



ENG201- Business and Technical English Writing  
Latest Solved MCQs from Final term Papers

10 june,2011

Lectures 23-45

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Latest Mcqs

FINAL TERM EXAMINATION  
2011

Question: 1

Which of the following is generally organized by direct approach and receives a favorable reaction?

- ▶ Business message
- ▶ Bad news message
- ▶ **Good news message (Page 72)**
- ▶ Routine message

Question: 2

Which of the followings are real but unnamed readers?

- ▶ **Phantom Readers (Page 23)**
- ▶ Future Readers
- ▶ Complex Readers
- ▶ Technical Readers

Question: 3

Choose the correct sentence.

- ▶ You may not enter Mr. Harris office without his permission.
- ▶ You may not enter Mr. Harrises office without his permission.
- ▶ You may not enter Mr. Harrises' office without his permission.
- ▶ **You may not enter Mr. Harris's office without his permission.**

[http://www.grammarbook.com/grammar\\_quiz/apostrophes\\_1.asp](http://www.grammarbook.com/grammar_quiz/apostrophes_1.asp)

Question: 4

Choose the sentence with the correct punctuation.

- ▶ The American flag has three colors: namely, red, white, and blue.
- ▶ **The American flag has three colors, namely; red, white, and blue.**
- ▶ **The American flag has three colors; namely, red, white, and blue.**
- ▶ The American flag has three colors namely, red, white, and blue.

[http://www.grammarbook.com/grammar\\_quiz/semicolons\\_and\\_colons\\_1.asp](http://www.grammarbook.com/grammar_quiz/semicolons_and_colons_1.asp)

Question: 5

Choose the correct option.

Feasibility reports are used:

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- ▶ **To analyze problems and predict practical alternatives.**
- ▶ To control problems, sell products and services.
- ▶ To monitor and control production, sales, shipping, etc.
- ▶ To solve problems and supply facts.

**Question: 6**

**Which of the following should be avoided while writing business message?**

**Pompous language (Page 34)**

Intimacy

Preaching and bragging

**All of the above**

**Question: 7**

**Which of the following is the process of drafting your message?**

- ▶ Planning
- ▶ **Composing (Page 53)**
- ▶ Editing
- ▶ Revising

**Question: 8**

**Which of the following is achieved through a balance between precise language and familiar language?**

- ▶ **Clarity (Page 36)**
- ▶ Correctness
- ▶ Concreteness
- ▶ Conciseness

**Question: 9**

**Which of the following is the first thing you must consider while writing a resume?**

- ▶ **Defining your objectives (Page 11)**
- ▶ Planning your objectives
- ▶ Evaluating your objectives
- ▶ Revising your objectives
- ▶

**Question: 10**

**Which of the following is associated with scholarly writing?**

- ▶ Informal writing
- ▶ **Formal writing (Page 41)**
- ▶ Archaic writing
- ▶ Technical writing

**Question: 11**

**Which one of the following questions that produce specific information, save time, requires less effort**

to answer, and eliminate bias and prejudice in answer?

- ▶ Open-ended questions.
- ▶ **Close-ended questions. (Page 155)**
- ▶ Subjective questions.
- ▶ Objective questions.

**Question No: 12**

**Choose the correct sentence.**

- ▶ I am asking if you would like to rollerblade together tomorrow?
  - ▶ I am asking "if you would like to rollerblade together tomorrow"?
  - ▶ I am asking "if you would like to rollerblade together tomorrow."
  - ▶ **I am asking if you would like to rollerblade together tomorrow.**
- [http://www.grammarbook.com/grammar\\_quiz/punctuation\\_mastery.asp](http://www.grammarbook.com/grammar_quiz/punctuation_mastery.asp)

**Question No: 13**

**Choose the correct sentence.**

- ▶ That is a problem who can't be solved without a calculator.
  - ▶ That is a problem that can't be solved without a calculator.
  - ▶ That is a problem whom can't be solved without a calculator.
  - ▶ **That is a problem which can't be solved without a calculator.**
- [http://www.grammarbook.com/grammar\\_quiz/who\\_vs\\_which\\_1.asp](http://www.grammarbook.com/grammar_quiz/who_vs_which_1.asp)

**Question No: 14**

**Which of the following proposal section is related to researcher's investigation?**

- ▶ Justification of the study
- ▶ **Research question (Page 93)**
- ▶ Definition of terms
- ▶ Purpose of the study

**Question No: 15**

**Which method is a bottom-up or generative approach to research?**

- ▶ Pattern method
- ▶ Hypothesis method
- ▶ **Inductive method**
- ▶ Deductive method

<http://quizlet.com/3955580/introduction-to-research-methods-chapters-1-2-flash-cards/>

**FINAL TERM EXAMINATION  
2011**

**1-What is the last thing you need to do before you get ready to distribute your document?**

- ▶ Designing

- ▶ Revising
- ▶ **Proofreading**
- ▶ All of the above

**2-Feasibility reports are used:**

- ▶ **To analyze problems and predict practical alternatives.**
- ▶ To control problems, sell products and services.
- ▶ To monitor and control production, sales, shipping, etc.
- ▶ To solve problems and supply facts.

**3-Which phrase is used during a presentation?**

- ▶ Thanks for giving me a hand.
- ▶ **Thank you very much for your time today.**
- ▶ Thank you for your quick response.
- ▶ Thank you for your corporation.

**4-Claim letter is also called:**

- ▶ Transmittal letter
- ▶ Credit refusing letter
- ▶ **Adjustment letter (Page 71)**
- ▶ Complaint letter

**5-If your message is specific, definite and vivid; which of the following principle has been applied?**

- ▶ Completeness
- ▶ Correctness
- ▶ Conciseness
- ▶ **Concreteness Page 35**

**6-Which of the following suggests the following statement? "First group the ideas and then put them in sequence."**

- ▶ Revising a message
- ▶ Editing a message
- ▶ **Organizing a message (Page 52)**
- ▶ Planning a message

**7-Which of the following significantly improves the interest of a presentation?**

- ▶ Illustration
- ▶ **Visual aids (Page 10)**
- ▶ Image
- ▶ Reflection

**8-What is meant by task-facilitating roles?**

▶ **Suggesting decision-making procedures that will move the group towards the goal (Page 57)**

- ▶ Drawing out other members by showing verbal support
- ▶ Offering to yield on a point in the interest of reaching mutually acceptable decision
- ▶ Drawing out other members by showing verbal and non verbal support, praise or agreement [www.vustudents.net](http://www.vustudents.net)

**9-How many elements are found in conventional superstructure for instructions?**

- ▶ Three
- ▶ Four
- ▶ **Five (Page 112)**
- ▶ Two

**10-AIDS stands for:**

- ▶ Attention Immunodeficiency Syndrome
- ▶ Acquired Implement System
- ▶ **Acquired Immunodeficiency Syndrome (Page 147)**
- ▶ Attention Implement System

**11-Choose the correct sentence.**

- ▶ A friendly-little dog is all I need for company.
- ▶ **A friendly little dog is all I need for company.**
- ▶ A friendly, little dog is all I need for company.
- ▶ A friendly; little dog is all I need for company.

[http://www.grammarbook.com/grammar\\_quiz/hyphens\\_ly\\_words\\_1.asp](http://www.grammarbook.com/grammar_quiz/hyphens_ly_words_1.asp)

**12-Choose the sentence with the correct comma placement.**

- ▶ We will grant you immunity, if you decide to cooperate with us.
- ▶ We will grant you immunity, if you decide, to cooperate with us.
- ▶ We will grant you immunity if you decide, to cooperate with us.
- ▶ **We will grant you immunity if you decide to cooperate with us.**

[http://www.grammarbook.com/grammar\\_quiz/commas\\_1.asp](http://www.grammarbook.com/grammar_quiz/commas_1.asp)

**13-Software functional specs usually contain:**

- ▶ Assumptions, resources
- ▶ Cost target, Maintenance
- ▶ **A & b – correct (Page 122)**
- ▶ Orientation specs and Functional specs

**14-Which of the following messages aim to influence audiences who are inclined to**

resist, so they depend heavily on strategic planning

- ▶ Considerate messages
- ▶ Courteous messages
- ▶ Informative messages
- ▶ **Persuasive messages (Page 76)**

15-Choose the sentence with the correct comma placement.

- ▶ You are I am sure, telling the truth.
- ▶ You are I am sure telling, the truth.
- ▶ **You are, I am sure, telling the truth.**
- ▶ You are, I am sure telling the truth.

[http://www.grammarbook.com/grammar\\_quiz/commas\\_1.asp](http://www.grammarbook.com/grammar_quiz/commas_1.asp)

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**Question No: 1 ( Marks: 1 ) - Please choose one**

**Which of the following messages aim to influence audiences who are inclined to resist, so they depend heavily on strategic planning?**

- ▶ Considerate messages
- ▶ Courteous messages
- ▶ Informative messages
- ▶ **Persuasive messages (Page 76)**

**Question No: 2 ( Marks: 1 ) - Please choose one**

**When the following phrase is used?**

**'This is Ken'.**

- ▶ **Answering the telephone** Corect Hi this is Cyberian, how may i help you?
- ▶ Introducing yourself in person
- ▶ Asking who is on the line
- ▶ **Introducing yourself in general (not sure)**

**Question No: 3 ( Marks: 1 ) - Please choose one**

**A fault in the communication procedure where the meaning of the message is lost 'in translation' from intention to language or from language to understanding is called.....**

- ▶ **Distortion**
- ▶ Noise
- ▶ Redundancy
- ▶ Feedback

**Question No: 4 ( Marks: 1 ) - Please choose one**

**Which of the following complimentary close is accurate in general letter writing?**

- ▶ Yours sincerely,
- ▶ Sincerely,
- ▶ Yours respectfully,
- ▶ **All of the above**

<http://translation.20megsfree.com/letters/11.htm>

**Question No: 5 ( Marks: 1 ) - Please choose one**

While delivering an oral presentation to large groups, a person should use ----- style.

