



Dr.G.R.Damodaran College of Science

(Autonomous, affiliated to the Bharathiar University, recognized by the UGC)Re-
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CRISL rated 'A' (TN) for MBA and MIB Programmes

I BCOM[2017-2020]

SEMESTER I

CORE:BUSINESS COMMUNICATION-102C

Multiple Choice Questions.

1. Communication is a _____

- A. one way process
- B. two way process.
- C. three way process.
- D. four way process

ANSWER: B

2. The main objective of communication is

- A. information and persuasion.
- B. skill and personality development.
- C. control and management.
- D. need.

ANSWER: A

3. The downward communication flow from

- A. a subordinate to a superior.
- B. a subordinate to a subordinate.
- C. a superior to a superior.
- D. a superior to a subordinate.

ANSWER: D

4. _____ channel of communication called the grapevine.

- A. formal.
- B. informal.
- C. horizontal .
- D. vertical.

ANSWER: B

5. Examples of oral communication_____

- A. letter.
- B. e-mail.
- C. telephone.
- D. fax.

ANSWER: C

6. How to make audio-visual communication effective?

- A. the pictures are colourful.

- B. clearly written.
- C. speak politely
- D. silent.

ANSWER: A

7. Written communication includes

- A. reports & forms.
- B. interviews.
- C. film.
- D. speaking.

ANSWER: A

8. Communication saves time in

- A. internal communication.
- B. interview.
- C. oral communication.
- D. schedule.

ANSWER: C

9. The most important part of the letter is

- A. the heading.
- B. date
- C. body of the letter.
- D. post script.

ANSWER: C

10. Normal salutation in chairman's speech will be

- A. Ladies and Gentlemen.
- B. Dear Sir.
- C. Respected Sir.
- D. Madame.

ANSWER: A

11. Telephonic conversation is a

- A. verbal communication.
- B. non-verbal communication.
- C. visual communication.
- D. written.

ANSWER: B

12. The communication cycle, the process of re translation of signals into ideas is called

- A. encoding.
- B. decoding.
- C. response.
- D. feedback.

ANSWER: B

13. The inside address should be written

- A. below the salutation
- B. above the heading.
- C. above the salutation.

D. above the date.

ANSWER: C

14. Reports from the subordinates to the superiors take the form of

- A. upward communication.
- B. downward communication.
- C. face-to-face communication.
- D. visual communication.

ANSWER: A

15. Pictures, slides, films fall under

- A. body languages.
- B. audio-visual communication.
- C. reporting.
- D. visual communication.

ANSWER: B

16. Realizing the potential of the self is part of the

- A. a. communication development.
- B. b. language development.
- C. c. skill development.
- D. d. personality development.

ANSWER: D

17. Salutation

- A. comes above inside address.
- B. begins at left hand margin of the letter.
- C. comes at the end of the letter.
- D. comes in body of the letter.

ANSWER: B

18. Messieurs

- A. a French term meaning gentlemen
- B. used in singular.
- C. is a title like Doctor
- D. many.

ANSWER: A

19. A memo is an example for

- A. internal communication.
- B. external communication.
- C. lateral communication.
- D. Written communication.

ANSWER: A

20. Gestures is an example for

- A. body language.
- B. grammar.
- C. speeches .
- D. written.

ANSWER: A

21. The term communis derived from ___ word.

- A. Greek.
- B. Latin .
- C. Chinese.
- D. English.

ANSWER: B

22. Communication means ___information, feeling and thoughts, with others.

- A. to receive.
- B. exchange of .
- C. conveying.
- D. all the above.

ANSWER: B

23. Grapevine communication is associated with _____communication.

- A. formal
- B. informal
- C. horizontal
- D. vertical.

ANSWER: B

24. Lateral communication is between

- A. superior and subordinate.
- B. same cadre of personal.
- C. subordinate and superior.
- D. Among all.

ANSWER: B

25. Posters fall under _____communication.

- A. oral.
- B. visual.
- C. written.
- D. spoken.

ANSWER: B

26. Informal communication is otherwise known as _____ communication.

- A. grapevine .
- B. lateral .
- C. visual.
- D. horizontal.

ANSWER: A

27. Face-to-face communication is a _____

- A. visual communication.
- B. direct conversation.
- C. oral communication
- D. written.

ANSWER: B

28. Physical Barriers to communication are _____

- A. time and distance.
- B. interpretation of words.
- C. denotations.
- D. connotations.

ANSWER: A

29. Audio-Visual communication is most suitable for mass ___ and mass _____

- A. publicity & education.
- B. policies & political.
- C. save & store.
- D. Publicity&policies.

