



## Dr.G.R.Damodaran College of Science

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I B.COM (CS) [2017-2020] BATCH

SEMESTER I

CORE:CORPORATE COMMUNICATION-105C

Multiple Choice Questions.

1. The words, sounds and expressions which represent what people intend to communicate are known as
- Symbols
  - Noise
  - Channel of Communication
  - The sender

ANSWER: A

2. Communication between departments or functional units of companies is known as
- Department communication
  - Upward communication
  - Downward communication
  - Horizontal communication

ANSWER: D

3. Raised eyebrows and shrugs are examples of
- Cross-cultural communication
  - Poor communication
  - Good communication
  - Body language

ANSWER: D

4. Communication following strict lines of authority and reporting relationships is known as
- Open door policy
  - Effective communication
  - Chain of command
  - the grapevine

ANSWER: C

5. Rumours are likely to spread fastest in all of the following instances except when
- the rumour seems credible
  - the recipient is emotionally anxious
  - the recipient is not concerned about the information
  - the information is ambiguous

ANSWER: C

6. Three ways in which communication flows through formal organizational channels are called
- loose coupling, tight coupling, and uncoupling

- B. positive flow, negative flow, and peripheral flow
- C. the grapevine, the gatekeeper, and the network
- D. downward flow, upward flow, and horizontal flow

ANSWER: D

7. Which of the following is a good example of horizontal flow in an organization?

- A. When employees give their supervisors reports listing their accomplishments during the last year
- B. When the department heads of marketing and research get together for a meeting
- C. When, at a party, the vice-president's secretary tells the husband of one of the employees about plans for layoffs
- D. When a supervisor issues a statement to all subordinates explaining new travel policies

ANSWER: B

8. Which of the following problems can occur as a result of ineffective downward flow?

- A. Employees feeling that they don't receive enough information to do their jobs
- B. Employees feeling that they receive too much information
- C. Employees feeling the information they do receive is not the information they need
- D. All of the above

ANSWER: D

9. What is NOT true about organizational grapevines?

- A. The grapevine is richer in content than formal communication and allows for immediate feedback and clarification
- B. The grapevine satisfies personal needs not met by formal channels
- C. Rumors comprise only a small proportion of the information on the grapevine
- D. Most of the grapevine is made up of rumors

ANSWER: D

10. The term organizational hierarchy implies

- A. that organizations have some kind of structure
- B. that organizations have different levels of command
- C. that organizations employ organizational charts
- D. All of the above

ANSWER: D

11. Surveys, suggestion boxes, and employee newsletters are considered to be --- types of communication

- A. Downward
- B. Upward
- C. Grapevine
- D. Lateral

ANSWER: B

12. The form of communication that typically involves interactions between individuals possessing equal power is best referred to as

- A. Upward
- B. Downward
- C. Horizontal
- D. Vertical

ANSWER: C

13. Which of the following is considered a method to help overcome personal barriers to effective

communication?

- A. Engaging in excessive impression management
- B. Impulsive behavior
- C. Poor administrative practices
- D. Improvement of listening skills

ANSWER: D

14. Feedback is a listeners

- A. verbal critique of your message
- B. aversion to a message
- C. acceptance of a message
- D. verbal or nonverbal responses to a message

ANSWER: D

15. To decode a message is to

- A. translate ideas into code
- B. interpret a message
- C. reject a message
- D. evaluate a message

ANSWER: B

16. A message is a signal that serves as

- A. noise reduction
- B. stimuli for a speaker
- C. stimuli for a mass audience
- D. stimuli for a receiver

ANSWER: D

17. Feedback can come in the form of

- A. environmental noise
- B. nonverbal communication only
- C. verbal communication only
- D. verbal and nonverbal listener responses

ANSWER: D

18. In the communication process, a receiver is

- A. the person who encodes an idea
- B. message interference
- C. a message pathway
- D. the person who decodes a message