- ▶ Casual
- ▶ Informal
- ▶ **Formal**
- ▶ Interpersonal

<http://free-books-online.org/mix-books/business-communication/oral-presentation/>

**Question No: 6 ( Marks: 1 ) - Please choose one**

What type of questions is used in both factual information and underlying feelings?

- ▶ Multiple questions
- ▶ Objective questions
- ▶ Subjective questions
- ▶ **Open-ended questions (Page 154).**

**Question No: 7 ( Marks: 1 ) - Please choose one**

Which type of sequential number is given to pages in a book or document?

- ▶ Number
- ▶ **Enumeration (Page 148)**
- ▶ Symbol
- ▶ Pagination

**Question No: 8 ( Marks: 1 ) - Please choose one**

Choose the sentence with the correct punctuation.

- ▶ We ask: therefore, that you keep this matter confidential.
- ▶ We ask, therefore; that you keep this matter confidential.
- ▶ **We ask, therefore, that you keep this matter confidential.**
- ▶ We ask; therefore, that you keep this matter confidential.

[http://www.grammarbook.com/grammar\\_quiz/semicolons\\_and\\_colons\\_1.asp](http://www.grammarbook.com/grammar_quiz/semicolons_and_colons_1.asp)

**Question No: 9 ( Marks: 1 ) - Please choose one**

Choose the correct sentence.

- ▶ Paul Simon sang, "I am a rock, I am an island."
- ▶ Paul Simon sang, I am a rock; I am an island.
- ▶ Paul Simon sang I am a rock, I am an island.
- ▶ **Paul Simon sang, "I am a rock; I am an island."**

[http://www.grammarbook.com/grammar\\_quiz/punctuation\\_mastery.asp](http://www.grammarbook.com/grammar_quiz/punctuation_mastery.asp)

**Question No: 10 (Marks: 1) - Please choose one**  
Choose the correct sentence.

- ▶ She will go to her grave with some secrets said Wendy.
- ▶ **"She will go to her grave with some secrets," said Wendy.**
- ▶ "She will go to her grave with some secrets" said Wendy.
- ▶ "She will go to her grave with some secrets." said Wendy.

[http://www.grammarbook.com/grammar\\_quiz/punctuation\\_mastery.asp](http://www.grammarbook.com/grammar_quiz/punctuation_mastery.asp)

**Question No: 11 (Marks: 1) - Please choose one**

Which of the following aspect represents the act of giving somebody a reason or incentive to do something?

- ▶ **Motivation**
- ▶ Direction
- ▶ Usage
- ▶ Subject

<http://en.wikipedia.org/wiki/Motivation>

**Question No: 12 (Marks: 1) - Please choose one**

What is meant by intended reader?

- ▶ Simple reader
- ▶ Complex reader
- ▶ **A member of a target audience**
- ▶ Unplanned reader

[http://en.wikipedia.org/wiki/Reader\\_model](http://en.wikipedia.org/wiki/Reader_model)

**Question No: 13 (Marks: 1) - Please choose one**

What is meant by chronology?

- ▶ **Investigating a chain of events (Page 81)**
- ▶ Information about the relevant subject
- ▶ Specific goals
- ▶ All of the above

**Question No: 14 (Marks: 1) - Please choose one**

Which report share one essential characteristic and is written to help decision makers choose between two or more courses of action?

- ▶ Long report



- ▶ Short report
- ▶ Essential report
- ▶ **Feasibility report (Page 94)**

**Question No: 15 (Marks: 1) - Please choose one**

Choose the correct sentence.

- ▶ We are willing to work with whoever you recommend.
- ▶ We are willing to work with who you recommend.
- ▶ **We are willing to work with whomever you recommend.**
- ▶ We are not willing to work with who you recommend.

[http://www.grammarbook.com/grammar\\_quiz/grammar\\_mastery.asp](http://www.grammarbook.com/grammar_quiz/grammar_mastery.asp)

**Question No: 16 (Marks: 1) - Please choose one**

What is the first task in planning a report?

- ▶ **Defining purpose (Page 81)**
- ▶ Identifying the sequence in which tasks should be performed.
- ▶ Preparing a work plan
- ▶ None of the above

**Question No: 17 (Marks: 1) - Please choose one**

What is Title Fly?

- ▶ Title fly is a page with four blocks of information.
- ▶ **Title fly is a plain sheet of paper with only the title of the report on it. (Page 84)**
- ▶ Title fly is a page with the name, title, and address of the person or organization writing the report.
- ▶ None of the above

**Question No: 18 (Marks: 1) - Please choose one**

What is the tense used in the following sentence?

**They will have already taken the test.**

- ▶ **future past**
- ▶ present perfect
- ▶ future perfect
- ▶ past perfect progressive

**Question No: 19 (Marks: 1) - Please choose one**

Use hyphens to connect certain prefixes to nouns. In most scientific and technical styles, the following prefixes are usually followed by a \_\_\_\_\_.

- ▶ comma
- ▶ full stop
- ▶ **hyphen (Page 141)**
- ▶ colon

**Question No: 20 ( Marks: 1 ) - Please choose one**  
**Which type of Visual aid is three-dimensional?**

- ▶ **Objects**
- ▶ Graphs
- ▶ Graphics
- ▶ Pictures

[http://www.doctordi.ca/COMS361/visual\\_aids.htm](http://www.doctordi.ca/COMS361/visual_aids.htm)

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**Question No: 1 ( Marks: 1 ) - Please choose one**  
**How can we make visual aids easy to understand?**

- ▶ By Informative titles
- ▶ By using appropriate objects
- ▶ By removing unnecessary details
- ▶ **All of them (Page 116)**

**Question No: 2 ( Marks: 1 ) - Please choose one**  
**Which of the following you consider while making the framework of your table?**

- ▶ How to order the rows and columns
- ▶ How to align entries in the columns
- ▶ Where to place special notes
- ▶ **All of them (Page 117)**

**Question No: 3 ( Marks: 1 ) - Please choose one**  
**Which of the following aims at gathering specific information?**

- ▶ Letter of claim
- ▶ Letter of request
- ▶ **Letter of inquiry (Page 66)**
- ▶ Letter of information

**Question No: 4 ( Marks: 1 ) - Please choose one**  
**Which of the following is the main task of a Conventional Résumé?**

- ▶ Provide functions and tasks the applicant can perform

- ▶ Make your name and professional achievements prominent
- ▶ Put the most important information first
- ▶ **Place the name and professional objectives at the top (Page 13)**

**Question No: 5 (Marks: 1) - Please choose one**  
**Why document objective should be stated at the beginning?**

- ▶ **To motivate readers to read further (Page 20)**
- ▶ To gain readers' attention
- ▶ Both i & ii
- ▶ To impress readers

**Question No: 6 (Marks: 1) - Please choose one**  
**Where we use proper tone from the beginning in a reasonable and understandable way?**

- ▶ Neutral news message
- ▶ **Bad news message (Page 174)**
- ▶ Good news message
- ▶ Business message

**Question No: 7 (Marks: 1) - Please choose one**  
**Which one of the following component is not a part of planning written message?**

- ▶ Developing the main idea
- ▶ Construct an outline
- ▶ **Estimate the appropriate length (Page 46)**
- ▶ Handle audience's questions effectively

**Question No: 8 (Marks: 1) - Please choose one**  
-----is used at the end of a line when a word must be divided or to link the parts of a compound word or phrase.

- ▶ Dash
- ▶ Quotation marks
- ▶ Apostrophe
- ▶ **Hyphen (Page 143)**

**Question No: 9 (Marks: 1) - Please choose one**  
Choose the sentence with the correct punctuation.

- ▶ Clothes are often made from synthetic material; for instance, rayon.
- ▶ **Clothes are often made from synthetic material, for instance, rayon.**
- ▶ Clothes are often made from synthetic material, for instance: rayon.
- ▶ Clothes are often made from synthetic material, for instance; rayon.

[http://www.grammarbook.com/grammar\\_quiz/semicolons\\_and\\_colons\\_1.asp](http://www.grammarbook.com/grammar_quiz/semicolons_and_colons_1.asp)

**Question No: 10 (Marks: 1) - Please choose one**

Choose the correct sentence.

- ▶ It may not be-the correct part-but I bet that it works.
- ▶ It may not be the correct part-but I bet that it works.
- ▶ It may not be the correct part; but I bet that it works.
- ▶ **It may not be the correct part, but I bet that it works.**

[http://www.grammarbook.com/grammar\\_quiz/punctuation\\_mastery.asp](http://www.grammarbook.com/grammar_quiz/punctuation_mastery.asp)

**Question No: 11 (Marks: 1) - Please choose one**

Abstract stands for:

- ▶ Condensation of entire reports
- ▶ Focusing on the main issues
- ▶ **a & b (Page 143)**
- ▶ Writing problems

**Question No: 12 (Marks: 1) - Please choose one**

Choose the correct sentence.

- ▶ **All of the class to is willing to take part in the prank.**
- ▶ All of the class were willing to take part in the prank.
- ▶ All of the class are willing to take part in the prank.
- ▶ All of the classes has been willing to take part in the prank.

[http://www.grammarbook.com/grammar\\_quiz/grammar\\_mastery.asp](http://www.grammarbook.com/grammar_quiz/grammar_mastery.asp)

**Question No: 13 (Marks: 1) - Please choose one**

How many steps a Planning report has?

- ▶ Three
- ▶ **Four (Page 81)**
- ▶ Five
- ▶ Six

**Question No: 14 (Marks: 1) - Please choose one**

What is the concept of dangling modifiers?

- ▶ Modifies a word not clearly stated in the sentence
- ▶ **Modifiers a word clearly stated in the sentence (Page 132)**
- ▶ Modification of complete sentences
- ▶ Modification of phrases

**Question No: 15 (Marks: 1) - Please choose one**

Choose the correct sentence.

- ▶ You are my friend, however, I cannot afford, to lend you any more money.

