



Dr.G.R.Damodaran College of Science

(Autonomous, affiliated to the Bharathiar University, recognized by the UGC) Re-accredited at the 'A' Grade Level by the NAAC and ISO 9001:2008

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CRISL rated 'A' (TN) for MBA and MIB Programmes

I MIB [2017-2019]

SEMESTER I

CORE: MANAGERIAL COMMUNICATION - 153G

Multiple Choice Questions.

1. You have to be _____ first if you have to listen

- A. Anxious
- B. Nervous
- C. Respectful
- D. Silent

ANSWER: D

2. Informal communication channels are often collectively referred to as

- A. Divine
- B. Wine
- C. Revive
- D. Grapevine

ANSWER: D

3. The main objective of communication is _____

- A. Providing information and persuasion.
- B. Skill and personality development
- C. Control
- D. None of the above

ANSWER: A

4. One of the following is NOT a reason for poor listening

- A. Curiosity
- B. Preset Mind
- C. Lack of interest in topic
- D. Insubordination

ANSWER: A

5. KYA stands for

- A. Know Your Attitude
- B. Keen Young and Arrogant
- C. Know Your audience
- D. Knowledge Yearning Attitude

ANSWER: C

6. Communication is made up of a chain of events that can be broken down into five phases:
- A. Sender, message, channel, receiver, feedback
 - B. Seeker, message, channel, receiver, feedback
 - C. Sender, letter, channel, receiver, feedback
 - D. Sender, message, network, receiver, feedback

ANSWER: A

7. Advantage of written communication is that it _____
- A. Saves time
 - B. Save money.
 - C. Is a Permanent record
 - D. none of the above.

ANSWER: C

8. The C equivalent of You attitude in 7 C of communication is
- A. Consideration
 - B. Clarity
 - C. A and B
 - D. None

ANSWER: C

9. In the internal communication network, a message flows in a
- A. Downward, upward, lateral or informal manner
 - B. Distorted, upward, lateral or informal manner
 - C. Downward, lateral , horizontal or informal manner
 - D. Downward, upward, lateral or formal manner

ANSWER: A

10. Excel files are used extensively for effective
- A. Data capture
 - B. Date analysis
 - C. Reporting
 - D. All of the above

ANSWER: D

11. Advantage of oral communication is that it is _____
- A. a permanent record.
 - B. A legal document
 - C. A time saver.
 - D. None of the above

ANSWER: C

12. Silence as feedback is usually perceived as _____ in Indian scenario
- A. Obedience
 - B. Attentiveness
 - C. Lack of interest
 - D. None of the above

ANSWER: A

13. Feedback is the receivers response to the message. Some of the most common responses are designed to

- A. Obtain more information or to provide closure
- B. Retain more information or to provide closure
- C. To close the argument
- D. To bring the receiver closer to the speaker

ANSWER: A

14. MS Word is a very useful tool in creating

- A. SOPs
- B. Documents and Procedures
- C. Reports
- D. All of the above

ANSWER: D

15. To ensure that Spelling and Grammar is correct in your writeup

- A. Use Word Spell and Grammar check
- B. Read it yourself and correct it
- C. First A and then B
- D. B only

ANSWER: C

16. In the communication cycle, the process of retranslation of signals into ideas is called

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

ANSWER: B

17. Conciseness means _____ .

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

ANSWER: A

18. Upward communication flows

- A. from Subordinate to Superior
- B. from Superior to Subordinate
- C. Both A n B
- D. Among peers

ANSWER: A

19. Differing perception among different levels in hierarchy is a barrier in

- A. Vertical Communication

- B. Horizontal Communication
- C. Grapevine
- D. Upward Communication

ANSWER: A

20. Slides, films fall under _____

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

ANSWER: B

21. To overcome communication barriers, its essential to

- A. Know your subject
- B. Focus on the purpose
- C. Know your audience
- D. All of the above