ANSWER: D

19. \_\_\_\_\_ IS ACHIEVED THROUGH LOGICAL ARGUMENTS OR EMOTIONAL APPEALS THE ACCEPT THE CHANGE

- A. MITIGATION
- B. LITIGATION
- C. COMMUNICATION
- D. PERSUASION

ANSWER: D

20. An example of a communication channel is

- A. face-to-face conversation
- B. feedback
- C. context
- D. noise

ANSWER: A

21. Which of the three components are part of the human communication process?

- A. Message, noise, feedback
- B. Message, recording, feedback
- C. Noise, feedback, jargon
- D. Feedback, message, critiquing

ANSWER: A

22. Which of the following is an example of a nonverbal message?

- A. Yelling
- B. Eye contact
- C. Jargon
- D. Mumbling

ANSWER: B

23. The ability to communicate effectively

- A. is a natural talent that cannot be learned
- B. depends on the education level of those around you
- C. can be learned
- D. depends on not using technology to send messages

ANSWER: C

24. A message can only be deemed effective when it is

- A. repeated back as proof of understanding
- B. communicated face-to-face
- C. delivered with confidence
- D. understood by others and produces the intended results

ANSWER: D

25. Rumours would most likely flourish in situations where there is

- A. strong leadership
- B. mutual trust
- C. anxiety and ambiguity
- D. an unimportant issue

ANSWER: C

26. Generally speaking, in business we communicate

- A. to both persuade and inform
- B. only to persuade
- C. only to inform
- D. only to entertain

ANSWER: A

27. The word communication is derived from communis (Latin) which means

- A. common
- B. community

- C. message
- D. oral speech

ANSWER: C

28. Effective communication is essentially a

- A. both a one-way and a two-way process
- B. two-way process
- C. one-way process
- D. three-way process

ANSWER: A

29. Filters that affect the content of a message are in

- A. the medium of communication
- B. the mind of the listener
- C. the minds of both the speaker and the listener
- D. the mind of the speaker

ANSWER: C

30. As a process of sharing thoughts and ideas, communication suffers mainly from

- A. both physical and non-physical barriers
- B. non-physical barriers
- C. gender differences
- D. physical barriers

ANSWER: D

31. In business, the purpose of writing is mainly to

- A. entertain
- B. Both inform and persuade
- C. persuade
- D. inform

ANSWER: B

32. Technical accuracy of language means

- A. correctness of grammar, spelling, and punctuation
- B. direct narrative
- C. active voice
- D. simplicity

ANSWER: A

33. The principles of effective writing include

- A. accuracy
- B. brevity
- C. clarity
- D. brevity, clarity and accuracy

ANSWER: D

34. In issuing instructions, one should avoid the

- A. subjunctive form
- B. passive voice
- C. imperative form
- D. active voice

ANSWER: B

35. The most important goal of business communication is
- A. a favorable relationship between sender and receiver
  - B. organizational goodwill
  - C. receiver response
  - D. receiver understanding

ANSWER: D

36. The sender's most important role in the communication process is to
- A. analyze the receiver for the you-viewpoint
  - B. provide for feedback
  - C. remove communication barriers
  - D. select the type of message

ANSWER: A

37. When working to create and maintain a favorable relationship with a receiver, a sender should
- A. do just what the receiver expects
  - B. impress the receiver by using technical terms
  - C. stress mutual interests and benefits
  - D. use positive wording

ANSWER: D

38. IN \_\_\_\_\_ THE SENDER MUST TRANSLATE THE ORIGINAL MESSAGE IN THE FORM OF TEXTS, MESSAGES AND SYMBOLS SO THAT THE ORIGINAL MESSAGE IS PROTECTED FROM HACKERS