- ▶ You are my friend, however; I cannot afford to lend you any more money.
- ▶ You are my friend: however I cannot afford to lend, you any more money.
- ▶ **You are my friend; however, I cannot afford to lend you any more money.**

[http://www.grammarbook.com/grammar\\_quiz/punctuation\\_mastery.asp](http://www.grammarbook.com/grammar_quiz/punctuation_mastery.asp)

**Question No: 16 (Marks: 1) - Please choose one**

Which of the following can be classified as a bad-news letter?

- ▶ **Letter of resignation**
- ▶ Message of inquiry
- ▶ Request for a time extension
- ▶ None of the above

**Question No: 17 (Marks: 1) - Please choose one**

What is the last thing you need to do before you get ready to distribute your document?

- ▶ Designing
- ▶ Revising
- ▶ **Proofreading (Page 60)**
- ▶ All of the above

**Question No: 18 (Marks: 1) - Please choose one**

**Choose the correct option.**

The conclusion or ending paragraph of a document should bring the communication to a polite and ----- close.

- ▶ **Subtle (Not sure).**
- ▶ measurable
- ▶ interminable
- ▶ businesslike

**Question No: 19 (Marks: 1) - Please choose one**

**What is considered as the heart of a report?**

- ▶ **The introduction of a report. (Not sure)**
- ▶ Introduction, body, and a close
- ▶ Only the body of the report
- ▶ A variety of components

**Question No: 20 (Marks: 1) - Please choose one**

**What is the best answer if the interviewer asks you "Where do you want to be five years from now"?**

- ▶ This job is a stopover on my way to something bigger.
- ▶ I would like to reach one of the highest positions in the company.
- ▶ I would like to work at the position I will be hired.
- ▶ **I would like to see myself contributing significantly to the company's success.**

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**Question No: 1 (Marks: 1) - Please choose one**

**A letter or report to a customer from an employer belongs to which kind of communication?**

- ▶ **official communication (Page 4)**
- ▶ officer communication
- ▶ administrator communication
- ▶ manager communication

**Question No: 2 (Marks: 1) - Please choose one**

**How can we make visual aids easy to understand?**

- ▶ **By Informative titles**
- ▶ **By using appropriate objects**
- ▶ **By removing unnecessary details**
- ▶ **All of them (Page 116)**

**Question No: 3 (Marks: 1) - Please choose one**

**Which format should be used if the information is being sent inside an organization?**

- ▶ **Memorandum (Page 67)**
- ▶ Report
- ▶ Letter
- ▶ Proposals

**Question No: 4 (Marks: 1) - Please choose one**

**What kind of paper can be used for a Conventional Résumé?**

- ▶ White paper
- ▶ Buff paper
- ▶ Gray paper
- ▶ **All of the above (Page 13)**

**Question No: 5 (Marks: 1) - Please choose one**

**“An attachment notation is included to remind the reader to check additional pages of information. This is typed single or double space below the reference initials.”**

**Match the above statement with one of the followings:**

- ▶ Copy Notation
- ▶ **Enclosure(s)**
- ▶ Attention line

- ▶ Postscript

**Question No: 6 (Marks: 1) - Please choose one**

**What is meant by the term 'Denotative'?**

- ▶ **It refers to the literal meaning of a word.**
- ▶ It refers to the surface meaning of the word.
- ▶ It refers to cognitive meaning of words.
- ▶ It refers simple meaning of words.

**Question No: 7 (Marks: 1) - Please choose one**

**How can we create motivation among the audience during the presentation?**

- ▶ **Through visual aids**
- ▶ Through simple use of language
- ▶ Through verbose language
- ▶ Through skill

**Question No: 8 (Marks: 1) - Please choose one**

**Which of the following speech offers a verbal explanation of a complex process?**

- ▶ **Explanatory speech**
- ▶ Instructional speech
- ▶ Demonstration speech
- ▶ Oral briefing

**Question No: 9 (Marks: 1) - Please choose one**

**Choose the sentence with the correct comma placement.**

- ▶ You are I am sure, telling the truth.
- ▶ You are I am sure telling, the truth.
- ▶ **You are, I am sure, telling the truth.**

[http://www.grammarbook.com/grammar\\_quiz/commas\\_1.asp](http://www.grammarbook.com/grammar_quiz/commas_1.asp)

- ▶ You are, I am sure telling the truth.

**Question No: 10 (Marks: 1) - Please choose one**

**Choose the correct sentence.**

- ▶ The baker which baked that bread should win an award.
- ▶ The baker whom baked that bread should win an award.
- ▶ The baker that baked that bread should win an award.
- ▶ **The baker who baked that bread should win an award.**

[http://www.grammarbook.com/grammar\\_quiz/who\\_vs\\_which\\_1.asp](http://www.grammarbook.com/grammar_quiz/who_vs_which_1.asp)

**Question No: 11 (Marks: 1) - Please choose one**

**Choose the correct sentence.**

- ▶ Carl worried about the hurricane; but tried to stay calm and help his family.
- ▶ Carl worried about the hurricane; but tried to stay calm, and help his family.

- ▶ Carl worried about the hurricane but tried to stay calm and help his family.
- ▶ **Carl worried about the hurricane but tried to stay calm, and help his family.**

[http://www.grammarbook.com/grammar\\_quiz/punctuation\\_mastery.asp](http://www.grammarbook.com/grammar_quiz/punctuation_mastery.asp)

**Question No: 12 (Marks: 1) - Please choose one**

Choose the correct sentence.

- ▶ She will go to her grave with some secrets said Wendy.
- ▶ "She will go to her grave with some secrets," said Wendy.
- ▶ **"She will go to her grave with some secrets" said Wendy.**
- ▶ "She will go to her grave with some secrets." said Wendy.

[http://www.grammarbook.com/grammar\\_quiz/punctuation\\_mastery.asp](http://www.grammarbook.com/grammar_quiz/punctuation_mastery.asp)

**Question No: 13 (Marks: 1) - Please choose one**

Choose the correct sentence.

- ▶ **Just to be sure, I called three more D.V.M.s' offices.**
- ▶ Just to be sure, I called three more D.V.M.s offices.
- ▶ Just to be sure, I called three more, D.V.M.'s offices.
- ▶ Just to be sure, I called three more D.V.M. offices'.

[http://www.grammarbook.com/grammar\\_quiz/punctuation\\_mastery.asp](http://www.grammarbook.com/grammar_quiz/punctuation_mastery.asp)

**Question No: 14 (Marks: 1) - Please choose one**

Which of the following aspect denotes the necessary research and organizing ideas?

- ▶ Informal letter
- ▶ **Report production (Page 84)**
- ▶ Manuscript
- ▶ None of them

**Question No: 15 (Marks: 1) - Please choose one**

Which report share one essential characteristic and is written to help decision makers choose between two or more courses of action?

- ▶ Long report
- ▶ Short report
- ▶ Essential report
- ▶ **Feasibility report (Page 109 and 94)**

**Question No: 16 (Marks: 1) - Please choose one**

How many elements are present in superstructure for feasibility reports?

- ▶ Four
- ▶ Five
- ▶ Six
- ▶ **Seven (Page 95)**



**Question No: 17 (Marks: 1) - Please choose one**

Which of the following factor is discussed in the data analysis section?

- ▶ The budget
- ▶ How the data will be collected?
- ▶ **Results and findings (Page 84)**
- ▶ All of the above

The writer's analysis of what the findings mean. These are the answers to the questions that lead to the report.

**Question No: 18 (Marks: 1) - Please choose one**

If you are at a meeting and are asked to report on the progress you have made on a project, what method of delivery you will use.

- ▶ **Extempore**
- ▶ Impromptu
- ▶ Memorization
- ▶ Reading

**Question No: 19 (Marks: 1) - Please choose one**

To ensure clarity, place your -----carefully.

- ▶ articles
- ▶ **modifiers (Page 132)**
- ▶ semicolon
- ▶ exclamation marks

**Question No: 20 (Marks: 1) - Please choose one**

Which of the following types of interviews will judge interpersonal skills in a better way?

- ▶ Open-ended interview
- ▶ Stress interview.
- ▶ Video interview.
- ▶ **Group interview.**

**Group Interviews:** In this type of interview interviewees meet several candidates simultaneously. This is the best type of interview to judge the inter-personal skills of a candidate.

**FINAL TERM EXAMINATION**  
**Spring 2010**

**Question No: 1 (Marks: 1) - Please choose one**

Which of the following you consider while making the framework of your table?

- ▶ How to order the rows and columns
- ▶ How to align entries in the columns

- ▶ Where to place special notes
- ▶ **All of them (Page 117)**

**Question No: 2 ( Marks: 1 ) - Please choose one**

**In which of the following bars are replaced by drawings that represent the thing described?**

- ▶ Bar graphs
- ▶ Line Graphs
- ▶ **Pictographs (Page 118)**
- ▶ Photographs

**Question No: 3 ( Marks: 1 ) - Please choose one**

**Complete the question tag: They worked for Kaufman's,**

- ▶ **Did they? (Not sure)**
- ▶ Haven't they?
- ▶ Didn't they?
- ▶ Had they?

**Question No: 4 ( Marks: 1 ) - Please choose one**

**Biased language that might offend the audience is based on -----**

- ▶ **Cultural bias, gender bias (Page 58)**
- ▶ Cultural bias, nationality bias
- ▶ Unity bias, nationality bias
- ▶ None of them

**Question No: 5 ( Marks: 1 ) - Please choose one**

**What is meant by the term 'Connotative'?**

- ▶ It refers to the literal meaning of words.
- ▶ **It refers to the associations that are connected to a certain word. (Page 57)**
- ▶ It refers to general meaning of words.
- ▶ It refers to cognitive meaning of words.

**Question No: 6 ( Marks: 1 ) - Please choose one**

**How can we increase the audience's ability to absorb and remember information from a purely practical standpoint?**

- ▶ Audience attention
- ▶ Presentation
- ▶ Speech
- ▶ **The visual aids (Page 167)**

**Question No: 7 ( Marks: 1 ) - Please choose one**

**"I am currently studying veterinary medicine, and I am working part-time at an animal clinic." This statement in the introduction of the speech could best be described as:**

- ▶ Gaining attention
- ▶ Revealing the topic

▶ **Establishing credibility**

- ▶ Bragging

<http://www.public.iastate.edu/~aslagell/spcm212/finalreview07.html>

**Question No: 8 ( Marks: 1 ) - Please choose one**

What is meant by task-facilitating roles?