ANSWER: D

22. The gesture of patting an employee on his back for a job well done is

- A. Regulator
- B. Adaptor
- C. Illustrator
- D. A and C

ANSWER: D

23. Active listening has to be accompanied by _____ for good level of retention

- A. Silence
- B. Reflective Thinking
- C. Brainstorming
- D. Debate

ANSWER: B

24. While discussing disciplinary action, manager has to be

- A. Assertive
- B. Rude
- C. Casual
- D. Change approach as per audience

ANSWER: A

25. Gesture is a category of _____ -

- A. kinesics
- B. grammar
- C. paralanguage
- D. none of these

ANSWER: A

26. Studies claim that about 55% of message is conveyed thru

- A. Words
- B. Tone
- C. Non verbal communication
- D. Written communication

ANSWER: C

27. The term communis derived from _____ word.

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

ANSWER: B

28. Which of these techniques will NOT help a speaker to encourage effective listening among his audience?

- A. Adjusting delivery
- B. Utilizing feedback
- C. Rambling aimlessly
- D. Being lucid

ANSWER: C

29. The _____ listener tunes in to the speakers total message both verbal and nonverbal

- A. Selective
- B. Biased
- C. Protective
- D. Active

ANSWER: D

30. Power point should be used to

- A. read out message point by point
- B. help retention by adding visual aids
- C. solve critical problems
- D. all of the above

ANSWER: B

31. In todays business world the success of an organization to a great extent depends on whether the workforce has the necessary _____ to establish a positive work environment

- A. Risk taking abilities
- B. Interpersonal skills
- C. Childishness
- D. Cleverness

ANSWER: B

32. You always fail to meet your deadlines. You have delayed this project also. This statement is

- A. Judgmental
- B. Constructive criticism
- C. Good feedback
- D. None of the above

ANSWER: A

33. Posters fall under _____ communication.

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

ANSWER: C

34. You have given a good project report. The efforts are commendable, but the presentation needs a little improvement in terms of structuring. This is an example

- A. Destructive feedback
- B. Constructive feedback
- C. Leading to conflict
- D. None of above

ANSWER: B

35. Horizontal communication flows through _____

- A. face-to-face discussions.
- B. telephonic talks.
- C. periodical meetings.
- D. all the above

ANSWER: D

36. A conflict resolution method in which both the parties give up a little of what they had sought, to reach an agreement is called

- A. Bargaining
- B. Win- lose approach
- C. Win- win orientation
- D. Compromise

ANSWER: C

37. Physical Barriers to communication are _____

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

ANSWER: A

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

- A. Consensus
- B. Horizontal communication
- C. Vertical communication
- D. None of the above

ANSWER: A

39. Any personal information that a respondent provides during an interview must be kept

- A. Conventional

- B. Confidential
- C. Conditional
- D. Convertible

ANSWER: B

40. Effective advice _____ -
- A. is both man-oriented & work oriented.
 - B. is given in the workers interest.
 - C. Promotes understandings.
 - D. all the above

ANSWER: D

41. O in POWER writing concept applied to generate business letters stands for
- A. Order
 - B. Organize
 - C. Omit
 - D. Office

ANSWER: B

42. Worst mistakes while using ppt includes
- A. Reading word by Word
 - B. Listing paragraphs
 - C. Using lot of animations and Sound effects
 - D. All of the above

ANSWER: D

43. _____ separates an effective presentation from an average one
- A. Subject matter expertise
 - B. Preparation
 - C. Patience
 - D. Using latest technology

ANSWER: B

44. As part of your Summer Internship project, you have been asked to survey the market and at the same time, introduce your product to the prospective customer. Your interviewing can be termed as
- A. Counseling interviews
 - B. Employment interviews
 - C. Persuasive interviews
 - D. None of the above

ANSWER: C

45. A message that is received and understood as intended by the sender provides for
- A. Decrease in quality
 - B. 100 % Fidelity of communication
 - C. Improvement in profits
 - D. Increase in performance.

ANSWER: B

46. _____ is the most important aspect of an email which ensures that your message catches attention of the reader amid several others

- A. Subject line
- B. Singature
- C. Fancy email address
- D. None of the above

ANSWER: A

47. For an effective presentation you need to

- A. Know Your Audience
- B. Know Your Subject
- C. Know Your purpose
- D. All of the above

ANSWER: D

48. What was your percentage in graduation? is an example of

- A. Opinion question
- B. Indirect question
- C. Open ended question
- D. Factual question

ANSWER: D

49. The Indian customs of touching the feet of elders as a sign of respect is an example of

-
- A. Adaptor.
 - B. Emblem and Regulator
 - C. Illustrator
 - D. Adaptor and Illustrator

ANSWER: D

50. What is your take away message? What you want your audience to feel?What you want your audience to do? are all part of the

- A. KYA activity
- B. Feedback procedure
- C. Engaging audience procedure
- D. A n B

ANSWER: A

51. The main attraction of the presentation should be

- A. You
- B. Paper you read from
- C. The PPT
- D. the venue

ANSWER: A

52. One of the major drawbacks of the grapevine is that it may spread _____ news which may sometimes prove harmful even to the employees.

