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## 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.fbbl-pbl.org/competitive-event/business-communication-fbla/>

### 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/>

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## BUSINESS COMMUNICATION SAMPLE QUESTIONS

- 1) The way an envelope is addressed, can send a message to the receiver by:
- A) its addressee style
  - B) the name of the receiver being placed on it
  - C) the way the organization pays the person who prepares it
  - D) its postage, stationery, printing, and size

**Competency:** Communication Concepts

- 2) Which technique below is one to avoid in professional telephone messages?
- A) use numerous points to start quickly and then ramble through them
  - B) plan the agenda you want to discuss and be ready with your points
  - C) be cheerful and identify yourself
  - D) say thank you and please during the conversation as needed

**Competency:** Communication Concepts

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- 3) To improve communication among diverse workplace audiences, someone would **not**:
- A) find commonalities
  - B) make a lot of assumptions
  - C) understand the values of differences
  - D) build on similarities

**Competency:** Communication Concepts

- 4) Putting your hand on the shoulder of a coworker or supervisor may be interpreted as:
- A) sexual harassment
  - B) an attention getting habit
  - C) an obvious habit of a lonely person
  - D) a friendly gesture

**Competency:** Communication Concepts

- 5) Sometimes conflict can be desirable and may lead to:
- A) the growth of dysfunctional participants
  - B) a quick closing of the meeting
  - C) improved decision making and creativity
  - D) group tensions

**Competency:** Communication Concepts

- 6) One way to achieve coherence is through the use of:
- A) transitions
  - B) plagiarism
  - C) repetition
  - D) paragraph length

**Competency:** Written and Report Applications

- 7) Getting bad news is not usually a happy event for a receiver. To show sensitivity to the reader, you may use the indirect approach which starts with a:
- A) statement of the major bad news
  - B) negative statement right away
  - C) buffer statement
  - D) goodwill sentence

**Competency:** Written and Report Applications

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8) Your first step in researching a problem is to develop a plan which includes:

- A) identifying the objective, problem, or topic
- B) writing the informational report
- C) formatting the document
- D) deciding on the memo format

**Competency:** Written and Report Applications

9) Commercial computerized sources differ from open access computerized sources in that:

- A) commercial ones may require researchers to pay for the information
- B) open access ones require a fee for users
- C) anyone can access the commercial ones for free
- D) only the commercial ones are a good source of recent information

**Competency:** Written and Report Applications

10) To be sure you have all the questions/information needed for a telephone call, you should plan a(n):

- A) virtual meeting
- B) agenda
- C) press release
- D) executive summary

**Competency:** Written and Report Applications

11) When reading instructions for a task:

- A) realize all steps are always in a logical order
- B) spot read the steps
- C) read all the steps before beginning the task
- D) skim the steps quickly and begin the task

**Competency:** Reading Comprehension

12) An effective summary:

- A) can be more effective if it is taken out of context
- B) is easily written by looking only at the topic heads
- C) identifies the main ideas and major support points from a source
- D) includes all details, examples, and less critical information

**Competency:** Reading Comprehension

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- 13) Although researchers are increasingly producing and using electronic data, you should learn to use print resources because:
- A) electronic sources are not considered as reliable as books and encyclopedias
  - B) print sources provide primary data and electronic sources provide secondary data
  - C) some data is available only in print
  - D) clients value print data over electronic data

**Competency:** Reading Comprehension

- 14) Within a section, readability can be enhanced by:
- A) including clip art
  - B) parallel structure
  - C) frequent use of bold and italics
  - D) using plain language

**Competency:** Reading Comprehension

- 15) The parts of speech have eight different classes, one of which takes the place of a noun; it is called a:
- A) pronoun
  - B) verb
  - C) preposition
  - D) adjective

**Competency:** Grammar

- 16) Reflexive pronouns and intensive pronouns are similar; however, a reflexive pronoun:
- A) refers back to the subject of the sentence or clause
  - B) is a regular pronoun
  - C) is used for emphasis such as I myself
  - D) is either a compound pronoun or a singular pronoun

**Competency:** Grammar

- 17) Identify the sentence below that has a past tense verb:
- A) The Ohio State University football team is going to play in Michigan soon.
  - B) The Ohio State University football team will play in Columbus, Ohio next week.
  - C) The Ohio State University football team plays in Columbus, Ohio Saturday.
  - D) The Ohio State University football team played in Columbus, Ohio today.

**Competency:** Grammar

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18) Which one of the following is a negative word or phrase to avoid?

- A) soon due
- B) never fail
- C) always
- D) issue

**Competency:** Grammar

19) Identify the error in the following sentence. *Since it was still snowing, the country store staid closed.*

- A) noun
- B) verb
- C) punctuation
- D) spelling

**Competency:** Grammar

20) There are a variety of ways to proofread a document. One way **not** recommended is:

- A) use a grammar check application
- B) ask a friend or teacher to proofread the document
- C) circle all verb tenses
- D) read the paper silently

**Competency:** Editing and Proofreading

21) Active listening has a purpose which may be informative, evaluative, emphatic, or:

- A) reflective
- B) casual
- C) relaxed
- D) attitudinal

**Competency:** Oral and Nonverbal Communications

22) Posture, facial expressions, and gestures are examples of:

- A) the sender's habits in communicating
- B) verbal symbols
- C) the communication meaning
- D) nonverbal symbols

**Competency:** Oral and Nonverbal Communications

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- 23) A structured slide presentation is often the best choice for:
- A) a motivational presentation
  - B) including free-form slides
  - C) a project update and routine information
  - D) a complex presentation when you have plenty of time

**Competency:** Oral and Nonverbal Communications

- 24) Which one of the following is the best recommendation for delivering an effective oral presentation?
- A) use note cards or an outline containing key sentences and major ideas
  - B) wing it so that you sound natural
  - C) read the presentation so that nothing important will be overlooked
  - D) memorize the entire presentation so that you do not have to use notes

**Competency:** Oral and Nonverbal Communications

- 25) During a speech, important nonverbal symbols you should relate to are posture, facial expressions, gestures, and:
- A) visual aids
  - B) several umms and ahs
  - C) feedback
  - D) eye contact

**Competency:** Oral and Nonverbal Communications

- 26) Those born after 1996 are sometimes known as the:
- A) Y Generation
  - B) group born before the Internet became popular
  - C) Generation Z or the Net Generation
  - D) group that follows culture and avoids cultural differences

**Competency:** Word Definition and Usage

- 27) If you write a sentence that contains an appositive providing nonessential information, you would:
- A) set it off with dashes
  - B) hyphenate it
  - C) set it off with commas
  - D) put parentheses around it

**Competency:** Punctuation and Capitalization

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28) Which word below is spelled correctly?

A) alot

B) attorney

C) congradulations

D) managaer

**Competency:** Spelling

29) Companies often give access to its customers, vendors, suppliers, and other interested people to view the company's literature through its:

A) Web page

B) extranet

C) personal account

D) Internet

**Competency:** Digital Communication

30) Which one of the following is the most appropriate closing for an e-mail message or memo?

A) Please submit your report by December 15 so the information can be presented at the workshop.

B) Thank you in advance for answering my questions and I look forward to hearing from you.

C) Please let me know if I may be of further assistance to you or your team.

D) It's been great talking with you, thanks again.

**Competency:** Digital Communication