) then it's probably OK

Explain dangling modifier? 2 marks

Answer: Page 132 file

A modifier whose connection to the sentence is implied or intended but not actually made explicit is said to dangle. Dangling modifiers detract from the clarity of your writing, so you should make sure your modifiers are properly connected to the words they modify

What is Basic difference between vague and ornate language? 2 marks

Answer: Page 136

Use the simplest most direct words possible.

Used for their own sake, ornate words simply distract the reader from your main point.

How can we create a pie chart? 3 marks

Answer: Page 118 file

To create a pie chart, you draw a circle and draw lines that slice it into wedges. Each wedge occupies a portion of the circle's circumference proportional to the amount of the total pie that the wedge represents. Arrange the wedges in a way that helps your audience determine the rank order of the wedges and compare the relative sizes of particular wedges

Define the proposal? 3 marks

Answer: Page 61 file

In a proposal, identify a specific problem and state how you will solve that problem. Most organizations rely on successful proposal writing for their continued existence. You will most likely spend a major part of your professional life writing proposals.

Write your comments “biased language has bad impression on business writing 5 marks

What are the basic purposes of business message? 5 marks

Answer: Page 47

Common purpose of Business

Business messages have the following general purposes:

Inform

Persuade

Collaborate

How can you conducting interview on job? 5 marks

Answer: Page 152

Conducting interviews on the job:

The conversation bounces back and forth from interviewer to interviewee. Although the interviewer guides the conversation, the interviewee may also seek to accomplish a purpose, perhaps to:

- obtain or provide information,
- solve a problem
- to create goodwill
- persuade the other person to take action.

What are the basic purposes of reference in resume? 5 marks

FINAL TERM EXAMINATION 2011(July)

There are how many uses of a question mark?

Answer: (Page 140) file

In 3 ways Question Marks can be used.

Use a question mark to end an interrogative sentence. Have past efforts to develop an AIDS vaccine been based on the wrong approach?

Use a question mark to change a declarative or imperative sentence into a question. Their testing of the system was exhaustive? [declarative changed to interrogative] Start production on Friday? [imperative changed to interrogative]

When a directive or a command is phrased as a question, a question mark is optional.

Describe Types of oral communication.

Answer: (Page 172) file

Types of Oral communication

- Extempore
- Impromptu

- Memorization
- Reading
- Modes of deliver
- Delivery guidelines

How to develop formal speeches and presentations?

Answer: (Page 163) file

Developing a major speech or presentation is much like writing a formal report, with one important difference: you need to adjust your technique to an oral communication channel. This is both an opportunity and a challenge. The opportunity lies in the interaction that's possible between you and the audience.

Briefly describe correctness in written communication.

Answer: Page 41

The following things are at the core of concreteness.

- Grammar
- Punctuation
- Spelling

The term correctness applied to business messages, also means the following characteristics. Use the right level of language. Check accuracy of figures, facts and words. Maintain acceptable writing mechanics

“Oral communication has less chances of misunderstanding as compared to written communication” please give your comment.

Briefly describe Tables in visual aids.

Answer: Page 117

The table is one of the most versatile and widely used visual aids. Tables are used so often because they can help writers achieve several common objectives. For example they are an excellent tool for groups of detailed facts in a concise and readable form.

FINAL TERM EXAMINATION 2011(July)

Use of
1. Pictographs?
**Answer: Page
118**

You will find pictographs especially useful where you want to do one or both of the following: • Emphasize the practical consequences of the data represented. • Make your data visually interesting and memorable.

2. Enumeration?

Answer: Page 148

Use enumeration in reports and other documents to identify sequences of chapters, sections, page numbers, figures and tables, equations, footnotes, and appendixes. Lengthy reports may contain and enumerate all these items. Any technical or scientific document of more than one page, however, will at least enumerate its pages, as well as any other of these elements that are present.

3. Commas?

Answer: Page 138

In HTnumbers with five or more digits, Anglo-American usage dictates that there should be commas before groups of three digits, counting from the right, except for a group of three digits at the beginning of the number. Example Customers reported a total of **212,413** hardware malfunctions. In **1994, 212** cases had been diagnosed.

4. Line graph?

Answer: Page 118

A line graph shows how one quantity changes as a function changes in another quantity. You can use line graphs in many ways, including the following:

–*To show trends and cycles*: When you want to show a pattern of change over time, line graphs can be very helpful – especially when compared with a table.

–*To compare trends*: Line graphs are also very useful for showing readers how two or more trends compare with one another.

–*To show how two or more variables interact*: Line graphs are well-suited to display interactions between variables.

5. Buffer?

Answer: Page 74

6. What is a sentence fragment?

Answer: Page 130

Sentence Fragments: A sentence fragment is missing a subject, a HverbH, or both, but is punctuated as if it were a complete sentence.

7. What are the important points of instructions for any documents?

Answer: Page 111

Points to Remember When writing instructions, you should keep in mind three points: instructions shape attitudes, good visual design is essential, and testing is often indispensable. Each of these points is discussed briefly in the following paragraphs.