ANSWER: A

30. _____ communication is the most popular means of transmitting message.

- A. written
- B. oral .
- C. visual .
- D. face-to-face.

ANSWER: B

31. The inside address is typed _____

- A. right hand side.
- B. left hand side.
- C. right hand bottom.
- D. last.

ANSWER: A

32. On the _____ it is possible to get immediate feedback

- A. letter .
- B. telephone.
- C. e-mail .
- D. fax.

ANSWER: B

33. When Respected Sir is the salutation the appropriate complimentary clause is _____

- A. Yours sincerely.
- B. Yours faithfully.
- C. Yours affectionately.
- D. Yours lovingly.

ANSWER: A

34. Appropriate salutation for an application is _____

- A. My Dear Sir.
- B. Sir.
- C. Dear Sir.
- D. Sir Mr. X.

ANSWER: B

35. Margin to a letter is like _____

- A. frame of a picture.
- B. evidence for the communication.

- C. engine to a machine.
- D. borders.

ANSWER: A

36. Conciseness means _____

- A. brevity.
- B. courtesy.
- C. coherence.
- D. convincing.

ANSWER: B

37. Good punctuation will not involve _____

- A. rereading.
- B. ambiguity.
- C. both.
- D. misunderstanding.

ANSWER: C

38. A group discussion of a real life situation with in a training environment is _____

- A. discussion.
- B. listening.
- C. case study method.
- D. all of the above.

ANSWER: A

39. Bad Listeners will make _____ communication

- A. good.
- B. bad.
- C. excellent.
- D. rather favorable.

ANSWER: B

40. Subscription of a letter _____

- A. contains principal message.
- B. contains name and address of the receiver.
- C. contains name and address of the sender.
- D. Place and date.

ANSWER: B

41. Post script appears in a letter _____

- A. in the beginning.
- B. in the middle.
- C. in the end.
- D. never appears.

ANSWER: D

42. The possibility of misunderstanding at any step _____

- A. brain drain.
- B. output.
- C. channel.
- D. medium.

ANSWER: A

43. The information the receiver gets is called _____
- A. message.
 - B. output.
 - C. input.
 - D. source.

ANSWER: A

44. Sources of information _____
- A. old files.
 - B. observation.
 - C. meeting.
 - D. all the above.

ANSWER: D

45. Information about its products is _____ information.
- A. external.
 - B. internal .
 - C. planning .
 - D. deciding.

ANSWER: B

46. The usual forms of greetings used for unmarried women _____
- A. Mr.
 - B. Mrs.
 - C. Madam.
 - D. Gentlemen.

ANSWER: A

47. _____ is the essential aspect of communication
- A. enclosure.
 - B. letter.
 - C. telephone .
 - D. feedback.

ANSWER: D

48. Communication is the _____ of business.
- A. Backbone.
 - B. . life blood .
 - C. nervous system .
 - D. both (1) & (2). Answer: A

ANSWER: A

49. The aim of _____ should be the organization's betterment.
- A. order.
 - B. warning .
 - C. suggestion.
 - D. Counseling.

ANSWER: A

50. Warning can be _____

- A. general or specific
- B. specific.
- C. particular.
- D. Completely general.

ANSWER: A

51. _____ is impersonal and professional

- A. counselling
- B. advice
- C. suggestion
- D. warning

ANSWER: A

52. _____ implies respect for the readers point of view.

- A. consideration.
- B. order
- C. courtesy.
- D. none.

ANSWER: D

53. _____ are welcome, for it is not obligatory to accept them.

- A. suggestion.
- B. order .
- C. courtesy .
- D. complaint.

ANSWER: A

54. _____ Communication is unsuitable for lengthy message.

- A. oral .
- B. written.
- C. vertical .
- D. audio visual.

ANSWER: A

55. _____ may be less important for small business

- A. letter-writing.
- B. telephone.
- C. e-mail.
- D. fax.

ANSWER: A

56. _____ is a more powerful agent of persuasion and control.

- A. speaker .
- B. receiver.
- C. speech.
- D. decoder

ANSWER: A

57. _____ is quite often a physical barrier to communication

- A. noise .

- B. interpretation of words
- C. by passed instruction.
- D. all of the above.

ANSWER: A

58. ____refers to the special language of a trade.

- A. jargon .
- B. expression .
- C. colloquialism.
- D. suggestion.

ANSWER: A

59. Audio-Visual communication is ____

- A. sight.
- B. sound.
- C. both (a) & (b).
- D. noise.

ANSWER: C

60. ____is the process of arriving at agreement through consultation

- A. consensus .
- B. horizontal .
- C. vertical .
- D. upward.