- A. factual

- B. good
- C. urgent
- D. confidential

ANSWER: D

53. Complementary close or subscription should always be _____ salutation.

- A. different to
- B. consistent with
- C. opposite of
- D. none of the above

ANSWER: B

54. Successful managers tap into the informal communication channel by practicing

- A. FCFS
- B. AIDA
- C. MBWA
- D. MBO

ANSWER: C

55. Excel files are a form of

- A. Data base
- B. Website
- C. App
- D. None of the above

ANSWER: A

56. I wouldnt have let it happen if I was there - Correct the sentence

- A. I wouldnt let it happen if I was there
- B. I wont have let it happen if I was there
- C. I wouldnt have let it happen if I were there
- D. I wont have let it happen if I were there

ANSWER: C

57. Pie charts show how the parts of a whole are

- A. Disrupted
- B. Distorted
- C. Distributed
- D. Disturbed

ANSWER: C

58. Communication scholars use the term _____ to refer to factors that interfere with the exchange of messages

- A. Deafness
- B. Illness
- C. Noise
- D. None of the above

ANSWER: C

59. In the communication process the receiver of the message is also called the

- A. Decoder
- B. Encoder
- C. Recorder
- D. None of the above

ANSWER: A

60. Which of these is NOT a characteristic of a well written application letter?

- A. Is of appropriate length
- B. Is addressed to a person, not to a title
- C. Reproduces the resume
- D. Contains reader benefit information

ANSWER: C

61. You are interviewing candidates for the post of a front office manager of an organization that provides services to senior citizens. You prefer the candidate clad in a saree to the one dresses in a mini- skirt because

- A. A saree complements the image of the organization
- B. You dont like the girls wearing minis
- C. You like the color of the saree
- D. None of the above

ANSWER: A

62. Four common gestures are

- A. Emblems, adaptors, regulators and illustrators
- B. Embellishments, adaptors, regulators and illustrators
- C. Emblems, adaptive, regulators and illustrators
- D. Emblems, adaptors, regulations and illustrators

ANSWER: A

63. To achieve conciseness use

- A. lot of details
- B. repetition.
- C. no verbosity.
- D. all the above

ANSWER: C

64. When composing a sales letter, our chances of getting action are increased if we

- A. Provide some stimulus for quick action
- B. State the specific action wanted
- C. Ask confidently for action
- D. All of the above

ANSWER: D

65. To apply Consideration in business writing_____

- A. adopt the you-attitude in your message.
- B. be gender biased.
- C. ignore positive, pleasant facts.

D. all the above.

ANSWER: A

66. Audible sounds like sighing , laughing and groaning are called

- A. Vivacious characteristics
- B. Vital characteristics
- C. Vicious characteristics
- D. Vocal characteristics

ANSWER: D

67. The minute your mon, who also teachers you, says you need to be as god in English as you are n Statistics, you lose your cool. You know its true. But still, .. you are averse to

- A. Feedback
- B. Destructive criticism
- C. Praise
- D. None of the above

ANSWER: A

68. _____ Communication is not suitable for lengthy message.

- A. Oral
- B. Written
- C. Vertical
- D. None

ANSWER: A

69. Communication is something so simple and difficult that we can never put it in simple words says _____

- A. T.S.Matthews.
- B. Peter.F.Drucker.
- C. Newman.
- D. None.

ANSWER: A

70. Which of these is NOT a strategy for defusing and redefining a conflict?

- A. Make sure everyone hears the same message
- B. Separate the main issue from personal feelings
- C. Settle for nothing less than 100%
- D. Allow for cool down time before resolution

ANSWER: C

71. Pick up the wrong statement

- A. Specify what you are praising makes the praise more meaningful
- B. You should praise a perfect piece of work and also the progress
- C. The more you praise, the better
- D. Praise has to be timed appropriately

ANSWER: C

72. _____ refers to the special specific language of a trade.