8. What the role of persuasive speaking?

Answer: Page 7 file

Persuasive Speaking is used to influence what an audience thinks or does. Some of the goals of persuasive speaking include:

- to reinforce the attitudes, beliefs, and values an audience already holds
- to inoculate an audience against counter persuasion
- to change attitudes
- to motivate an audience to act

9. Writer's Block?

Answer: Page 124 file

There are many sources of writer's block, some of them are

1. Lack of information
2. Lack of a well defined purpose
3. Poor knowledge of the audience
4. Lack of confidence.

10. Open ended question?

11. Narrate difference purpose of conducting interview on a job?

12. Explain

· **Open ended question?**

Answer: Page 154

To obtain both factual information and underlying feelings, you'll probably use various types of questions. Open-ended questions invite the interviewee to offer an opinion, not just a yes, no, or one- word answer. You can learn some interesting and unexpected things from open-ended questions, but they may diminish your control of the interview.

The other person's idea of what's relevant may not coincide with yours, and you may waste some time getting the interview back on track.

Use open-ended questions to warm up the interviewee and look for information when you have plenty of time to conduct the conversation.

· **Close ended question?**

Answer: Page 155

Closed-ended questions require yes or no answers or call for short responses. For example "Did you make a reservation for the flight?"

Questions like these produce specific information, save time, require less effort to answer, and eliminate bias and prejudice in answers.

The disadvantage of such questions is that they limit the respondent's initiative and may prevent important information from being revealed.

They're better for gathering information than for prompting an exchange of feelings

FINAL TERM EXAMINATION 2011(July)

Q: Write a note on correctness principle of communication? 2

Answer:-Page 41

The following things are at the core of concreteness.

- Grammar
- Punctuation
- Spelling

Q: Difference between letter and memorandum? 2

Answer:-

The difference between memo and letter is that letter is used to communicate outside the organization whereas memo is used to communicate inside the organization.

Q: What are organizational charts? 2

Answer: Page 119

An organizational chart uses rectangles and lines to represent the arrangement of people and departments in an organization. It reveals the organization's hierarchy, indicating how the smaller units are combined

to create larger units. It also indicates who reports to whom and who gives direction to whom.

Q: How will you make favorable response to claim and adjustment request? 3

Answer: Page 72

Don't blame an individual or a specific department, and avoid such lame excuses as "Nobody's perfect" or "Mistakes will happen."

Q: The Rules of Capitalizing Multiple -Words Tittles and proper names? 3

Answer:- Page 146

1. Capitalize all nouns, pronouns, verbs, adjectives, adverbs, and subordinating conjunctions.
2. Capitalize any word, regardless of the part of speech, if it is the first or last word of the title or subtitle or a proper name or if it follows a punctuation mark indicating a break in the title

Q: What problems do we face while using staked modifies and nouns, and how can we over comes then? 3

Answer: Page 130

Avoid using long strings of modifiers or nouns. These stacked modifiers and nouns can be hard to read and sometimes create ambiguity. Add a few words (especially prepositions and conjunctions) to make the relationships between nouns clear to the reader.

Q: How is a diagram created? 3

Answer:-119

- Decide exactly what you want to show.
- Create an appropriate means to represent your subject with geometric shapes, or perhaps sketches that suggest their appearance.
- Provide the explanations people need in order to understand your diagram as a separate key, in the title or as part of the diagram itself.

Q: Difference b/w consideration and courtesy? 5

Answer:-

The difference between consideration and courtesy is the feeling that goes behind it. Consideration is more compassionate and has more depth because when you are considerate of another persons needs or feelings you care and are concerned about what to do concerning that person. On the other hand, courtesy is mainly because you feel like it's the right thing to do, you don't care as much or you don't have much attachment to why you are doing it.

Q: Difference b/w Table of content and appendix of a report? 5

Answer:-Page123

The table of contents provides an outline of analysis reports for readers who do not wish to read the entire report or flip through it looking for the section which contains what they are looking for . on the other hand , appendix would include derivations of equations, tables of raw data, sample equations, and so forth. But the only way to be certain that what is placed in the appendix belongs there is to assess it within the context of audience needs

Q: The Qualities of a good manuscript? 5

Answer:-Page 126

A manuscript should be visually attractive. This means that it should be orderly, that there should be

obvious divisions and subdivisions. A manuscript should invite readership. The type should be clear in a manuscript, and the production should not be sloppy. A report or paper must be sufficiently detailed. There should be enough detail, though, to satisfy the projected readers' needs for information. After this, the document must be proofread, which should not be confused with editing. While editing requires being judgmental, proofreading is a quick checking for errors.

Q: what is the common ways establishing credibility while organizing a business message? 5

Answer:- Page 54

Establish Credibility

Don't make a false promise. People are more likely to react positively to your message when they have confidence in you. Example Instead of this We hope this recommendation will be helpful. Use this We're glad to make this recommendation.

Be Polite:-

Try to express facts in a kind and thoughtful manner. Use extra tact when writing and when communicating with higher-ups. Promptness is a form of courtesy.

Project the Company Image:-

Subordinate your own style to that of the company