
BUSINESS COMMUNICATION

Overview

Learning to communicate in a manner that is clearly understood by the receiver of the message is a major task of all businesspeople. This event provides recognition for FBLA members who work toward improving their business communication skills of writing, speaking, and listening.

This is an individual online test.

Competencies and Task Lists

<http://www.fbla-pbl.org/docs/ct/FBLA/BUSINESSCOMMUNICATION.pdf>

Website Resources

- Dale Carnegie Training
<http://www.dalecarnegie.com/>
- Get It Write
<http://www.getitwriteonline.com/archive/tips.htm>
- Webgrammar
<http://www.webgrammar.com/>
- Your Dictionary - Education Articles & Resources
<http://education.yourdictionary.com/>

BUSINESS COMMUNICATION SAMPLE QUESTIONS

1. Forms of communication are best described by:
 - a. selecting messages by type and channel
 - b. realizing that communication is rarely permanent
 - c. taking communication to a higher level of critical thinking
 - d. stating that communication can be expressed verbally and nonverbally

Competency: Communication Concepts

2. In business the role of letters is defined as being a(n):
 - a. method that has little legal value in a lawsuit
 - b. effective method of communicating with an external or internal audience
 - c. secondary message system after instant messaging
 - d. method that is easily written with little advance planning

Competency: Communication Concepts

3. What is the correct response regarding meetings?
 - a. While holding an important meeting, ask the staff to put through calls so you won't seem unapproachable.
 - b. The location selected for face-to-face communication is an important factor to minimize interruptions.
 - c. Where furniture is placed in a small office has no impact on open communication.
 - d. When meeting in a restaurant, select a spot that will allow good public views to avoid any secret conversations.

Competency: Communication Concepts

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4. Steps taken before keying words on the computer or writing them on paper are:
- establishing the primary purpose
 - analyzing the purpose
 - analyzing the receiver
 - planning the message

Competency: Written and Report Applications

5. Memos are usually an internal document that:
- are used to communicate from supervisors to supervisors only
 - are less formal and shorter than letters
 - should not be used for important messages
 - can only be sent to one or two receivers

Competency: Written and Report Applications

6. Planning to write directions, instructions, or descriptions requires the writer to first:
- locate a good place for a meeting for the launch lunch
 - analyze the situation to identify the audience and the purpose
 - send an instant message to management to confirm the order
 - prepare all the graphs and charts

Competency: Written and Report Applications

7. Readability formulas are important for analyzing messages:
- that a receiver uses to follow directions
 - to put them in electronic format
 - to decrease the vocabulary level
 - to surprise the readers when they calculate the formula

Competency: Reading Comprehension

8. Businesses often require the writing of summaries:
- to sharpen the communication skills of the reader
 - to instill the concept of fair use in the reader
 - to lessen the effect of the technical data
 - such as those of an article, a proposal, a project, or report

Competency: Reading Comprehension

9. Normally, what does a table created using Word show?
- numeric comparisons
 - no value if placed in a report
 - no titles or subtitles
 - comparisons of definitions of terms or concepts

Competency: Reading Comprehension

10. Identify the underlined words as parts of speech: Betty asked for a raise.

- a. noun and active voice
- b. subject, and state of being verb
- c. noun and verb
- d. noun and preposition

Competency: Grammar

11. Identify the type of verb in the following sentence:

The employees made suggestions to the manager.

- a. transitive
- b. intransitive
- c. linking
- d. helping

Competency: Grammar

12. Three degrees of comparison such as positive, comparative, and superlative refer to the degrees of a(n):

- a. conjunction
- b. pronoun
- c. adverb
- d. adjective

Competency: Grammar

13. Select the correct structure below:

- a. Larry set and talked and talked to his self.
- b. Taken the medicine is good.
- c. Larry drove the car in to the bus.
- d. Larry has the answer to that question.

Competency: Editing and Proofreading

14. Select the sentence that contains a dangling modifier:

- a. Sitting idly at the light, the bus shut off its motor.
- b. The driver shut off the motor while sitting idly at the light.
- c. At the light, the motor of the bus was shut down by the driver.
- d. The motor of the bus was shut off by the driver while waiting at the light.

