

BUSINESS COMMUNICATION

- 1) Written communication includes _____.
 - A) interviews
 - B) speeches
 - C) reports and forms
 - D) films

- 2) Planning a successful meeting involves delegation or _____.
 - A) using subgroups
 - B) clarifying the purpose
 - C) knowing your role
 - D) assuring all participating parties is equal

- 3) The _____ sets the effective tone for a paragraph.
 - A) concept of minimization
 - B) clear topic sentence
 - C) effective transition
 - D) relevant conclusion

- 4) What is the advantage of collecting first-hand data?
 - A) data can be gathered economically and efficiently
 - B) return rates for online and mailed surveys are typically over 90 percent
 - C) those who respond to online surveys exactly represent the overall population
 - D) respondents can be relied on to respond openly and truthfully to anonymous surveys

- 5) Which of the following is not common for employees when change takes place in the workplace?
 - A) uncertainty
 - B) exuberation
 - C) anxiety
 - D) resistance

- 6) A brief introduction that describes your business, the problem that it solves, your target market, and financial highlights is the _____.
 - A) industry analysis
 - B) product plan
 - C) marketing plan
 - D) executive summary

- 7) Which of the following is **not** an example of an irregular noun?
- A) men
 - B) women
 - C) pennies
 - D) feet
- 8) He called the security guard, and he checked the room for items, which have been stolen. This is an example of a _____ sentence.
- A) compound-complex
 - B) complex
 - C) simple
 - D) compound
- 9) Select the sentence in which the verb tenses are correct.
- A) I make a backup copy of my flash drive, and I lost that one too.
 - B) I made a backup copy of my flash drive, and I lose that one too.
 - C) I made a backup copy of my flash drive, and I lost that one too.
 - D) I make a backup copy of my flash drive, and I lose that one too.
- 10) Making a conscious effort to hear not only the words that another person is saying but, more importantly, the complete message being communicated is called _____.
- A) active listening
 - B) secondary listening
 - C) distraction
 - D) passive listening
- 11) PowerPoint presentations can be enhanced by all of the following **except** _____.
- A) add sound effects
 - B) include music and sound effects to the presentation
 - C) embed You Tube videos
 - D) more text and less pictures
- 12) We enjoyed carrot cake at the birthday party. The verb in this statement is _____.
- A) cake
 - B) at
 - C) enjoyed
 - D) party

- 13) Quotation marks are used ____.
- A) in titles
 - B) in quotations from other people
 - C) to emphasize technical terms
 - D) all answers are correct
- 14) Fill in the blank with the correct word. _____ shall I say is calling?
- A) Whom
 - B) Whose
 - C) Who
 - D) Who's
- 15) _____ leaves a paper trail.
- A) Text messaging
 - B) E-mail
 - C) Face-to-face communication
 - D) Telephone call

- 1) C
- 2) A
- 3) B
- 4) A
- 5) B
- 6) D
- 7) C
- 8) A
- 9) C
- 10) A
- 11) D
- 12) C
- 13) D
- 14) C
- 15) B