
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 objective test.

Competencies and Task Lists

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

Web Site Resources

- Dale Carnegie Training
<http://www.dalecarnegie.com/>
- Get It Write
<http://www.getitwriteonline.com/archive/tips.htm>
- Webgrammar
<http://www.webgrammar.com/grammartips.html>
- Your Dictionary
<http://www.yourdictionary.com/>

BUSINESS COMMUNICATION SAMPLE QUESTIONS

1. Identify the bold word in the following sentence.
"Congratulations!" We are proud of you.
 - a. interjection
 - b. verb
 - c. conjunction
 - d. noun
2. **Saw** is to **seen** as **drive** is to:
 - a. ride
 - b. driven
 - c. drove
 - d. vehicle
3. One of the purposes of communication is:
 - a. to persuade
 - b. the message
 - c. to interpret
 - d. the receiver
4. The most common errors found when proofreading are:
 - a. long words
 - b. word or letter omission or addition
 - c. capitalization
 - d. numbers

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5. Which one of the following terms is obsolete?
 - a. unfortunately
 - b. you will find
 - c. we regret to inform you
 - d. separately

 6. Which one of the following sentences is **correct**?
 - a. Call their office ((800) 555-0192) to see if invoice 1,127 was paid.
 - b. I bought 200 pencils on sale for 88 cents each.
 - c. A 25 percent discount is given on reserved rooms.
 - d. Sam just learned that he won a jackpot of one and a half million dollars.

 7. Which one of the following terms is **incorrectly** spelled?
 - a. pastime
 - b. feud
 - c. exaggeration
 - d. reservoir

 8. One of the elements of writing style is:
 - a. voice
 - b. speech
 - c. capitalization
 - d. diction

 9. Which sentence has a misplaced modifier?
 - a. I want to plan carefully so I can succeed on the first try.
 - b. Key just the letters, not the memos.
 - c. Each of us has only 24 hours in a day.
 - d. Terri repairs only office machines: she doesn't sell them.

 10. Which one of the following sentences is **correct**?
 - a. Leo became the editor of his hometown newspaper he will enjoy his work.
 - b. Two new computer programs developed by Anne.
 - c. The project consultant is an expert in urban planning he will speak to the city council.
 - d. Marc and Shanna will work as census takers beginning next month.

 11. Which sentence is grammatically **correct**?
 - a. Our students are considerate of we teachers.
 - b. We must respect the wishes of whomever is in charge.
 - c. Give the extra copy of the program to whomever can use it.
 - d. Who is going to prepare the agenda for the meeting?

 12. The objective of written messages includes all of the following **except**:
 - a. request
 - b. audience
 - c. promote good will
 - d. inform

 13. Include the following necessary information in business messages:
 - a. who, what, where, when, why
 - b. which, when, why, what, who
 - c. what, word, when, which, why
 - d. word, when, who, why, what

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14. Which sentence does **not** contain an adverb phrase?
- Steve's office is so small he can't make sufficient progress.
 - John works aggressively in all aspects of his career.
 - Sarah usually makes progress quickly when she puts her mind to it.
 - Mindy starts her new position immediately.
15. Marla has limited time and must call Gary for answers to several questions. Which one of the following is the best example of a brisk and professional approach?
- Hey, Gary. How are you doing?
 - Gary, I have only a few minutes, but I knew you were the one with the answers to my questions.
 - Look, Gary, you always have the inside scoop at work; what's going on?
 - I can't waste any time chit chatting, so you need to get to the point pronto!
16. **Leaves** is to **leaf** as **wolves** is to:
- wolf
 - wolve
 - dogs
 - pages
17. Select the sentence in which all capitalization is correct.
- In English class we read Romeo and Juliet, Main Street, and Uncle Vanya.
 - In English class we read Romeo And Juliet, Main Street, and Uncle Vanya.
 - In English Class we read romeo and juliet, Main Street, and Uncle Vanya.
 - In english class we read Romeo and Juliet, Main Street, and Uncle Vanya.
18. Select the sentence in which all capitalization is correct.
- My father would like the government to better acknowledge korean war veterans.
 - My father would like the Government to better acknowledge Korean War veterans.
 - My father would like the Government to better acknowledge Korean War Veterans.
 - My father would like the government to better acknowledge Korean War veterans.
19. Select the correctly spelled word below.
- cieling
 - beleive
 - believe
 - mischeivious
20. Revising a writing piece should be done:
- only after the final copy is completed
 - after the rough copy is completed
 - while writing the second rough copy
 - after the piece is published
21. Choose the correct use of *half-staff*/*half-mast* below.
- The flag at the naval station is at half-staff.
 - The flag in front of the school is at half-staff.
 - The flag on the ship is at half-staff.
 - The flag in front of the school is at half-mast.
22. Which topic should be organized by time?
- the need for more staff in the purchasing department
 - the announcement of a new employee benefit
 - the steps in the development of a new product
 - a letter answering a customer complaint

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23. What is wrong with this sentence?
I am writing this letter to inform you that I am interested in the accounting position.
- It contains a wordy compound preposition.
 - It contains a redundancy.
 - It contains a long lead-in.
 - Nothing is wrong with this sentence. It is an example of good business writing.
24. When proofreading a document, you will check all but which one of the following for errors?
- names and numbers
 - spelling, grammar, and punctuation
 - readability
 - format
25. Understanding analogies is important to reading comprehension. Select the set of words that is most similar to scene:play.
- writing:reading
 - paragraph:essay
 - drama:comedy
 - band:orchestra
26. Select the best meaning for "in the black."
- tricks to hide the situation
 - working a second job
 - it won't work
 - the condition of making a profit
27. Select the **correctly** spelled word below.
- conscientious
 - concientious
 - conscientious
 - conscientous
28. Select the **incorrectly** spelled word below.
- government
 - fluorescent
 - judgment
 - foriegn
29. Select the **incorrect** use of *partially/partly* in the sentences below.
- The building is partially completed.
 - The building is in a state of partial completion.
 - The building is partly completed.
 - I'm partially convinced.
30. Select the sentence in which all capitalization is **correct**.
- The Thurstons think we named our daughter April for the Month in which she was born.
 - The Thurstons think we name our Daughter April for the month in which she was born.
 - The Thurstons think we named our daughter April for the month in which she was born.
 - The thurstons think we named our daughter april for the month in which she was born.