- A. Jargon
- B. Expression
- C. Colloquialism
- D. None of the above

ANSWER: A

73. You always fail to meet your deadlines. You have delayed this project also This statement is

- A. Judgemental
- B. Constructive criticism
- C. Good feedback
- D. None of the above

ANSWER: A

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

- A. Consensus
- B. Compromise
- C. Caring
- D. None

ANSWER: A

75. Information must be _____

- A. accurate, complete, recent
- B. inaccurate, incomplete.
- C. irregular.
- D. none of the above.

ANSWER: A

76. Effective advice _____

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

ANSWER: D

77. You have given a good project report. The efforts are commendable, but the presentation needs a little improvement in terms of structuring. This is an example of

- A. Constructive feedback
- B. Destructive feedback
- C. Leading to conflict
- D. None of above

ANSWER: A

78. Our goal is to improve productivity to 110 tons per employee per day. Our employees did a great job in bringing the figure from 88 tons per day to 96. 8 tons per day. This is an example

- A. Praising perfection
- B. Praising in excess
- C. Praising progress
- D. Praising the undeserving

ANSWER: C

79. The letter of acknowledgement _____

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

ANSWER: D

80. The letter should be based on _____

- A. I attitude.
- B. You attitude.
- C. We attitude.
- D. None of the above

ANSWER: B

81. Ability to communicate effectively _____

- A. is inborn
- B. can be developed.
- C. cant be developed.
- D. is not necessary.

ANSWER: B

82. Blue colour refers _____

- A. sincerity.
- B. tradition
- C. danger.
- D. none

ANSWER: A

83. Using word and sentences in uppercase in emails implies _____

- A. emphasis.
- B. attention.
- C. rudeness
- D. none of the above

ANSWER: C

84. When the potential damage of confronting the conflict outweighs the benefit of resolution, the best approach is to

- A. Accommodate
- B. Compete
- C. Avoid
- D. Compromise

ANSWER: D

85. The signature is a part of which part of the business letter?

- A. Complimentary close
- B. Subscription

- C. Salutation
- D. Body of the letter

ANSWER: B

86. Which of the following date format is suggested for use in business letter?

- A. 12/11/12
- B. 11/22/12
- C. 12 November 2012
- D. 12th Nov 2012

ANSWER: C

87. The settlement between you and your regular vendor, whom you want to maintain a long- term relationship with, are bargaining over the price of an article. This is an example of

- A. Avoid
- B. Accommodate
- C. Collaborate
- D. Compromise

ANSWER: C

88. Place is always written above the date in a business letter

- A. True for only Indented letter formats
- B. True for all letter formats
- C. True for only block letter formats
- D. False for all letter formats

ANSWER: B

89. You are in a salary negotiation with the HR manager of a company. The HR manager uses a term of compensation which you do not understand. You should

- A. Pretend to have understood the term and continue the negotiation
- B. Say you do not want the element of compensation
- C. Seek a clarification
- D. None of the above

ANSWER: C

90. Negotiating cannot be learned following a prepackaged set of principles because

- A. People are not always rational or predictable
- B. People are often dictatorial
- C. People are not often superstitious
- D. People are not always punctual

ANSWER: A

91. Which of these is an ethical guideline for an interviewer?

- A. Make unrealistic promises
- B. Reveal confidential information
- C. Ask illegal question
- D. None of the above

ANSWER: D

92. Interviewers should conduct themselves in a ____ - manner and avoid being overly friendly or familiar with the respondent

- A. Colloquial
- B. Professional
- C. Professorial
- D. Loquacious

ANSWER: B

93. You are asked to advise a junior employee who has resorted to excessive drinking of late

- A. Performance appraisal interview
- B. Counseling interview
- C. Disciplinary interview
- D. None of the above

ANSWER: C

94. cc in a business letter denotes

- A. Carbon copy
- B. Complimentary Copy
- C. Confidential Copy
- D. Care and Confidence

ANSWER: A

95. NOMA stands for

- A. National Office Middle America
- B. National Office Management Association of America
- C. Norms of Management Association
- D. None of the above

ANSWER: B

96. A planned and structured interview is better when

- A. All the candidates are to be tested for the same specific parameters or factual information
- B. There are a large no. of candidates
- C. Both a and b
- D. None of the above