▶ **Suggesting decision-making procedures that will move the group towards the goal (Page 157)**

- ▶ Drawing out other members by showing verbal support
- ▶ Offering to yield on a point in the interest of reaching mutually acceptable decision
- ▶ Drawing out other members by showing verbal and non verbal support, praise or agreement

**Question No: 9 ( Marks: 1 ) - Please choose one**

Choose the correct sentence.

- ▶ You may not enter Mr. Harris office without his permission.
- ▶ You may not enter Mr. Harris's office without his permission.
- ▶ You may not enter Mr. Harris' office without his permission.
- ▶ **You may not enter Mr. Harris's office without his permission.**

[http://www.grammarbook.com/grammar\\_quiz/apostrophes\\_1.asp](http://www.grammarbook.com/grammar_quiz/apostrophes_1.asp)

**Question No: 10 ( Marks: 1 ) - Please choose one**

Choose the sentence with the correct punctuation.

- ▶ We ask, therefore; that you keep this matter confidential.
- ▶ **We ask, therefore, that you keep this matter confidential.**
- ▶ We ask; therefore, that you keep this matter confidential.
- ▶ We ask: therefore, that you keep this matter confidential.

[http://www.grammarbook.com/grammar\\_quiz/semicolons\\_and\\_colons\\_1.asp](http://www.grammarbook.com/grammar_quiz/semicolons_and_colons_1.asp)

**Question No: 11 ( Marks: 1 ) - Please choose one**

Choose the sentence with the correct punctuation.

- ▶ The order was requested six weeks ago, therefore I expected the shipment to arrive by now.
- ▶ The order was requested six weeks ago, therefore, I expected the shipment to arrive by now.
- ▶ The order was requested six weeks ago: therefore, I expected the shipment to arrive by now.
- ▶ **The order was requested six weeks ago; therefore, I expected the shipment to arrive by now.**

[http://www.grammarbook.com/grammar\\_quiz/semicolons\\_and\\_colons\\_1.asp](http://www.grammarbook.com/grammar_quiz/semicolons_and_colons_1.asp)

**Question No: 12 ( Marks: 1 ) - Please choose one**

Choose the sentence with the correct punctuation.

- ▶ The American flag has three colors: namely, red, white, and blue.
- ▶ **The American flag has three colors, namely; red, white, and blue.**
- ▶ **The American flag has three colors; namely, red, white, and blue. This is 100% correct**
- ▶ The American flag has three colors namely, red, white, and blue.

[http://www.grammarbook.com/grammar\\_quiz/semicolons\\_and\\_colons\\_1.asp](http://www.grammarbook.com/grammar_quiz/semicolons_and_colons_1.asp)

**Question No: 13 ( Marks: 1 ) - Please choose one**

What is meant by intended reader?

- ▶ Simple reader
- ▶ Complex reader
- ▶ **A member of a target audience**
- ▶ Unplanned reader

**Question No: 14 ( Marks: 1 ) - Please choose one**

The act of considering or examining something in order to judge its value shows:

- ▶ Credibility
- ▶ **Evaluation**
- ▶ Conciseness
- ▶ All of them

<http://wordinfo.info/unit/237/page:38/s:rate>

**Question No: 15 ( Marks: 1 ) - Please choose one**

Which method is a bottom-up or generative approach to research?

- ▶ Pattern method
- ▶ Hypothesis method
- ▶ **Inductive method**
- ▶ Deductive method

<http://quizlet.com/3955580/introduction-to-research-methods-chapters-1-2-flash-cards/>

**Question No: 16 ( Marks: 1 ) - Please choose one**

What are the best persuasive messages closely connected to?

- ▶ The indirect approach
- ▶ The positive aspects of your message
- ▶ The direct approach
- ▶ **The desires and interests of the audience (Page 76)**

**Question No: 17 ( Marks: 1 ) - Please choose one**

**Choose the correct option.**

A good business letter is simple and straightforward without being harsh or -----.

- ▶ patriotic
- ▶ paternal
- ▶ **patronizing** <http://www.english-test.net/esl/learn/english/grammar/ai139/esl-answers.php>
- ▶ panoramic

**Question No: 18 ( Marks: 1 ) - Please choose one**

Which type of Visual aid is the most difficult to execute effectively?

- ▶ Graphics
- ▶ Projections

- ▶ Handouts
- ▶ **Film and video**

**Question No: 19 ( Marks: 1 ) - Please choose one**  
**Choose the correct option.**

Feasibility reports are used:

- ▶ **To analyze problems and predict practical alternatives**
- ▶ To control problems, sell products and services
- ▶ To monitor and control production, sales, shipping, etc.
- ▶ To solve problems and supply facts

**Question No: 20 ( Marks: 1 ) - Please choose one**  
**What is the typical sequence of interviews?**

- ▶ Screening stage and final stage.
- ▶ **Screening stage, selection stage, and final stage.**
- ▶ Selection stage and final stage.
- ▶ There is no typical sequence of interviews.

**FINAL TERM EXAMINATION**  
**Fall 2009**

**Question No: 1 ( Marks: 1 ) - Please choose one**  
**Which of the following is unsurpassed in its ability to depict the composition of a whole?**

- ▶ **Pie Charts (Page 118)**
- ▶ Flow Charts
- ▶ Organizational Charts
- ▶ Schedule Charts

**Question No: 2 ( Marks: 1 ) - Please choose one**  
**Which of the following accurately convey the actual appearance of things?**

- ▶ Graphs
- ▶ **Diagrams (Page 119)**
- ▶ Charts
- ▶ Tables

**Question No: 3 ( Marks: 1 ) - Please choose one**  
**Which of the following are functional units that revolve around a single thought?**

- ▶ **Paragraphs (Page 59)**
- ▶ Passages

- ▶ Fragments
- ▶ Documents

**Question No: 4 ( Marks: 1 ) - Please choose one**  
**Which of the following aims at gathering specific information?**

- ▶ Letter of claim
- ▶ Letter of request
- ▶ **Letter of inquiry (Page 66)**
- ▶ Letter of information

**Question No: 5 ( Marks: 1 ) - Please choose one**  
**Which is the most polite expression?**

- ▶ Can I help you?
- ▶ Could I help you?
- ▶ **May I help you?**
- ▶ Should I help you?

**Question No: 6 ( Marks: 1 ) - Please choose one**  
**Which signature is the most formal?**

- ▶ Love,
- ▶ **Yours faithfully,**
- ▶ Best wishes,
- ▶ **Best regards, 100%**

**Question No: 7 ( Marks: 1 ) - Please choose one**  
**How many punctuation styles are usually used in business communication?**

- ▶ One
- ▶ **Two**
- ▶ Three
- ▶ Four

**Question No: 8 ( Marks: 1 ) - Please choose one**  
**What is meant by the term 'Connotative'?**

- ▶ It refers to the literal meaning of words.
- ▶ **It refers to the associations that are connected to a certain word. (Page 57)**
- ▶ It refers to general meaning of words.
- ▶ It refers to cognitive meaning of words.

**Question No: 9 ( Marks: 1 ) - Please choose one**  
**Which of the following composition process is used in general and specific purpose while developing profile?**

- ▶ Composing business message
- ▶ Defining objectives
- ▶ Bad news message
- ▶ **Planning business message (Page 173)**

**Question No: 10 (Marks: 1) - Please choose one**

Feeling nervous leads speakers to:

- ▶ Improperly evaluate themselves
- ▶ **Forget their speech**
- ▶ Eliminate their anxiety
- ▶ Exaggerate their anxiety.

**Question No: 11 (Marks: 1) - Please choose one**

"I am currently studying veterinary medicine, and I am working part-time at an animal clinic." This statement in the introduction of the speech could best be described as:

- ▶ Gaining attention
- ▶ Revealing the topic
- ▶ **Establishing credibility**
- ▶ Bragging

<http://www.public.iastate.edu/~aslagell/spcm212/finalreview07.html>

**Question No: 12 (Marks: 1) - Please choose one**

What type of questions is used in both factual information and underlying feelings?

- ▶ Multiple questions
- ▶ Objective questions
- ▶ Subjective questions
- ▶ **Open-ended questions (Page 154)**

**Question No: 13 (Marks: 1) - Please choose one**

AIDS stands for:

- ▶ Attention Immunodeficiency Syndrome
- ▶ Acquired Implement System
- ▶ **Acquired Immunodeficiency Syndrome (Page 147)**
- ▶ Attention Implement System

**Question No: 14 (Marks: 1) - Please choose one**

Choose the correct sentence.

- ▶ A friendly-little dog is all I need for company.
- ▶ **A friendly little dog is all I need for company.**
- ▶ A friendly, little dog is all I need for company.

- ▶ A friendly; little dog is all I need for company.

[http://www.grammarbook.com/grammar\\_quiz/hyphens\\_ly\\_words\\_1.asp](http://www.grammarbook.com/grammar_quiz/hyphens_ly_words_1.asp)

**Question No: 15 (Marks: 1) - Please choose one**

Choose the correct sentence.

- ▶ The actresses costumes looked beautiful on them.
- ▶ The actresse's costumes looked beautiful on them.

▶ **The actresses' costumes looked beautiful on them.**

[http://www.grammarbook.com/grammar\\_quiz/apostrophes\\_1.asp](http://www.grammarbook.com/grammar_quiz/apostrophes_1.asp)

- ▶ The actress' costumes looked beautiful on them.

**Question No: 16 (Marks: 1) - Please choose one**

Choose the sentence with the correct comma placement.

- ▶ We will grant you immunity, if you decide to cooperate with us.
- ▶ We will grant you immunity, if you decide, to cooperate with us.
- ▶ We will grant you immunity if you decide, to cooperate with us.
- ▶ **We will grant you immunity if you decide to cooperate with us.**

[http://www.grammarbook.com/grammar\\_quiz/commas\\_1.asp](http://www.grammarbook.com/grammar_quiz/commas_1.asp)

**Question No: 17 (Marks: 1) - Please choose one**

Which of the following punctuation refers to explain some points within the sentence?