- A. ENCODING
- B. DECODING
- C. CRYPTOGRAPHY
- D. DECRYPTION

ANSWER: A

39. THE BEST WAY TO PREVENT RUMOURS AND PREVENT EMPLOYEE MORALE IN AN ORGANIZATION IT IS ADVISABLE TO HAVE

- A. DIAGONAL COMMUNICATION
- B. GRAPEVINE COMMUNICATION
- C. DOWNWARD COMMUNICATION
- D. UPWARD COMMUNICATION

ANSWER: D

40. Oral communication is the interchange of ----- between the sender and receiver

- A. written messages
- B. cues and clues
- C. signs and gestures
- D. verbal messages

ANSWER: D

41. Oral communication is better than written communication for

- A. saving time
- B. conveying feelings and emotions
- C. conveying facts and opinions

D. providing opportunity to refer back

ANSWER: B

42. The foremost barrier to oral communication is

- A. humility
- B. interestedness
- C. poor listening
- D. Lack of concentration

ANSWER: C

43. The effectiveness of Oral communication depends on the speakers ability to use

- A. Simple language
- B. Foreign words
- C. Complex words
- D. Long sentences

ANSWER: A

44. In oral communication, what matters most is

- A. when you say it
- B. how you say it
- C. what you say
- D. where you say it

ANSWER: B

45. Oral communication is also known as

- A. impersonal communication
- B. face-to-face communication
- C. verbal communication
- D. non-verbal communication

ANSWER: C

46. In business, oral communication is suitable for

- A. recording things
- B. discussing things
- C. confusing workers
- D. delaying the decision-making process

ANSWER: B

47. ----- refers to any type of application or presentation that involves more than one type of media, such as text, graphics, video, animation, and sound

- A. An executable file
- B. Desktop Publishing
- C. Multimedia
- D. Hypertext

ANSWER: C

48. One of the main disadvantages of multimedia is

- A. Cost
- B. Adaptability
- C. Usability
- D. Relativity

ANSWER: A

49. -----refer to works with both a sound and a visual component, the production or use of such works, or the equipment used to create and present such works

- A. Multimedia communication
- B. Audiovisual communication
- C. Para Language
- D. Written communication

ANSWER: B

50. The exchange of ideas between two or more persons is

- A. Understanding
- B. Telling
- C. Communication
- D. Listening

ANSWER: C

51. IN \_\_\_\_\_ TYPE OF LAYOUT TH ADDRESS OF THE RECIPIENT IS TYPED IN THE BLOCK STYLE

- A. INDENTED STYLE LAYOUT
- B. SEMI INDENTED STYLE LAYOUT
- C. NOMA STYLE
- D. BLOCK STYLE LAYOUT

ANSWER: B

52. Communication without words is called

- A. Non- verbal communication
- B. Verbal
- C. Oral communication
- D. Written communication

ANSWER: A

53. The information passed in the business organization should be

- A. From reliable source
- B. Accurate and complete
- C. Latest
- D. All of the above

ANSWER: D

54. Advice which was given in business organization flows

- A. Horizontally
- B. Downwards
- C. Both horizontally and downwards
- D. None of the above

ANSWER: C

55. ----- type of orders are issued if there are a number of activities having operational similarities

- A. Written
- B. General
- C. Mandatory
- D. Procedural



ANSWER: B

56. ----- may be defined as an effort 'to influence the attitudes, feelings or beliefs of others or to influence actions based on those attitudes, feelings or beliefs

- A. Perception
- B. Attitude
- C. Persuasion
- D. Advice

ANSWER: C

57. If employees do not abide the norms of organization or violate the rules and regulations, the employer will given ----- to employee

- A. Warning
- B. Suggestion
- C. Counselling
- D. Advice

ANSWER: A

58. ----- stands for mental health

- A. Motivation
- B. Morale
- C. Mobility
- D. Counselling

ANSWER: B

59. By using which of the following methods, employees can be motivated

- A. Monetary incentives
- B. Giving security to work
- C. Building congenial work environment
- D. All of the above

ANSWER: D

60. ----- barrier is related to the process of coding and decoding the messages

- A. Organizational
- B. Semantic
- C. Technological
- D. Individual

ANSWER: B

61. The word which is used in communication which have some pronunciation but have many meaning and that word is termed as