ANSWER: C

97. NOMA style layout does not omit

- A. Attention or Subject line
- B. Name of sender below signature
- C. Complimentary close
- D. Salutation

ANSWER: A

98. A comprehensive persuasive reply to the enquiry

- A. Quickly leads to a possible sales
- B. Forces the buyer to place an order
- C. Assures a sale
- D. None of the above

ANSWER: A

99. CIF in enquiry and reply letter denotes C
- A. Cost in Freight excluded in price
 - B. Cost of Insurance and Freight included in price
 - C. Cost in Freight included in price
 - D. Cost of Insurance and Freight excluded in price

ANSWER: B

100. A random and unstructured interview is better when
- A. You, as an interviewer, want to direct the course of the interview
 - B. You solicit the candidates views and opinions on different issues
 - C. Both a and b
 - D. None of the above

ANSWER: B

101. Tell me something about your family is an example of a
- A. Open ended question
 - B. Close ended question
 - C. Opinion question
 - D. None of the above

ANSWER: A

102. Buyers credit worthiness can be sourced thru EXCEPT
- A. Buyers employees
 - B. References given by buyers
 - C. Banks in which the buyer has an account/credit
 - D. Credit enquiry agencies

ANSWER: A

103. Your colleague, who is also a Manager, is drawing Rs 6.4 lacs pa. What is the salary you are expecting? This is a classic example of
- A. Making unrealistic promises
 - B. Revealing confidential information
 - C. Asking illegal questions
 - D. None of the above

ANSWER: B

104. The final paragraph in the body of an enquiry letter should consist of _____
- A. Reaction and/ or action expected at the writers end
 - B. Quotation
 - C. Reference to letter which is being replied to
 - D. None of the above

ANSWER: A

105. Which type of Adjustment policy is referred to as Caveat Emptor?
- A. Adjustments are made only when the claim is fair
 - B. Customers should be careful and take responsibility for their purchases

- C. Customer is always right
- D. None of the above

ANSWER: B

106. The inside address should be written

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

ANSWER: C

107. While sending a Credit status enquiry letter to a sender buyer must

- A. Include a self addressed stamped envelope for a reply
- B. mention the extent of credit required by customer
- C. both a and b
- D. none

ANSWER: C

108. The three Ps that should go into a sales letter are

- A. Product, Process and People
- B. Product, Prospect and Proposition
- C. Product, Pricing and Prospect
- D. Product, Price and Purchase terms

ANSWER: B

109. Horizontal communication flows through

- A. face-to-face discussions.
- B. telephonic talks.
- C. periodical meetings.
- D. all the above

ANSWER: D

110. Listening helps to make _____ effective.

- A. communication
- B. write
- C. both a & b
- D. none of the above

ANSWER: A

111. What are the four phases of the AIDA plan

- A. Attention, Interest, direction, action
- B. Attraction, interest, direction, action
- C. Attention, interest, Drive, Action
- D. Attention, Interest, Desire, action

ANSWER: D

112. A sales letter can attract the attention of the reader

- A. With a striking opening

- B. with Unrealistic offers
- C. With a interesting question
- D. Both a and c

ANSWER: D

113. You should _____ abuse a competitor, exaggerate or promise what you can do in a sales letter

- A. never
- B. always
- C. occasionally
- D. None of the above

ANSWER: A

114. The introduction of a report

- A. Contextualizes the report by tying it to a problem or an assignment
- B. States the purpose of a report
- C. Previews the reports contents and organization
- D. All of the above

ANSWER: D

115. Before writing a report the writer must _____ of his investigation by defining the problem

- A. Conclude the process
- B. Narrow the focus
- C. Broaden the scope
- D. Appreciate the importance

ANSWER: B

116. A report is a basic management tool used in

- A. personality development.
- B. decision making.
- C. individual development.
- D. none of the above

ANSWER: B

117. If the memo is a formal or significant memo, the sender authenticates it with his

- A. Full signature
- B. First name
- C. Initials
- D. Personal cell number

ANSWER: A

118. The conclusion of the report contains

- A. The key findings of the report
- B. the writers analysis of what the findings mean
- C. opinions about the course of action that should be taken
- D. a and c

ANSWER: B

119. The wrap up of a long report does not include

- A. Summary
- B. Conclusions
- C. Recommendations
- D. Analysis done

ANSWER: D

120. In an application letter, the section in which you discuss your qualification for the job will be

- A. the shortest one
- B. the longest one
- C. the most flowery one
- D. none of the above

ANSWER: B

121. _____ is a communication which contains the decision of the higher authority of the organization.