- ▶ Dash
- ▶ **Colon (Page 139)**
- ▶ Semicolon
- ▶ Ellipsis

**Question No: 18 (Marks: 1) - Please choose one**

Choose the sentence with the correct punctuation.

- ▶ I need a few items at the store clothespins, a bottle opener, and napkins.
- ▶ I need a few items at the store; clothespins, a bottle opener, and napkins.
- ▶ **I need a few items at the store: clothespins, a bottle opener, and napkins.**
- ▶ I need a few items at the store, clothespins, a bottle opener, and napkins.

[http://www.grammarbook.com/grammar\\_quiz/semicolons\\_and\\_colons\\_1.asp](http://www.grammarbook.com/grammar_quiz/semicolons_and_colons_1.asp)

**Question No: 19 (Marks: 1) - Please choose one**

Choose the sentence with the correct punctuation.

- ▶ Clothes are often made from synthetic material; for instance, rayon.
- ▶ **Clothes are often made from synthetic material, for instance, rayon.**
- ▶ Clothes are often made from synthetic material, for instance: rayon.
- ▶ Clothes are often made from synthetic material, for instance; rayon.

[http://www.grammarbook.com/grammar\\_quiz/semicolons\\_and\\_colons\\_1.asp](http://www.grammarbook.com/grammar_quiz/semicolons_and_colons_1.asp)



**Question No: 20 (Marks: 1) - Please choose one**

Identify the correct subjects and verbs. The subjects are in bold and the verbs are underlined.

- ▶ The insurance agent gave her sound **advice**.
- ▶ **The insurance agent** gave her sound **advice**.
- ▶ The insurance agent gave **her** sound advice.
- ▶ The insurance **agent** gave her sound advice.

[http://www.grammarbook.com/grammar\\_quiz/quiz\\_results.asp](http://www.grammarbook.com/grammar_quiz/quiz_results.asp)

**Question No: 21 (Marks: 1) - Please choose one**

Choose the correct sentence.

- ▶ Please contact me, if you have any questions.
- ▶ If you have any questions, please contact me.
- ▶ **Please contact me if you have any questions.**
- ▶ If you have any questions; please contact me.

[http://www.grammarbook.com/grammar\\_quiz/punctuation\\_mastery.asp](http://www.grammarbook.com/grammar_quiz/punctuation_mastery.asp)

**Question No: 22 (Marks: 1) - Please choose one**

Choose the correct sentence.

- ▶ Wherever we go people recognize us.
- ▶ Wherever we go, "people" recognize us.
- ▶ Wherever we go; people recognize us.
- ▶ **Wherever we go, people recognize us.**

[http://www.grammarbook.com/grammar\\_quiz/punctuation\\_mastery.asp](http://www.grammarbook.com/grammar_quiz/punctuation_mastery.asp)

**Question No: 23 (Marks: 1) - Please choose one**

Software functional specs usually contain:

- ▶ Assumptions, resources
- ▶ Cost target, Maintenance
- ▶ **A & b (Page 122)**
- ▶ Orientation specs and Functional specs

**Question No: 24 (Marks: 1) - Please choose one**

Choose the correct sentence.

- ▶ "Your right to be concerned" said one veterinarian. "I would like to take a look at your dog."
- ▶ "Your right to be concerned, said one veterinarian, "I would like to take a look at your dog."
- ▶ "You're right to be concerned" said one veterinarian. "I would like to take a look at your dog."
- ▶ **"You're right to be concerned," said one veterinarian. "I would like to take a look at your dog."**

[http://www.grammarbook.com/grammar\\_quiz/punctuation\\_mastery.asp](http://www.grammarbook.com/grammar_quiz/punctuation_mastery.asp)

**Question No: 25 (Marks: 1) - Please choose one**

The act of considering or examining something in order to judge its value shows:

- ▶ Credibility
- ▶ **Evaluation**
- ▶ Conciseness
- ▶ All of them

<http://wordinfo.info/unit/237/page:38/s.rate>

**Question No: 26 (Marks: 1) - Please choose one**

Which of the following mechanics are used to shorten phrases in order to save space or to avoid awkward repetition of phrases?

- ▶ Abbreviations
- ▶ Capitalizations
- ▶ **Acronyms (Page 147)**
- ▶ None of the above

**Question No: 27 (Marks: 1) - Please choose one**

Which of the following mechanics is used to denote a number of things on a list one by one?

- ▶ Symbols
- ▶ Equations
- ▶ Acronyms
- ▶ **Enumeration (Page 148 and 29)**

**Question No: 28 (Marks: 1) - Please choose one**

Which of the following should be done when writing recommendation letters?

- ▶ Include only relevant and factual information.
- ▶ Avoid value judgments.
- ▶ Balance criticisms with favorable points.
- ▶ **All of the above**

<http://www.csun.edu/~vcecn006/jobsear.html>

**Question No: 29 (Marks: 1) - Please choose one**

The **Introduction** of a report answers:

- ▶ Proposal
- ▶ Facts of report
- ▶ Conclusions and Recommendations
- ▶ **Reader questions. (Page 87)**

**n the introduction of a report, you answer your readers' question,**

**Question No: 30 (Marks: 1) - Please choose one**

Which one of the following is an example of a progress report?

- ▶ Bid to write training manuals for a health care corporation.

- ▶ Presentation of the policies and procedures required by a health care corporation.
- ▶ .Report on research done to ascertain whether online multimedia training for health care professionals is a viable option.
- ▶ **Summary of the end-of-year-one status of a two-year project to develop multimedia-based training modules for healthcare professionals.**

**FINAL TERM EXAMINATION**  
**Fall 2009**

**Question No: 1 ( Marks: 1 ) - Please choose one**

**Which of the following is unsurpassed in its ability to depict the composition of a whole?**

- ▶ **Pie Charts (Page 118)**
- ▶ Flow Charts
- ▶ Organizational Charts
- ▶ Schedule Charts

**Question No: 2 ( Marks: 1 ) - Please choose one**

**Which of the followings are like good mail order forms, although they also provide more room for explaining special needs.**

- ▶ **Order letters (Page 70)**
- ▶ Adjustment letters
- ▶ Inquiry letters
- ▶ Deposit letters

**Question No: 3 ( Marks: 1 ) - Please choose one**

**Which of the following presents the main idea before the supporting data?**

- ▶ Strategic plan
- ▶ **Indirect plan (Page 74)**
- ▶ Direct plan
- ▶ Business plan

**Question No: 4 ( Marks: 1 ) - Please choose one**

**Which of the following sentences gives instructions?**

- ▶ **Open your book and turn to page twenty-five.**
- ▶ You open your book and turn to page twenty-five.
- ▶ Do you open your book and turn to page twenty-five.
- ▶ Can you open your book and turn to page twenty-five.

**Question No: 5 ( Marks: 1 ) - Please choose one**

**Which is farthest in the past?**

- ▶ couple of days
- ▶ last week
- ▶ a day before yesterday
- ▶ **a month ago**

**Question No: 6 (Marks: 1) - Please choose one**  
**How can you make the following statement Concise?**

**‘There are only four rules of our company and every employee is bound to follow these rules.’**

- ▶ **Four rules must be observed. (Page 33)**
- ▶ There are four rules that must be observed.
- ▶ You must follow the rules.
- ▶ Follow the rules.

**Question No: 7 (Marks: 1) - Please choose one**  
**Which of the following is a nonverbal communication conveyed by posture and movement?**

- ▶ **Expressions**
- ▶ Body language
- ▶ Nodding of head
- ▶ Smile

<http://psychology.about.com/od/nonverbalcommunication/a/nonverbaltypes.htm>

**Question No: 8 (Marks: 1) - Please choose one**  
**Which of the following composition process is used in general and specific purpose while developing profile?**

- ▶ Composing business message
- ▶ Defining objectives
- ▶ Bad news message
- ▶ **Planning business message (Page 173)**

**Question No: 9 (Marks: 1) - Please choose one**  
**How will you define building credibility?**

- ▶ **Try to earn confidence of strangers especially those predisposed to be skeptical or antagonistic. (Page 164)**
- ▶ Giving your audience a preview what’s ahead add to your authority and more importantly, helps people understand your message.

- ▶ Arousing audience's interest
- ▶ The relationship you have with your audience

**Question No: 10 (Marks: 1) - Please choose one**

How can we hold audience's attention?

- ▶ Plan to devote half of your time on audience's behavior
- ▶ **Present every point in light of audience's needs and values. (Page 166)**
- ▶ By changing tone of voice
- ▶ None of them

**Question No: 11 (Marks: 1) - Please choose one**

When analyzing an audience during the speech, the first thing the speaker should be aware of is the audience's:

- ▶ Evaluation
- ▶ Understanding
- ▶ Motivation
- ▶ **Attention (not sure)**

**Question No: 12 (Marks: 1) - Please choose one**

What is meant by self-oriented roles?

- ▶ Showing relationship among ideas
- ▶ **Calling attention to oneself and demanding recognition from others. (Page 157)**
- ▶ Drawing out other members by showing verbal and non verbal support, praise or agreement
- ▶ Suggesting decision-making procedures

**Question No: 13 (Marks: 1) - Please choose one**

-----is used to enclose one or more entire sentences that add relevant but not essential detail to the main discussion.

- ▶ Ellipses
- ▶ Exclamation marks
- ▶ **Parentheses (Page 145)**
- ▶ Brackets

**Question No: 14 (Marks: 1) - Please choose one**

Identify the correct subjects and verbs. The subjects are in bold and the verbs are underlined.

- ▶ **In the newspaper, an interesting article appeared.**
- ▶ In the **newspaper**, an interesting article appeared.
- ▶ In the newspaper, an interesting article appeared.
- ▶ In the newspaper, an interesting **article** appeared.