- A. Homophones
- B. Gramaphones
- C. Monophone
- D. None of the above

ANSWER: A

62. ----- type of barriers may originate in contradictory management policies, too many levels of management or the clash between line and staff operations

- A. Cross cultural
- B. Physical

- C. Organization
- D. Interpersonal

ANSWER: C

63. ----- barriers is related to the misunderstanding that arises between superiors and subordinates

- A. Semantic
- B. Physical
- C. Technological
- D. Interpersonal

ANSWER: D

64. People do not listen communication carefully because of impression based on earlier encounters and that is termed as

- A. Carelessness
- B. Halo effect
- C. Hello effect
- D. Negligence

ANSWER: B

65. ----- barriers are caused due to the faulty physical conditions such as ringing telephone, poor lighting, typewriters clattering etc.

- A. Interpersonal
- B. Physical
- C. Technological
- D. Organizational

ANSWER: B

66. By using which of the following methods, problems of communication can be overcome?

- A. Knowing expectation of audience
- B. Using vivid language
- C. Provides opportunities for feedback
- D. All of the above

ANSWER: D

67. ----- is a ruined form of communication

- A. Discommunication
- B. Miscommunication
- C. Communication gap
- D. None of the above

ANSWER: B

68. Which author has identified the four types of grapevine chains?

- A. Maslow
- B. Keith Davis
- C. W.H. Newman
- D. Sheldon

ANSWER: B

69. ----- means an informal system of communication which has no beginning or end

- A. Groupvine
- B. Grapevine

- C. Guardvine
- D. All of the above

ANSWER: B

70. Which of the following is a correct dateline for a business letter?

- A. August, 20, 1998
- B. Aug. 20, 1998
- C. August 20, 1998
- D. Aug. 20 1998

ANSWER: C

71. Set off the list of Do and Donts by using

- A. Body
- B. Letter heads
- C. Bullets
- D. Formal

ANSWER: C

72. The envelope indicated that there was , ----- but in fact there was only a letter inside

- A. an enclosure
- B. a sender
- C. a salutation
- D. an indent

ANSWER: A

73. The ----- of the first paragraph was optimistic, so I wasn't expecting the bad news in the middle

- A. Tone
- B. Active voice
- C. Direct mail
- D. Punctuation

ANSWER: A

74. The most modern letter style is

- A. modified-block
- B. full-block
- C. simplified
- D. block

ANSWER: C

75. 20. Effective professional correspondence uses an appropriate style, clear and concise language, and

- A. the passive voice
- B. the active voice
- C. open punctuation
- D. mixed punctuation

ANSWER: B

76. ----- means the design in which the different parts of the letter are placed on the letter head

- A. Post script
- B. Layout
- C. Heading
- D. Pre script

ANSWER: B

77. Which type of grapevine is least accurate in passing on information?

- A. Gossip chain
- B. Probability chain
- C. Single-strand chain
- D. Cluster chain

ANSWER: C

78. SENDING A LETTER OR TELEGRAM OR ORDER FORM IS A PROCESS OF

- A. PLACING THE ORDER
- B. DISPATCHING THE ORDER
- C. INTERMEDIATE STEPS
- D. ORDER PROCESSING

ANSWER: A

79. WHICH OF THE FOLLOWING IS NOT IN THREE 'P's OF SALES LETTER

- A. PROSPECT
- B. PRODUCT
- C. PROPOSITION
- D. PRICE

ANSWER: D

80. Communication that flows from top to bottom is known as

- A. Outward Communication
- B. Inward Communication
- C. Upward Communication
- D. Downward Communication

ANSWER: D

81. The term "Communication" is derived from the Latin word

- A. Communit
- B. Communis
- C. Communal
- D. Communicationem

ANSWER: B

82. According to which author, "Communication is an exchange of facts, ideas, opinions or emotions by two or more persons"

- A. Theo Haimann
- B. Newman and Summer
- C. Anderson
- D. Louis A. Allen

ANSWER: B

83. Mr. Herbert Kesson stated that "Every letter going out from organization is organizations

- A. Sales Representative
- B. Purchase Representative
- C. Marketing Representative
- D. Media Representative

ANSWER: A

84. ----- is a letter which is written from one business organization to another or for correspondence between such organizations and their customers, clients etc.