ANSWER: A

61. Contents of offers and quotation are ____

- A. details of product.
- B. pleasing tone.
- C. request for price.
- D. request for traders information.

ANSWER: A

62. Effective advice____

- A. a. is both man-oriented & work oriented.
- B. b. is given in the workers interest.
- C. c. promotes understandings.
- D. a. all the above.

ANSWER: D

63. All the media available can be broadly classified into ___groups.

- A. two.
- B. three .
- C. four .
- D. five.

ANSWER: C

64. Audio-Visual communication is most suitable for mass____and mass ____

- A. publicity & education
- B. policies & political.
- C. save & store.

D. Education & political.

ANSWER: A

65. _____ is the information or ideas the sender wants to give the receiver

- A. input
- B. channel
- C. message
- D. output

ANSWER: A

66. The letter of acknowledgement _____

- A. provides a record.
- B. shows courtesy.
- C. avoids misunderstanding
- D. serves all the above purposes.

ANSWER: D

67. The letter should be based on _____

- A. I attitude
- B. you attitude
- C. we attitude.
- D. my attitude.

ANSWER: B

68. The reimbursement of expenses is generally made by the _____

- A. principal.
- B. agent.
- C. subordinate.
- D. owner.

ANSWER: C

69. Interpretation of data is followed by _____

- A. recommendation.
- B. suggestion.
- C. conclusions.
- D. complaint.

ANSWER: B

70. Communication network in any organization is _____

- A. internal & external.
- B. verbal & written.
- C. oral & non-verbal.
- D. feedback.

ANSWER: A

71. Empathy leads to _____

- A. greater receptivity.
- B. more involvement.
- C. greater focus.
- D. causality.

ANSWER: C

72. Colours also have a ____ effect.

- A. psychological.
- B. physiological.
- C. sociological.
- D. socio psychological.

ANSWER: A

73. Blue colour refers ____

- A. sincerity.
- B. traditional.
- C. danger.
- D. faith.

ANSWER: A

74. Gray colour refers ____

- A. confidence & wisdom
- B. cheerfulness & vigour.
- C. life & coolness.
- D. . danger.

ANSWER: A

75. Bold colour in a report implies ____

- A. emphasis.
- B. attention.
- C. power.
- D. traditional.

ANSWER: C

76. Informal communication is otherwise known as ____

- A. person to person communication.
- B. internal communication.
- C. external communication.
- D. Authoritative communication.

ANSWER: B

77. Facial expressions and gestures are known as ____

- A. face to face communication.
- B. oral communication.
- C. both 1 & 2.
- D. Multimedia communication.

ANSWER: B

78. Communication in an organization should ideally flow ____

- A. from top to bottom.
- B. from bottom to top.
- C. both ways.
- D. horizontally.

ANSWER: A

79. The official record of the proceeding of a meeting is known as ____

- A. agenda.
- B. minutes.
- C. prospectus.
- D. report.

ANSWER: A

80. The participants of a board meeting are _____

- A. member.
- B. directors.
- C. member and directors.
- D. outsiders

ANSWER: A

81. Minutes of resolutions is only resolutions ____

- A. recorded.
- B. development.
- C. decision-making.
- D. authenticated.

ANSWER: A

82. A report is a basic management tool used in _____

- A. personality development.
- B. decision making.
- C. individual development.
- D. Self motivation.

ANSWER: A

83. Press reports refers to _____

- A. reports in newspapers.
- B. reports through letters.
- C. oral communication.
- D. written communication.

ANSWER: B

84. A concise and accurate record of the proceedings at a meeting is called as _____

- A. resolution.
- B. minutes.
- C. invoice.
- D. agenda

ANSWER: A

85. List of items of business to be considered at a meeting is called as _____

- A. agenda.
- B. dividend.
- C. prospectus.
- D. reports.

ANSWER: C

86. Minutes of a meeting are usually prepared by _____

- A. secretary.
- B. chairman.

- C. shareholder.
- D. laymen.

ANSWER: D

87. _____ reports are related to a single occasion or situation.

- A. special .
- B. periodic.
- C. informal .
- D. formal.

ANSWER: A

88. A collection letter is associate with _____

- A. debtors .
- B. creditors .
- C. company.
- D. customers.

ANSWER: A

89. A report given by a secretary to the Marketing Director may be called as _____

- A. formal.
- B. informal.
- C. oral.
- D. personal.

ANSWER: A

90. _____ is done by drawing a list of the items of business to be transacted at the meeting.

- A. minutes .
- B. resolution.
- C. invitation .
- D. agenda.