[http://www.grammarbook.com/grammar\\_quiz/finding\\_subjects\\_verbs\\_1.asp](http://www.grammarbook.com/grammar_quiz/finding_subjects_verbs_1.asp)

**Question No: 15 (Marks: 1) - Please choose one**

Identify the correct subjects and verbs. The subjects are in bold and the verbs are underlined.

- ▶ The insurance agent gave her sound **advice**.
- ▶ **The insurance agent gave her sound advice.**
- ▶ The insurance agent gave **her** sound advice.
- ▶ The insurance **agent** gave her sound advice.

[http://www.grammarbook.com/grammar\\_quiz/quiz\\_results.asp](http://www.grammarbook.com/grammar_quiz/quiz_results.asp)

**Question No: 16 (Marks: 1) - Please choose one**

Choose the correct sentence.

- ▶ I am asking if you would like to rollerblade together tomorrow?
- ▶ I am asking "if you would like to rollerblade together tomorrow"?
- ▶ I am asking "if you would like to rollerblade together tomorrow."
- ▶ **I am asking if you would like to rollerblade together tomorrow.**

[http://www.grammarbook.com/grammar\\_quiz/punctuation\\_mastery.asp](http://www.grammarbook.com/grammar_quiz/punctuation_mastery.asp)

**Question No: 17 (Marks: 1) - Please choose one**

Choose the correct sentence.

- ▶ Wherever we go people recognize us.
- ▶ Wherever we go, "people" recognize us.
- ▶ Wherever we go; people recognize us.
- ▶ **Wherever we go, people recognize us.**

[http://www.grammarbook.com/grammar\\_quiz/punctuation\\_mastery.asp](http://www.grammarbook.com/grammar_quiz/punctuation_mastery.asp)

**Question No: 18 (Marks: 1) - Please choose one**

Choose the correct sentence.

- ▶ Whenever, Cheryl, is in town she visits her sister.
- ▶ Whenever Cheryl, is in town she visits her sister.
- ▶ Whenever Cheryl is in town she visits her sister.
- ▶ **Whenever Cheryl is in town, she visits her sister.**

[http://www.grammarbook.com/grammar\\_quiz/punctuation\\_mastery.asp](http://www.grammarbook.com/grammar_quiz/punctuation_mastery.asp)

**Question No: 19 (Marks: 1) - Please choose one**

Choose the correct sentence.

- ▶ Carl worried about the hurricane; but tried to stay calm and help his family.
- ▶ Carl worried about the hurricane; but tried to stay calm, and help his family.
- ▶ **Carl worried about the hurricane but tried to stay calm and help his family.**
- ▶ Carl worried about the hurricane but tried to stay calm, and help his family.

[http://www.grammarbook.com/grammar\\_quiz/punctuation\\_mastery.asp](http://www.grammarbook.com/grammar_quiz/punctuation_mastery.asp)

**Question No: 20 (Marks: 1) - Please choose one**

Choose the correct sentence.

- ▶ That is a promise that cannot be broken.
- ▶ That is a promise who cannot be broken.
- ▶ That is a promise whom cannot be broken.
- ▶ **That is a promise which cannot be broken.**

[http://www.grammarbook.com/grammar\\_quiz/who\\_vs\\_which\\_1.asp](http://www.grammarbook.com/grammar_quiz/who_vs_which_1.asp)

**Question No: 21 (Marks: 1) - Please choose one**

Choose the correct sentence.

- ▶ The alarm clock went off at 4:00 o'clock.
- ▶ The alarm clock went off at four p.m. o'clock.
- ▶ **The alarm clock went off at four o'clock.**
- ▶ The alarm clock went off at four o'clock p.m.

[http://www.grammarbook.com/grammar\\_quiz/punctuation\\_mastery.asp](http://www.grammarbook.com/grammar_quiz/punctuation_mastery.asp)

**Question No: 22 (Marks: 1) - Please choose one**

Choose the correct sentence.

- ▶ She will go to her grave with some secrets said Wendy.
- ▶ **"She will go to her grave with some secrets," said Wendy.**
- ▶ "She will go to her grave with some secrets" said Wendy.
- ▶ "She will go to her grave with some secrets." said Wendy.

[http://www.grammarbook.com/grammar\\_quiz/punctuation\\_mastery.asp](http://www.grammarbook.com/grammar_quiz/punctuation_mastery.asp)

**Question No: 23 (Marks: 1) - Please choose one**

Choose the correct sentence.

- ▶ When I noticed that our dog cut it's paw, I called the veterinarian right away.
- ▶ When I noticed that our dog cut its paw; I called the veterinarian right away.
- ▶ **When I noticed that our dog cut its paw, I called the veterinarian right away.**
- ▶ When I noticed that our dog cut its paw; I called the veterinarian right away.

[http://www.grammarbook.com/grammar\\_quiz/punctuation\\_mastery.asp](http://www.grammarbook.com/grammar_quiz/punctuation_mastery.asp)

**Question No: 24 (Marks: 1) - Please choose one**

----- is a list of source materials on a particular subject.

- ▶ Index
- ▶ **Bibliography**
- ▶ Appendixes
- ▶ Glossary

<http://free-books-online.org/mix-books/business-communication/business-reports-parts-of-a-formal-report/>

**Question No: 25 (Marks: 1) - Please choose one**

Choose the correct sentence.

▶ **As the invitation stated, we'll see you on the tenth for our reunion.**

▶ Like the invitation stated, we'll see you on the, tenth for our reunion.

▶ As the invitation stated, we'll see you the: tenth for our reunion.

▶ Like the invitation stated, we'll see you: the tenth for our reunion.

[http://www.grammarbook.com/grammar\\_quiz/prepositions\\_1.asp](http://www.grammarbook.com/grammar_quiz/prepositions_1.asp)

**Question No: 26 (Marks: 1) - Please choose one**

Which of the following aspect denotes the necessary research and organizing ideas?

▶ Informal letter

▶ **Report production (Page 84)**

▶ Manuscript

▶ None of them

**Question No: 27 (Marks: 1) - Please choose one**

Choose the correct sentence.

▶ That is a problem who can't be solved without a calculator.

▶ That is a problem that can't be solved without a calculator.

▶ That is a problem whom can't be solved without a calculator.

▶ **That is a problem which can't be solved without a calculator.**

[http://www.grammarbook.com/grammar\\_quiz/who\\_vs\\_which\\_1.asp](http://www.grammarbook.com/grammar_quiz/who_vs_which_1.asp)

**Question No: 28 (Marks: 1) - Please choose one**

How many types of criteria are used in proposal?

▶ Two

▶ Three

▶ **Four (Page 61)**

▶ Five

**Question No: 29 (Marks: 1) - Please choose one**

Which of the following statement does not apply to the element of “discussion” in a report?

▶ It should be consistent with the study results.

▶ It should not go beyond the study results.

▶ It should generally be distinct from the results.

▶ In qualitative studies, keeping it distinct from results is difficult.

**Question No: 30 (Marks: 1) - Please choose one**

Which one of the following is more effective Technical Communication?



- ▶ Oral communication
- ▶ Mata communication
- ▶ Non verbal communication
- ▶ **Written communication**

[http://en.wikipedia.org/wiki/Technical\\_Communication](http://en.wikipedia.org/wiki/Technical_Communication)

**FINALTERM EXAMINATION**  
**Spring 2009**

**Question No: 1 (Marks: 1) - Please choose one**  
**Which one of these words is not a synonym for "business"?**

- ▶ **capital**
- ▶ enterprise
- ▶ project
- ▶ venture

**Question No: 2 (Marks: 1) - Please choose one**  
**In which of the following bars are replaced by drawings that represent the thing described?**

- ▶ Bar graphs
- ▶ Line Graphs
- ▶ **Pictographs (Page 118)**
- ▶ Photographs

**Question No: 3 (Marks: 1) - Please choose one**  
**Which of the following presents the main idea before the supporting data?**

- ▶ Strategic plan
- ▶ **Indirect plan (Page 74)**
- ▶ Direct plan
- ▶ Business plan

**Question No: 4 (Marks: 1) - Please choose one**  
**Which question is used to ask about residential status?**

- ▶ What's your address?
- ▶ **Where are you from?**
- ▶ Where do you belong to?
- ▶ Please sign here.

**Question No: 5 (Marks: 1) - Please choose one**  
**Which question asks for advice?**

- ▶ What would you like to know?
- ▶ **What should I do with my plastic bottles?**

- ▶ I'm afraid I don't know where the entrance is.
- ▶ May I help you in any way?

**Question No: 6 (Marks: 1) - Please choose one**  
**Why style guides are widely used in organizations?**

- ▶ To achieve a uniform document
- ▶ To achieve consistency of style
- ▶ To achieve good results
- ▶ **Both i & ii**

**Question No: 7 (Marks: 1) - Please choose one**  
**Claim letter is also called:**

- ▶ Transmittal letter
- ▶ Credit refusing letter
- ▶ **Adjustment letter (Page 71)**
- ▶ Complaint letter

**Question No: 8 (Marks: 1) - Please choose one**  
**Which of the following can be defined as follows**

**“It is not merely politeness with mechanical insertion of ‘please’ and ‘thank you’, rather it is politeness that grows out of respect and concern for others.”**

- ▶ Clarity
- ▶ **Courtesy (Page 45)**
- ▶ Consideration
- ▶ Credibility

**Question No: 9 (Marks: 1) - Please choose one**

Where we use proper tone from the beginning in a reasonable and understandable way?

- ▶ Neutral news message
- ▶ **Bad news message (Page 174)**
- ▶ Good news message
- ▶ Business message

**Question No: 10 (Marks: 1) - Please choose one**

Which of the following composition process is used in general and specific purpose while developing profile?

- ▶ Composing business message
- ▶ Defining objectives
- ▶ Bad news message
- ▶ **Planning business message (Page 173)**

**Question No: 11 (Marks: 1) - Please choose one**

Something that stands for or represents something else, especially an object representing an abstraction is called:

- ▶ Pagination
- ▶ **Symbol**
- ▶ Equation
- ▶ Acronyms

<http://dictionary.reference.com/browse/symbol>

**Question No: 12 (Marks: 1) - Please choose one**

Choose the correct sentence.