- A. Professional letter
- B. Personal letter
- C. Legal letter
- D. Business letter

ANSWER: D

85. Business letters usually follow a ----- format

- A. Right-blocked
- B. Left-blocked
- C. Upper-blocked
- D. Lower-blocked

ANSWER: B

86. In English language, the seven essential characteristics of an ideal commercial letter are called as

- A. 5 C's of Commercial correspondence
- B. 6 C's of Commercial correspondence
- C. 7 C's of Commercial correspondence
- D. 4 C's of Commercial correspondence

ANSWER: C

87. ----- if the first quality of business letter

- A. Comprehensive
- B. Correctness
- C. Conciseness
- D. Clarity

ANSWER: B

88. The date which is normally written on any letter contains ----- pieces of information

- A. 1
- B. 2
- C. 3
- D. 5

ANSWER: C

89. The body of the letter should begin with the ----- for the person or person addressed

- A. Solution
- B. Salvation
- C. Resolution
- D. Salutation

ANSWER: D

90. SALES LETTER SHOULD ATTRACT THE ATTENTION OF

- A. CUSTOMER
- B. VENDOR
- C. READER
- D. WRITER

ANSWER: C

91. Normally body of the letter consists of ----- paragraphs

- A. 4
- B. 3
- C. 2
- D. 1

ANSWER: B

92. When a line of any part is typed blocking the spaced next to the margin in the business letter it is called

- A. Lock method
- B. Block method
- C. Clock method
- D. Knock method

ANSWER: B

93. Any letter written in business, asking for information about the goods and other related aspects, the that letter is called as

- A. Adjustment letter
- B. Complaint letter
- C. Enquiry letter
- D. Collection letter

ANSWER: C

94. Which is the secretarial duties of the Company Secretary to perform under Companies Act

- A. Issue share certificates and debentures
- B. Maintain statutory registers
- C. Sending returns of allotment to Registrars
- D. All of the above

ANSWER: D

95. A ----- is a logical presentation of information based on facts

- A. Circulars
- B. Reports
- C. Notices
- D. Agenda

ANSWER: B

96. ----- reports must be submitted in accordance with the law

- A. Statutory reports
- B. Non-statutory reports
- C. Individual reports
- D. Analytical reports

ANSWER: A

97. ----- are reports used for assessing the performance of employees

- A. Analytical reports
- B. Performance Appraisal reports
- C. Feasibility reports
- D. Progress reports

ANSWER: B

98. ----- reports are the results of surveys to find out whether launching a new product or opening a

new business organization can be profitable or not

- A. Project reports
- B. Inspection reports
- C. Feasibility reports
- D. Performance Appraisal reports

ANSWER: C

99. Which are the main sources from which the intending buyer collects the address of sellers to make the enquiry

- A. Daily newspapers
- B. Trade and commercial magazines
- C. Directories
- D. All of the above

ANSWER: D

100. ----- letter is written by the seller to the buyer quoting his own terms and conditions for the sale of his product

- A. Quotation
- B. Order
- C. Acceptance letter
- D. None of the above

ANSWER: A

101. A ----- letter is to be produced as the quote of proof whenever there is any trouble in business later on

- A. Quotation
- B. Acceptance
- C. Order
- D. Enquiry

ANSWER: C

102. When the prospective buyer places an order for goods and the seller writes a letter not accepting the order due to some reasons, it is called ----- letter

- A. Acceptance
- B. Order
- C. Refusal
- D. Complaint

ANSWER: C

103. ----- letters are a part of the publicity-own advertisement campaign for a product of service

