
INTRODUCTION TO 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 demonstrate an understanding of basic communication skills and concepts.

This is an individual objective test and is only for grades 9 and 10.

Competencies and Task Lists

<http://www.fbla-pbl.org/competitive-event/introduction-to-business-communication/>

Website Resources

- 12 Secrets of Effective Business Communication
<http://www.noupe.com/how-tos/12-secrets-of-effective-business-communication.html>
- Get It Write
<http://www.getitwriteonline.com/archive/tips.htm>
- What is Business Communication?
http://www.managementstudyguide.com/business_communication.htm
- Your Dictionary - Education Articles & Resources
<http://education.yourdictionary.com/>

INTRODUCTION TO BUSINESS COMMUNICATION SAMPLE QUESTIONS

- 1) Select the noun in the sentence: "Her illness has not been diagnosed."
A) diagnosed
B) her
C) not
D) illness

Competency: Grammar

- 2) Give the password to _____ you please.
A) however
B) whosoever
C) whomever
D) whoever

Competency: Grammar

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- 3) Should we stay in Miami **or** should we stay in Tampa? The word "or" is a(n):
- A) verb
 - B) conjunction
 - C) pronoun
 - D) interjection

Competency: Grammar

- 4) Which sentence has the correct verb usage?
- A) A number of clients are requesting refunds.
 - B) A number of clients is requesting refunds.
 - C) A number of our clients is requesting refunds.
 - D) A number of our clients is refunds requesting?

Competency: Grammar

- 5) Which is the group in the following sentence? Norway is one of the Scandinavian countries.
- A) small
 - B) countries
 - C) Scandinavian
 - D) Denmark

Competency: Grammar

- 6) Which sentence below is exclamatory?
- A) Stop the train!
 - B) Project a positive image to others.
 - C) First impressions count.
 - D) Do you know the time?

Competency: Grammar

- 7) Unfortunately, we cannot _____ your offer.
- A) except
 - B) accept
 - C) acept
 - D) excep

Competency: Grammar

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- 8) Select the sentence that is punctuated correctly.
A) Be sure to enclose a large, manila envelope.
B) Be sure to enclose a large manila envelope.

Competency: Punctuation and Capitalization

- 9) Which of the following sentences is punctuated correctly?
A) The women's room is just around the corner.
B) The womens' room is just around the corner.
C) The womens room is just around the corner.
D) The women room is just around the corner.

Competency: Punctuation and Capitalization

- 10) Which one of the following sentences is hyphenated correctly?
A) This is a device that is attention-getting.
B) She is a widely-quoted authority.
C) He gave a lecture that was hard-to-follow.
D) We need an up-to-date price list.

Competency: Punctuation and Capitalization

- 11) Which one of the following sentences does **not** use proper capitalization?
A) Bryan Morris, vice president, is responsible for that account.
B) Students entering the MBA program must complete accounting 6093 and finance 5133.
C) The manager approved the quarterly report.
D) It is a difficult winter for traveling.

Competency: Punctuation and Capitalization

- 12) Identify the city name that is spelled incorrectly.
A) Cleveland, Ohio
B) Baton Roug, Louisiana
C) Salem, Massachutres
D) Knoxville, Tennessee

Competency: Spelling

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- 13) Which one of the following is not a prefix?
- A) ed
 - B) pseudo
 - C) re
 - D) un

Competency: Spelling

- 14) Which one of the proofreading marks below is incorrect?
- A) ^ means insert something here
 - B) = means align at the top or bottom
 - C) @ means at
 - D) # means insert the word pound

Competency: Spelling

- 15) How many of the following words are misspelled? catagory, independence, knowledgable
- A) 3 words
 - B) 1 word
 - C) 0 words
 - D) 2 words

Competency: Proofreading and Editing

- 16) Which sentence contains a punctuation error?
- A) Did you respond to the R.S.V.P. yet?
 - B) My neighbor is a manager at Williams Bros. in Danville.
 - C) They will be visiting in Saint Croix.
 - D) The building materials cost \$1200.00 for each building.