- ▶ Your award is richly-deserved.
- ▶ **Your award is richly deserved.**
- ▶ Your award is richly, deserved.
- ▶ Your award is richly; deserved.

[http://www.grammarbook.com/grammar\\_quiz/hyphens\\_ly\\_words\\_1.asp](http://www.grammarbook.com/grammar_quiz/hyphens_ly_words_1.asp)

**Question No: 13 (Marks: 1) - Please choose one**

Which word in the following sentence should contain an apostrophe?

Phillipa cannot go to her friends party because her parents have no cars.

- ▶ can't not
- ▶ parents'
- ▶ **friend's**
- ▶ car's

**Question No: 14 (Marks: 1) - Please choose one**

Choose the correct sentence.

- ▶ The tomatoes whom grow in her garden are unlike those you buy in a store.
- ▶ The tomatoes who grow in her garden are unlike those you buy in a store.
- ▶ **The tomatoes that grow in her garden are unlike those you buy in a store.**
- ▶ The tomatoes which grow in her garden are unlike those you buy in a store.

[http://www.grammarbook.com/grammar\\_quiz/who\\_vs\\_which\\_1.asp](http://www.grammarbook.com/grammar_quiz/who_vs_which_1.asp)

**Question No: 15 (Marks: 1) - Please choose one**

Identify the correct subjects and verbs. The subjects are in bold and the verbs are underlined.

- ▶ In the newspaper, an interesting **article** appeared.
- ▶ In the **newspaper**, an interesting article appeared.
- ▶ In the **newspaper**, an interesting article appeared.
- ▶ In the newspaper, an interesting **article** appeared.

[http://www.grammarbook.com/grammar\\_quiz/finding\\_subjects\\_verbs\\_1.asp](http://www.grammarbook.com/grammar_quiz/finding_subjects_verbs_1.asp)

**Question No: 16 (Marks: 1) - Please choose one**

Choose the sentence with the correct punctuation.

- ▶ I have been to San Francisco, California, Reno, Nevada, and Seattle, Washington.
- ▶ I have been to San Francisco California; Reno Nevada; and Seattle Washington.
- ▶ **I have been to San Francisco, California; Reno, Nevada; and Seattle, Washington.**
- ▶ I have been to San Francisco California, Reno Nevada, and Seattle Washington.

[http://www.grammarbook.com/grammar\\_quiz/semicolons\\_and\\_colons\\_1.asp](http://www.grammarbook.com/grammar_quiz/semicolons_and_colons_1.asp)

**Question No: 17 (Marks: 1) - Please choose one**

Choose the sentence with the correct punctuation.

- ▶ Clothes are often made from synthetic material; for instance, rayon.
- ▶ **Clothes are often made from synthetic material, for instance, rayon.**
- ▶ Clothes are often made from synthetic material, for instance: rayon.
- ▶ Clothes are often made from synthetic material, for instance; rayon.

[http://www.grammarbook.com/grammar\\_quiz/semicolons\\_and\\_colons\\_1.asp](http://www.grammarbook.com/grammar_quiz/semicolons_and_colons_1.asp)

**Question No: 18 (Marks: 1) - Please choose one**

Choose the correct sentence.

- ▶ The elections will be held on the first Tuesday, of November, 2008.
- ▶ The elections will be held, on the first Tuesday of November 2008.
- ▶ The elections will be held on the first Tuesday of November, 2008.
- ▶ **The elections will be held on the first Tuesday of November 2008.**

[http://www.grammarbook.com/grammar\\_quiz/punctuation\\_mastery.asp](http://www.grammarbook.com/grammar_quiz/punctuation_mastery.asp)

**Question No: 19 (Marks: 1) - Please choose one**

Choose the correct sentence.

- ▶ I am asking if you would like to rollerblade together tomorrow?
- ▶ I am asking "if you would like to rollerblade together tomorrow"?
- ▶ I am asking "if you would like to rollerblade together tomorrow."

▶ **I am asking if you would like to rollerblade together tomorrow.**

[http://www.grammarbook.com/grammar\\_quiz/punctuation\\_mastery.asp](http://www.grammarbook.com/grammar_quiz/punctuation_mastery.asp)

**Question No: 20 (Marks: 1) - Please choose one**

Choose the correct sentence.

- ▶ Jan asked? "What did Joe mean when he said, 'I will see you later.'"
- ▶ Jan asked, "What did Joe mean when he said, 'I will see you later?'"
- ▶ **Jan asked, "What did Joe mean when he said, 'I will see you later'?"**
- ▶ Jan asked, "What did Joe mean when he said, 'I will see you later'?"

[http://www.grammarbook.com/grammar\\_quiz/punctuation\\_mastery.asp](http://www.grammarbook.com/grammar_quiz/punctuation_mastery.asp)

**Question No: 21 (Marks: 1) - Please choose one**

Which of the following report is often used when sending information to a reader outside the organization?

▶ **Letter reports (Page 63)**

- ▶ Business reports
- ▶ Formal reports
- ▶ Informal reports

**Question No: 22 (Marks: 1) - Please choose one**

Choose the correct sentence.

- ▶ That is a problem who can't be solved without a calculator.
- ▶ That is a problem that can't be solved without a calculator.
- ▶ That is a problem whom can't be solved without a calculator.
- ▶ **That is a problem which can't be solved without a calculator.**

[http://www.grammarbook.com/grammar\\_quiz/who\\_vs\\_which\\_1.asp](http://www.grammarbook.com/grammar_quiz/who_vs_which_1.asp)

**Question No: 23 (Marks: 1) - Please choose one**

Which of the following reports represent prefatory parts, text and supplementary parts?

▶ **Formal reports (Page 84)**

- ▶ Informal reports
- ▶ Analysis reports
- ▶ Progress reports

**Question No: 24 (Marks: 1) - Please choose one**

How many elements are found in general superstructure of reports?

- ▶ Three
- ▶ Two
- ▶ **Six (Page 86)**
- ▶ Five

**Question No: 25 (Marks: 1) - Please choose one**

While practicing your speech you should do all of the following except:

▶ **Finish your speech without stopping to correct errors or to restart**

- ▶ Practice in a singular setting
- ▶ Keep practice sessions brief
- ▶ Practice in various settings

**Question No: 26 (Marks: 1) - Please choose one**

Which of the following proposal section is related to researcher's investigation?

- ▶ Justification of the study
- ▶ **Research question. (Page 93)**
- ▶ Definition of terms
- ▶ Purpose of the study

**Question No: 27 (Marks: 1) - Please choose one**

How many elements are found in conventional superstructure for instructions?

- ▶ Three
- ▶ Four
- ▶ **Five (Page 112)**
- ▶ Two

**Question No: 28 (Marks: 1) - Please choose one**

Choose the correct sentence.

- ▶ You are my friend, however, I cannot afford, to lend you any more money.
- ▶ You are my friend, however; I cannot afford to lend you any more money.
- ▶ You are my friend: however I cannot afford to lend, you any more money.
- ▶ **You are my friend; however, I cannot afford to lend you any more money.**

[http://www.grammarbook.com/grammar\\_quiz/punctuation\\_mastery.asp](http://www.grammarbook.com/grammar_quiz/punctuation_mastery.asp)

**Question No: 29 (Marks: 1) - Please choose one**

How many categories of role playing are used in meetings?

- ▶ **Three (Page 22)**
- ▶ Two
- ▶ Four
- ▶ Five

**Question No: 30 (Marks: 1) - Please choose one**

How many elements are found in the conventional superstructure of a progress report?

- ▶ Three
- ▶ Four

▶ **Five (Page 101)**

▶ Six

**FINAL TERM EXAMINATION**  
**Fall 2009**

**Question No: 1 (Marks: 1)**

Choose the sentence with the correct punctuation.

- ▶ I wanted a cup of coffee not a glass of milk.
- ▶ I wanted a cup of coffee: not a glass of milk.
- ▶ **I wanted a cup of coffee, not a glass of milk.**
- ▶ I wanted a cup of coffee; not a glass of milk.

[http://www.grammarbook.com/grammar\\_quiz/quiz\\_results.asp](http://www.grammarbook.com/grammar_quiz/quiz_results.asp)

**Question No: 2 (Marks: 1)**

Choose the correct sentence.

- ▶ One-third of the eligible population tend not to vote in national elections.
- ▶ One-third of the eligible population are tending not to vote in national elections.
- ▶ One-third of the eligible population have tended not to vote in national elections.
- ▶ **One-third of the eligible population tends not to vote in national elections.**

[http://www.grammarbook.com/grammar\\_quiz/grammar\\_mastery.asp](http://www.grammarbook.com/grammar_quiz/grammar_mastery.asp)

**Question No: 3 (Marks: 1)**

Which one of the following component is not a part of planning written message?

- ▶ Developing the main idea
- ▶ Construct an outline
- ▶ **Estimate the appropriate length (Page 46)**
- ▶ Handle audience's questions effectively

**Question No: 4 (Marks: 1)**

Feeling nervous leads speakers to:

- ▶ Improperly evaluate themselves
- ▶ **Forget their speech**
- ▶ Eliminate their anxiety
- ▶ Exaggerate their anxiety.

**Question No: 5 (Marks: 1)**

Which one of the following questions that produce specific information, save time, requires less effort to answer, and eliminate bias and prejudice in answers?

- ▶ Open-ended questions
- ▶ **Close-ended questions (Page 155)**
- ▶ Subjective questions

▶ Objective questions

**Question No: 6 (Marks: 1)**

AIDS stands for:

- ▶ Attention Immunodeficiency Syndrome
- ▶ Acquired Implement System
- ▶ **Acquired Immunodeficiency Syndrome (Page 147)**
- ▶ Attention Implement System

**Question No: 7 (Marks: 1)**

Which of the following messages aim to influence audiences who are inclined to resist, so they depend heavily on strategic planning?

- ▶ Considerate messages
- ▶ Courteous messages
- ▶ Informative messages
- ▶ **Persuasive messages (Page 76)**

**Question No: 8 (Marks: 1)**

Which form is correct in most situations?