- A. Sales
- B. Purchase
- C. Order
- D. Reply

ANSWER: A

104. The ----- is the person or organization that is given the right to sell and distribute the products of a manufacturer

- A. Trustee
- B. Agent
- C. Dealer

D. Middlemen

ANSWER: B

105. ----- agents are paid a commission to sell or buy products on behalf of the principal

- A. Commission
- B. Delcredre
- C. Brokers
- D. Underwriters

ANSWER: A

106. ----- agents are commission agent with the additional responsibility of guaranteeing payment to his/her principal in credit transactions

- A. Commission
- B. Delcredre
- C. Underwriters
- D. Warehouse keepers

ANSWER: B

107. ----- are agents who undertake to subscribe to shares, if the public does not do so, in return for an undertaking commission

- A. Clearing and forwarding agents
- B. Underwrites
- C. Brokers
- D. Factors

ANSWER: B

108. Which is the most important specific duty of Company Secretary to perform under Companies Act?

- A. Authenticate Balance sheet and Profit and Loss account
- B. Sign copies of annual returns
- C. Verify and submit statements regarding assets, debts and liability of Company
- D. All of the above

ANSWER: D

109. ----- are reports such as Annual reports, Half-yearly reports and Quarterly reports on various aspects of business and industry

- A. Project reports
- B. Analytical reports
- C. Periodic reports
- D. Inspection reports

ANSWER: C

110. Before writing a reports, the persons writing t should be clear about the following which aspects?

- A. The terms of reference
- B. Purpose of reports is being written
- C. Method used to analyze data
- D. All of the above

ANSWER: D

111. A ----- usually has a cover page which provides the name of the person or the committee submitting the report, the subject of the report and month and year of report

- A. Project report



- B. Long report
- C. Short report
- D. Periodic report

ANSWER: B

112. The ----- provides an introduction to the entire project report

- A. Surface
- B. Transface
- C. Preface
- D. None of the above

ANSWER: C

113. The -----provides the reader with the page numbers of each chapter

- A. Abstract
- B. List of illustrations
- C. Table of contents
- D. Preface

ANSWER: C

114. Abstract is otherwise called as

- A. Prototype
- B. Synopsis
- C. Introduction
- D. None of the above

ANSWER: B

115. The ----- may be mentioned either as footnotes or as a list of references

- A. List of illustrations
- B. List of references
- C. Bibliography
- D. Preface

ANSWER: B

116. The ----- provides the facts of publication of each book, i.e. author, title of book, journal, year of publication and publisher

- A. Bibliography
- B. Tomography
- C. Biography
- D. None of the above

ANSWER: A

117. Which is not a characteristics of good report?

- A. It should not be clear
- B. It should be accurate
- C. It should be precise
- D. It should be relevant

ANSWER: A

118. ---- format is used when the reports is on a simple matter and can be given in one or two pages

- A. Letter of Simple Letter
- B. Letter-text

- C. Memorandum
- D. None of the above

ANSWER: A

119. ----- format is used when a simpler method, which presents the information under separate headings is required

- A. Letter of Simple Letter
- B. Letter-text
- C. Memorandum
- D. None of the above

ANSWER: C

120. ----- is a term used in insurance to denote the money paid in installments periodically to the company for a specified period

- A. Discount
- B. Premium
- C. Interest
- D. Commission

ANSWER: B

121. The term ----- means to compensate

- A. Identity
- B. Indemnify
- C. Indigenous
- D. None of the above

ANSWER: B

122. The ----- is the person, who is legally entitled to receive the maturity value even if the person insures is alive

- A. Insurer
- B. Nominee
- C. Assignee
- D. Assignor

ANSWER: C

123. The --- is the person, who is nominated to receive the money after the death of the insured person

- A. Nominee
- B. Insurer
- C. Assignee
- D. Assignor

ANSWER: A

124. In fire and general insurance, ----- will pay only the money if the risk covered takes place and not otherwise

- A. Marine Insurance Corporation
- B. Life Insurance Corporation
- C. General Insurance Corporation
- D. None of the above