Competency: Proofreading and Editing

- 17) What punctuation mark is missing in the following sentence? The President needed the entire new cabinet including Secretary of State, Secretary Treasurer, and Attorney General.
- A) dash
 - B) semicolon
 - C) colon
 - D) hyphen

Competency: Proofreading and Editing

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- 18) To be more precise, you would use which sentence below?
- A) A sales person will call you at 2 p.m.
 - B) The city was hit by the hurricane.
 - C) A sales person will call you tomorrow.
 - D) The temperature was above freezing.

Competency: Word Definition and Usage

- 19) She was _____ convincing during the debate.
- A) quit
 - B) quited
 - C) quite
 - D) quiet

Competency: Word Definition and Usage

- 20) The following phrase can have more than one implied meaning.
- A) send an email
 - B) no way!
 - C) stand your ground
 - D) select your dessert

Competency: Word Definition and Usage

- 21) What is enunciation?
- A) mumbling words
 - B) freedom
 - C) speaking quickly
 - D) speaking clearly and emphasizing each syllable

Competency: Oral Communication Concepts

- 22) Communication can flow within an organization
- A) horizontally, vertically, or diagonally.
 - B) just vertically in most organizations.
 - C) inside or outside departments only.
 - D) Just horizontally in most organizations.

Competency: Oral Communication Concepts

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- 23) Polite expression of opinion would include each of the following **except**:
- A) Personally I feel
 - B) No way
 - C) I believe
 - D) I think

Competency: Oral Communication Concepts

- 24) Major clarifying questions include:
- A) do, which, what, and when
 - B) how, does, what, and where
 - C) what, when, where, and why
 - D) how much, which ones, when, and why

Competency: Oral Communication Concepts

- 25) Critical listening involves:
- A) interaction among the audience
 - B) raising your hand to indicate you have a question about the current topic
 - C) knowing what to expect before the presentation begins
 - D) examining and analyzing a spoken message for accuracy and reliability

Competency: Oral Communication Concepts

- 26) Reports typically
- A) include opinions.
 - B) are vague by design.
 - C) include detailed information.
 - D) evaluate a specific topic.

Competency: Reading Comprehension

27) May 15, 2013

To: All Members
From: National Awards Program Committee
Subject: Institute for Leaders

Thank all of you for (A) (excepting, accepting) our invitation to attend Institute for Leaders to be held July 1 through July 3. Each day of the institute will be held at a (B) (cite, site, sight) conducive to the topic of the day. On day one, we will study three (C) (rites, rights, writes, wrights) imposed by our bylaws. (D) Samuel Todd will be the day's keynote Speaker. Day two will have everyone divided into groups often depending on the (E) (principles, principals, principle, principal) of business of greatest interest to you. Please fill out and return the attached questionnaire so these groups can be assigned. These need to be submitted by May 31.

Day three will include a morning session with Avery Smith the chief (F) (counsel, council, counclie, council) for the Better Business Bureau. (G) She is a leading authority on what qualities have been found in successful leaders. Day three will conclude with a wrap-up of the institute and a casual picnic at Blue Gill Park.

Please let us know if you need (H) (aid, aide, ade, aides) with anything. We can help in many ways and can reach over the (I) (isle, aisle, isle's, aisle's) for assistance from the conference hall.

Sincerely

Beverly North
Institute for Leaders
Committee Chair

This correspondence is:

- A) instructional
- B) persuasive
- C) descriptive
- D) informative

Competency: Reading Comprehension

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Beverly North
Institute for Leaders
Committee Chair

The appropriate reading method for this correspondence would be:

- A) speed-reading
- B) scanning
- C) skimming
- D) in-depth reading

Competency: Reading Comprehension

29) Hong's memo that describes new steps for merchandise returns should use which one of the following techniques for emphasis?

- A) phrases
- B) numbered list
- C) bulleted list
- D) talking heads

Competency: Reading Comprehension

30) Which one of the following is the most effective heading in a memo report to employees?

- A) Benefits Will Undergo Radical Alterations in Forthcoming Fiscal Year
- B) How Do Benefit Changes Affect You?
- C) Employee Benefits
- D) Benefit Cuts

Competency: Reading Comprehension