- ▶ **Could you help me? (Not sure)**
- ▶ Help me?
- ▶ Excuse me; I was wondering if you could possibly help me?
- ▶ I need help.

**Question No: 9 (Marks: 1)**

Choose the correct sentence.

- ▶ He is a happily-married man.
- ▶ **He is a happily married man.**
- ▶ He is a happily, married man.
- ▶ He is a happily; married man

[http://www.grammarbook.com/grammar\\_quiz/hyphens\\_ly\\_words\\_1.asp](http://www.grammarbook.com/grammar_quiz/hyphens_ly_words_1.asp)

**Question No: 10 (Marks: 1)**

In the following sentence, which word is there a missing apostrophe?

My parents and their friends often visit each others houses.

- ▶ House's
- ▶ Parent's
- ▶ **Other's**
- ▶ **Friend's**

**Question No: 11 (Marks: 1)**

What punctuation mark should complete the following sentence?

John was angry and shouted at his son, "Go to your room now!"



- ▶ Question mark
- ▶ Full stop
- ▶ **Speech mark**
- ▶ Comma

**Question No: 12 (Marks: 1)**

Which of the following proposal section refers to discussion of results?

- ▶ **Conclusion (Page 123)**
- ▶ Budget
- ▶ Procedure
- ▶ None of the above

**Question No: 13 (Marks: 1)**

Which of the following speech offers a verbal explanation of a complex process?

- ▶ **Explanatory speech**
- ▶ Instructional speech
- ▶ Demonstration speech
- ▶ Oral briefing

**Question No: 14 (Marks: 1)**

\_\_\_\_\_ is a matter of grouping or clustering ideas clearly.

- ▶ Visualization
- ▶ Simplification
- ▶ Effective organization
- ▶ Word choice

**Question No: 15 (Marks: 1)**

Which of the following would be unethical to use in a persuasive message?

- ▶ Consideration of audience needs
- ▶ The "you" attitude
- ▶ **Manipulation**
- ▶ Persuasion

[http://wps.prenhall.com/bp\\_bovee\\_bct\\_8/0,9931,1783814-,00.html](http://wps.prenhall.com/bp_bovee_bct_8/0,9931,1783814-,00.html)

**Question No: 16 (Marks: 1)**

Choose the correct sentence.

- ▶ Carl worried about the hurricane; but tried to stay calm and help his family.
- ▶ Carl worried about the hurricane; but tried to stay calm, and help his family.
- ▶ **Carl worried about the hurricane but tried to stay calm and help his family.**
- ▶ Carl worried about the hurricane but tried to stay calm, and help his family.

[http://www.grammarbook.com/grammar\\_quiz/punctuation\\_mastery.asp](http://www.grammarbook.com/grammar_quiz/punctuation_mastery.asp)

**Question No: 17 (Marks: 1)**

Choose the sentence with the correct comma placement.

- ▶ You are I am sure, telling the truth.
- ▶ You are I am sure telling, the truth.
- ▶ **You are, I am sure, telling the truth.**
- ▶ You are, I am sure telling the truth.

[http://www.grammarbook.com/grammar\\_quiz/commas\\_1.asp](http://www.grammarbook.com/grammar_quiz/commas_1.asp)

**Question No: 18 (Marks: 1)**

Choose the sentence with the correct punctuation.

- ▶ Clothes are often made from synthetic material; for instance, rayon.
- ▶ **Clothes are often made from synthetic material, for instance, rayon.**
- ▶ Clothes are often made from synthetic material, for instance: rayon.
- ▶ Clothes are often made from synthetic material, for instance; rayon.

[http://www.grammarbook.com/grammar\\_quiz/semicolons\\_and\\_colons\\_1.asp](http://www.grammarbook.com/grammar_quiz/semicolons_and_colons_1.asp)

**Question No: 19 (Marks: 1)**

Which is farthest in the past?

- ▶ couple of days
- ▶ last week
- ▶ a day before yesterday
- ▶ **a month ago**

**Question No: 20 (Marks: 1)**

Which phrase should be used while making a presentation ?

- ▶ **Please feel free to interrupt me with questions.**
- ▶ Don't disturb me while I'm presenting these statistics.
- ▶ No, you're wrong. We need more staff.
- ▶ Please! No interruptions during the presentation.

**Question No: 21 (Marks: 1)**

Which Three types of readers usually exist?

- ▶ Phantom Readers, Future Readers, Complicated Readers
- ▶ Future Readers, Complex Readers, Complicated Readers
- ▶ Future Readers, Complex Readers, Technical Readers
- ▶ **Phantom Readers, Future Readers, Complex Readers (Page 23)**

**Question No: 22 (Marks: 1)**

Which of the following aspect represents a series of events that tells the reader what happened?

- ▶ Description
- ▶ Analysis
- ▶ **Narration (Page 129)**
- ▶ Improved version

**Question No: 23 (Marks: 1)**

Which of the following feature should be placed either immediately before or immediately after the noun?

- ▶ Adverb modifiers
- ▶ Dependent clause
- ▶ None of them
- ▶ **Modifiers of noun (Page 132)**

**Question No: 24 (Marks: 1)**

Choose the correct sentence.

- ▶ I am asking if you would like to rollerblade together tomorrow?
  - ▶ I am asking "if you would like to rollerblade together tomorrow"?
  - ▶ I am asking "if you would like to rollerblade together tomorrow."
  - ▶ **I am asking if you would like to rollerblade together tomorrow.**
- [http://www.grammarbook.com/grammar\\_quiz/punctuation\\_mastery.asp](http://www.grammarbook.com/grammar_quiz/punctuation_mastery.asp)

**Question No: 25 (Marks: 1)**

Choose the correct sentence.

- ▶ Jan asked? "What did Joe mean when he said, 'I will see you later.'"
  - ▶ Jan asked, "What did Joe mean when he said, 'I will see you later.'"
  - ▶ **Jan asked, "What did Joe mean when he said, 'I will see you later.'?"**
  - ▶ Jan asked, "What did Joe mean when he said, 'I will see you later'?"
- [http://www.grammarbook.com/grammar\\_quiz/punctuation\\_mastery.asp](http://www.grammarbook.com/grammar_quiz/punctuation_mastery.asp)

**Question No: 26 (Marks: 1)**

What is meant by attitudes?

- ▶ **Judgments of right and wrong**
- ▶ Observable actions
- ▶ Statements of approval or disapproval
- ▶ Statements of truth

**Question No: 27 (Marks: 1)**

Which of the following element refers to brief overview of report's most important point?

- ▶ Synopsis
  - ▶ **Executive Summary**
  - ▶ Contents
  - ▶ Bibliography
- [http://en.wikipedia.org/wiki/Executive\\_summary](http://en.wikipedia.org/wiki/Executive_summary)

**Question No: 28 (Marks: 1)**

What should be the purpose of visual aids?

- ▶ To make the document interesting

- ▶ To provide information
- ▶ To simplify the data
- ▶ **All of the above**

**Question No: 29 ( Marks: 1 )**

What is the last thing you need to do before you get ready to distribute your document?

- ▶ Designing
- ▶ Revising
- ▶ **Proofreading (Page 60)**
- ▶ All of the above

**Question No: 30 ( Marks: 1 )**

Which one of the following should be placed either immediately before or after the noun?

- ▶ Misplaced Modifiers
- ▶ **Modifiers of Nouns (Page 132)**
- ▶ Adverb Modifiers
- ▶ Dangling Modifiers

**FINAL TERM EXAMINATION**  
**SPRING 2006**

**Question No: 5( Marks: 1 )- Please choose one**

Fill in the blanks with appropriate words.

To create a memorable speech the subject of the speech should be related to-----.

- ▶ (a) Government's needs.
- ▶ (b) Media's needs
- ▶ **(c) Audience's needs (Page 166)**
- ▶ (d) None of above

**Question No: 6( Marks: 1 )- Please choose one**

Which of the following should be essentially considered during speeches and presentations?

- Dress
- **Time**
- Microphone
- None of above

**Question No: 7( Marks: 1 )- Please choose one**

----- is a nonverbal communication conveyed by posture and movement.

- ▶ **expressions**

- ▶ body language
- ▶ nodding of head
- ▶ none of the above

**Question No: 8( Marks: 1 )- Please choose one**  
Implication of a word or a suggestion separate from the usual definition is called

- ▶ Denotation
- ▶ **Connotation**
- ▶ none of the above

<http://free-books-online.org/mix-books/business-communication/barriers-in-effective-communication/>

**Question No: 9( Marks: 1 )- Please choose one**  
Buffer of a bad news should be

- explanatory
- **neutral (Page 74)**
- positive
- negative

**Question No: 10( Marks: 1 )- Please choose one**

All seven C's can apply to

- ▶ Oral communication
- ▶ Written communication.
- ▶ **Both of the above. (Page 31)**
- ▶ None of the above.

**Question No: 11( Marks: 1 )- Please choose one**

Written defamation is called

- ▶ Slander
- ▶ **Libel**
- ▶ Written disagreeable opinions.
- ▶ None of above.

<http://www.nolo.com/legal-encyclopedia/defamation-law-made-simple-29718.html>

**Question No: 12( Marks: 1 )- Please choose one**

A semicolon is more ----- than the comma.

- ▶ Formal
- ▶ **Informal**
- ▶ Useful.
- ▶ None of above.

<http://www.iolani.honolulu.hi.us/Keables/KeablesGuide/PartFour/SemicolonsandColons.htm>

**Question No: 13( Marks: 1 )- Please choose one**

Salutations are used in

- memorandums
- **Letters (Page 63)**

- Informal speech.
- None of above.
- 

**Question No: 14( Marks: 1 )- Please choose one**

A visual consisting of parallel bars representing specific data is called

- ▶ Line graph
- ▶ Pictogram
- ▶ **Bar graph**
- ▶ None of above.

[http://highered.mcgraw-hill.com/sites/0073525030/student\\_view0/glossary.html](http://highered.mcgraw-hill.com/sites/0073525030/student_view0/glossary.html)