ANSWER: C

125. Which is the characteristics of Banking Correspondence?

- A. Courteous
- B. Confidential
- C. Clear and Concise
- D. All of the above

ANSWER: D

126. A circular letter is written in the context of business to announce

- A. Price reductions
- B. Clearance sales
- C. Admission of a partner
- D. All of the above

ANSWER: D

127. A ----- is a communication which can be used to issue instructions or announce policy changes or to draw the attention of individuals and groups to certain important points or decisions

- A. Notices
- B. Memo
- C. Circular
- D. Agenda

ANSWER: B

128. The word ----- is the abbreviation of the word memorandum

- A. Memoranda
- B. Memo
- C. Memor
- D. Memory

ANSWER: B

129. ----- is a statement pointing out an error or mistake or defect or deficiency or delay

- A. Complaint
- B. Concession
- C. Persuasion
- D. Conviction

ANSWER: A

130. The process of correction or refusing to set right the matter is referred to as ----- in business circles

- A. Allotment
- B. Adjustment
- C. Addiction
- D. None of the above

ANSWER: B

131. Good business letters are characterized by the following personal quality of the writer

- A. sincerity
- B. formality
- C. humour
- D. seriousness

ANSWER: A

132. Written summary of a business meeting is called

- A. Minutes

- B. Motion
  - C. Agenda
  - D. Circular
- ANSWER: A

133. Collection letter should be

- A. Persuasive
- B. Demanding
- C. Critical
- D. Emotional

ANSWER: A

134. Complaint letter should be called-----.

- A. Persuasive letters
- B. Claim letter
- C. Inquiry letters
- D. Sales letters

ANSWER: B

135. Proposal should be written in a

- A. Future tense
- B. Past tense
- C. Present tense
- D. Present continuous

ANSWER: A

136. Which of the following is not part of a cover letter?

- A. salutation
- B. return address
- C. references
- D. close

ANSWER: C

137. A business letter serves as a record for ----- reference

- A. past
- B. present
- C. future
- D. both b and c

ANSWER: D

138. It can be used as legal record which may be used in the court of law

- A. Written communication
- B. Oral communication
- C. Audio-visual communication
- D. Multimedia communication

ANSWER: A

139. An agenda prepared in connection with

- A. meeting
- B. business tours
- C. exhibition

D. personal notes

ANSWER: A

140. The most common forms of communication in business are

- A. telephone
- B. e-mail
- C. business letter
- D. face-to-face communication

ANSWER: C

141. Communication starts with

- A. Message
- B. Sender
- C. Channel
- D. Feedback

ANSWER: B

142. The two broad areas of communication are

- A. Oral and written communication
- B. Verbal and written communication
- C. Verbal and non-verbal communication
- D. Oral and non-verbal communication

ANSWER: C

143. Which of the following are examples of written communication?

- A. Letters and voicemail
- B. Reports and email
- C. Circulars and voicemail
- D. Presentations and email

ANSWER: B

144. Memo is derived from a Latin word which means

- A. a thing which must be remembered
- B. a thing which must be memorized
- C. a thing which must be written
- D. a thing which must be communicated

ANSWER: A

145. The messages are changed into symbols through the process of

- A. Encoding
- B. Decoding
- C. Sign language
- D. None of the above

ANSWER: A

146. The verbal communication completes through

- A. Symbolic medium
- B. Lips medium
- C. Verbal medium
- D. Bodily organs medium

ANSWER: C

147. The biggest barrier of communication is

- A. Person
- B. Language
- C. Noise
- D. Previous experiences

ANSWER: C

148. ----- depends on the proper arrangement of fact

- A. precision
- B. completeness
- C. clarity
- D. coherence

ANSWER: C

149. ----- is a basic management tool used in decision-making

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

ANSWER: B

150. The main objective of communication is

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

ANSWER: A

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