ANSWER: D

91. The minute books are the _____ book of the company.

- A. subsidiary.
- B. statutory .
- C. obligatory.
- D. secondary.

ANSWER: B

92. The value mail e-mail, video conferencing etc some of the _____ based media of communication.

- A. computer .
- B. traditional .
- C. science .
- D. rules.

ANSWER: C

93. Statutory Report is _____

- A. an informal report.
- B. not having legal sanction.
- C. always a statistical report.
- D. Formal report.

ANSWER: A

94. A report prepared and presented according to the form and procedure laid down law is called a _____
- A. law report
 - B. procedure report.
 - C. company report.
 - D. statutory report.

ANSWER: A

95. Organization Theory is written by _____
- A. William Scott.
 - B. Newman & summer
 - C. Matthews.
 - D. James.

ANSWER: A

96. The official record of the proceeding of a meeting is called _____
- A. minutes.
 - B. notice.
 - C. both 1 & 2.
 - D. notes.

ANSWER: A

97. A circular is a form of _____
- A. oral communication.
 - B. face-to-face communication.
 - C. group communication.
 - D. visual communication.

ANSWER: A

98. Dunning letters are also called _____
- A. collection letters.
 - B. letter of credit.
 - C. compliant letters.
 - D. Suggestion letters.

ANSWER: A

99. Motivation can be achieved through _____ incentives.
- A. Monetary
 - B. social
 - C. non-monetary
 - D. legal

ANSWER: A

100. . Letter of credit is issued _____
- A. by bank.
 - B. by supplier.
 - C. by customer.
 - D. By public.

ANSWER: D

101. Circular letter is meant for _____

- A. a.communication.
- B. personal communication.
- C. secret communication.
- D. Informal communication .

ANSWER: A

102. One of the following directly relates to provision of credit_____

- A. current account
- B. savings account.
- C. recurring deposit.
- D. discounting bills.

ANSWER: C

103. Marine insurance is effected FPA. FPA denotes_____

- A. free of particular average.
- B. free of particular assignment.
- C. free of partial average.
- D. Fare of particular assignment.

ANSWER: C

104. The exit communication takes place when an employee _____ the organization.

- A. enter into.
- B. learning from.
- C. both. (1 & 2).
- D. leaves .

ANSWER: A

105. Clearance sales refer to _____

- A. sale of pure chemicals
- B. sale of detergents.
- C. sale of food products
- D. Sale of chemicals.

ANSWER: B

106. _____means giving a particular bias to the reality

- A. abstracting.
- B. slanting.
- C. inferring.
- D. information.

ANSWER: B

107. _____stands for mental health

- A. morale.
- B. motivation.
- C. co-operation.
- D. coordination.

ANSWER: A

108. _____is a very conscious process of communication

- A. warning.

- B. order.
- C. action.
- D. education.

ANSWER: D

109. The effort to influence the attitudes, feeling or beliefs is _____

- A. instruction.
- B. persuasion.
- C. suggestion.
- D. motivation.

ANSWER: B

110. CWO stands for _____

- A. cash with offer.
- B. cash with order.
- C. cash with option.
- D. cash with opinion.

ANSWER: B

111. Business letter must possess the quality of _____

- A. coherence.
- B. incompleteness.
- C. faultiness.
- D. jargons.

ANSWER: A

112. The effective business letter must be _____

- A. sender oriented.
- B. reader oriented.
- C. company oriented.
- D. business oriented.

ANSWER: B

113. _____ means the right use of putting in points or stops in writing.

- A. exclamation.
- B. semi colon.
- C. comma.
- D. full stop.

ANSWER: D

114. An informal report is usually in the form of a _____ communication.

- A. person to person.
- B. many to one.
- C. one to many.
- D. company to company.

ANSWER: A

115. _____ reports are prepared and presented at regular and prescribed intervals

- A. periodic reports.
- B. special reports.
- C. informal reports.

D. non-periodical reports.

ANSWER: A

116. _____s a basic management tool used in decision-making.

- A. business letter.
- B. report.
- C. document.
- D. specific reports.

ANSWER: B

117. _____report can be denied at any time.

- A. oral report.
- B. written report.
- C. business report.
- D. formal report.

ANSWER: A

118. _____is the list of words used in the reports.

- A. conclusion.
- B. glossary.
- C. index.
- D. reference.

ANSWER: B

119. _____is the main part of the report.

- A. conclusion.
- B. recommendations.
- C. description.
- D. references.

ANSWER: C

120. _____the sources of information is a kind of spadework.

- A. analyzing.
- B. investigating.
- C. making outline.
- D. writing report..