Competency: Editing and Proofreading

15. Which sentence below contains a split infinitive?

- a. The government elected the judge to officially represent the department.
- b. The tuna turned to swim away.
- c. To write correctly is a needed skill for all employees.
- d. John waited and then started to sing loudly.

Competency: Editing and Proofreading

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16. Identify which sentence below has correct spelling, grammar, and punctuation.
- Have you ever cruise on a large, passenger boat?
 - The cruise ship has three dining rooms; it has over 14 decks above water.
 - The cruise ship advertises a main dinner, a supplemental dinner and several Buffets.
 - The ship will stop in Rome Italy and then in Barcelona Spain.

Competency: Editing and Proofreading

17. Physical distractions, such as _____ can be a barrier to listening.
- jargon or slang
 - temperature or noise
 - high pitched voices or low pitched voices
 - laziness or biases

Competency: Oral and Nonverbal Communications

18. Research indicates that senior managers spend about ____ percent of their time in various settings just listening.
- 80
 - 85
 - 90
 - 100

Competency: Oral and Nonverbal Communications

19. A major aspect of your voice is volume, which means the:
- inflection of your voice
 - intensity of sound
 - speed of your oral communication
 - tone and emphasis you place in your voice

Competency: Oral and Nonverbal Communications

20. What is the purpose of using a period at the end of a sentence?
- is rarely used in formal writing
 - signals the end of a declarative or imperative sentence
 - is never used for a polite request
 - signals the end of a quoted question

Competency: Word Definition and Usage

21. What does a question mark ask for?
- an exclamation from the reader or listener
 - a limited number of sentences
 - a definite response
 - primary internal punctuation

Competency: Word Definition and Usage

22. You should use a(n) _____ to form possessives and contractions.

- a. comma
- b. dash
- c. apostrophe
- d. hyphen

Competency: Word Definition and Usage

23. In which one of the following sentences are the numbers correctly written?

- a. 6 people lost their footing on the ledge.
- b. Ten apples were left on the tree.
- c. 13 stamps for \$.44 cents each were sold.
- d. 20 and 5/8 are the answers.

Competency: Word Definition and Usage

24. Which sentence is correct?

- a. He eats alot of hamburgers and fries!
- b. The trainer tried to keep the angry stallions a part.
- c. The book that I bought was very difficult to understand.
- d. The preacher made an illusion to a modern movie.

Competency: Spelling

25. Noah Webster wrote the first _____ in 1806.

- a. thesaurus
- b. CD-ROM dictionary
- c. dictionary
- d. electronic dictionary

Competency: Spelling

26. Which sentence is correct?

- a. I don't know weather you can do that play.
- b. We want to see the building in the capital.
- c. Marcia had a lot of shoes in her closet.
- d. The school principle goes to every football game.

Competency: Spelling

27. There are consequences of violating copyright laws. All of the following are punishments **except**:

- a. monetary damages according to the loss caused by the violation
- b. a written public apology published in the legal section of a local newspaper
- c. for "innocent infringement," the range of statutory damages is \$200 to \$150,000 per work; in "willful infringement," the range of statutory damages is \$750 to \$300,000 per work
- d. if a violator is found guilty, there is a fine of up to \$500,000 or imprisonment of up to five years for a first offense

Competency: Digital Communications (e-mail, messaging, netiquette, etc.)

28. Studies indicate that email:

- a. represents an expensive method of exchanging messages
- b. can be used only as a stand-alone device in offices
- c. has surpassed the telephone as the tool of choice in the workplace
- d. become a method of informal communication between friends only

Competency: Digital Communications

29. Today, technology has:

- a. given users less opportunity for communicating effectively
- b. finally slowed down and no innovations are likely
- c. advanced beyond the mere use of the Internet to allow users to access many applications even by cell phones
- d. taken the role of job search away from human resources

Competency: Digital Communications

30. What is the auto response feature of email?

- a. automatically answers all emails and provides detailed answers
- b. makes the subject line of an email meaningful
- c. lets email senders know that you will respond later
- d. makes the message more inviting

Competency: Digital Communications