ANSWER: B

121. _____reports are related to a single occasion or situation.

- A. non-recurrent reports.
- B. investigative reports.
- C. special reports
- D. formal reports.

ANSWER: C

122. _____should come as a logical conclusion to investigation and analysis

- A. recommendations.
- B. suggestion.
- C. inferences.
- D. conclusions.

ANSWER: C

123. _____ is a device by which losses suffered by a few are shared by many.

- A. insurance.
- B. cheque.
- C. finance.
- D. risk bearer.

ANSWER: A

124. _____ is in finished form.

- A. data.
- B. system.
- C. information.
- D. character.

ANSWER: C

125. _____ system monitors and control physical processes.

- A. process.
- B. transaction.
- C. operations.
- D. office automation.

ANSWER: A

126. _____ is an integrated user-machine system.

- A. management information system.
- B. executive system.
- C. decision making system.
- D. knowledge based system.

ANSWER: A

127. _____ system provides expert advice for operational chores.

- A. business.
- B. operation support.
- C. end user systems.
- D. expert systems.

ANSWER: D

128. EDP stands for _____

- A. enterpreneurial development programme
- B. electronic data processing.
- C. electronic data passing.
- D. electronic data patroning.

ANSWER: B

129. _____ is the physical part of the computer

- A. software.
- B. human ware.
- C. firmware.
- D. hardware.

ANSWER: D

130. _____ is usually indicated if anything is to be attached to a letter.

- A. appendix.
- B. annexures.
- C. index.
- D. enclosures.

ANSWER: D

131. _____ is an important element in all business letters

- A. signature.
- B. letter head.
- C. salutation.
- D. complimentary close.

ANSWER: C

132. _____ is the set of instructions given to the computers.

- A. hardware.
- B. software.
- C. human ware.
- D. firmware.

ANSWER: B

133. _____ computers operates by measuring.

- A. analog.
- B. digital.
- C. hybrid.
- D. main frame.

ANSWER: A

134. _____ is something written after the letter is closed.

- A. copy distribution.
- B. enclosures.
- C. postscripts.
- D. reference.

ANSWER: C

135. _____ is used at the end of a sentence which expresses a strong feeling.

- A. colon.
- B. exclamation mark.
- C. semi colon.
- D. the colon.

ANSWER: B

136. _____ is the process of arriving at agreement through consultation

- A. consensus.
- B. grapevine.
- C. informal.
- D. brainstorm.

ANSWER: A

137. An _____ report can be denied at any time

- A. oral.
- B. written.

- C. special.
- D. informal.

ANSWER: A

138. When superiors provide directions to their subordinates regarding what to do, which is known as _____ communication

- A. upward.
- B. horizontal.
- C. downward.
- D. lateral.

ANSWER: C

139. The minimum number of members necessary for a meeting is called as _____

- A. quorum.
- B. resolution.
- C. proxy.
- D. prospectus.

ANSWER: A

140. Bio-data is enclosed with the following letter _____

- A. sales letter.
- B. application letter.
- C. complaint letter.
- D. collection letter.

ANSWER: B

141. Language used in essay writing is _____

- A. simple.
- B. difficult.
- C. confidential.
- D. ambiguous.

ANSWER: A

142. Which one is not a component of a business letter

- A. envelope.
- B. salutation.
- C. subject.
- D. complimentary close.

ANSWER: A

143. The American style of writing the date in business letter starts with _____

- A. day.
- B. month.
- C. year.
- D. time.

ANSWER: B

144. Informal communication network within the organization is known as _____

- A. interpersonal communication.
- B. intrapersonal communication
- C. mass communication.

D. grapevines.

ANSWER: D

145. What kind of information should be included in a resume

- A. work experience.
- B. education.
- C. affiliation and membership.
- D. letter of recommendation.

ANSWER: B

146. Effective communication can only be achieved when ____

- A. the audience is understood.
- B. feedback is encouraged.
- C. thoughts are organized..
- D. systematic delivery of speech.

ANSWER: A

147. Words that have more than one meaning are called as ____

- A. equivocal terms
- B. jargon.
- C. trigger wards.
- D. biased language.

ANSWER: A

148. ____ is an authoritative communication

- A. order.
- B. persuasion.
- C. advice.
- D. counseling.

ANSWER: A

149. An effort to influence the attitude and feeling of others is ____

- A. persuasion.
- B. suggestion.
- C. advice.
- D. appreciation.

ANSWER: A

150. A motivated worker does not need much ____

- A. supervision.
- B. encouragement.
- C. advice.
- D. suggestion.

ANSWER: A

Staff Name
Kavitha P .