- A. Amendment
- B. Resolution
- C. Debate
- D. None of the above

ANSWER: B

122. A collection letter is written to

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

ANSWER: A

123. Pay now or face the consequences. In what stage of the collection series would you make this kind of statement

- A. appeal
- B. re appeal
- C. urgency
- D. ultimatum

ANSWER: D

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

- A. Special
- B. Periodic
- C. Informal
- D. None

ANSWER: A

125. Restatement of the refusal at the conclusion of a bad news letter would

- A. create doubt
- B. emphasise the bad news
- C. Control the bad news

D. Contradict the message

ANSWER: B

126. Letters about the unpleasant close with

- A. an idea that moves away from the refusal
- B. a clear re statement of the refusal
- C. an explanation for the refusal
- D. a de emphasised refusal

ANSWER: A

127. A neutral statement of a bad news letter is also known as

- A. Sales promotion
- B. Resale
- C. Buffer
- D. Equivocation

ANSWER: C

128. Handouts are useful visual aid, but they can be distracting because

- A. People tend to read the material instead of listening to the presentation
- B. Paper makes a lot of distracting noise
- C. the speaker forgets his lines because of the presence of handouts
- D. none of the above

ANSWER: A

129. I encourage my students to work harder by narrating the story of Rajneesh, an old student, who moved from an F to A grade by dint of hard work. I am using _____

- A. Anecdote
- B. A parable
- C. A fable
- D. None of the above

ANSWER: A

130. The important issue discussed and the decisions taken are recorded during a meeting and compiled immediately after it. This is called

- A. The agenda
- B. The notice
- C. the minutes
- D. None of the above

ANSWER: C

131. The minutes of the meeting should be in

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

ANSWER: B

132. The questions which help in deriving max information from the candidate, including his/her

view point are

- A. Direct questions
- B. Close ended questions
- C. Open ended questions
- D. None of the above

ANSWER: C

133. While listening, it is good to

- A. Listen for mistakes
- B. Listen for central themes
- C. Listen for facts
- D. None of the above

ANSWER: B

134. To improve ones listening skills, one must _____ too quickly as this will hinder ones ability to be objective

- A. Avoid forming an opinion
- B. Avoid looking at the speaker
- C. Avoid paying attention
- D. Avoid being receptive

ANSWER: A

135. The reports made compulsory by the court of law are referred to as

- A. Formal reports
- B. Written reports
- C. Legal records
- D. Statutory reports

ANSWER: D

136. LOC in import export parlance refers to

- A. Line of Control
- B. Line of Credit
- C. Letter of Control
- D. Letter of Credit

ANSWER: D

137. Irrevocable letters of credit can

- A. never be amended by the importer
- B. be amended by the importer with permission from the exporter
- C. be amended anytime by importer
- D. be amended anytime by exporter

ANSWER: B

138. Parties to the Letter of Credit include

- A. The importer, exporter, bank importers country and the transport co
- B. The importer, exporter, bank in importers country and the bank in exporters country
- C. The importer, customs in importers country, customs in exporter country and the bank
- D. None of the above

ANSWER: B

139. Exporter submits the Bills of Exchange at the _____ banks at exporters country

- A. Correspondent
- B. Commercial
- C. Cooperative
- D. None of the above

ANSWER: A

140. Ships that sail on specific routes at set times are called

- A. Liners
- B. Forwarders
- C. Tramps
- D. Charters

ANSWER: A

141. A non-interest-bearing written order used primarily in international trade that binds one party to pay a fixed sum of money to another party at a predetermined future date is called

- A. the Bill of Exchange
- B. Bill of Lading
- C. Letter of Credit
- D. Line of credit

ANSWER: A

142. Shipping bills are also called as

- A. Bill of Lading
- B. Bill of Exchange
- C. Shippers doc
- D. Shipment terms

ANSWER: A

143. In a report, the terms Graphic method, Simplex method and PERT would be explained in the _____

- A. Executive summary
- B. Glossary
- C. List of definitions
- D. Concluding list

ANSWER: B

144. The study of non verbal signs are divided into three areas. Paralanguage, Kinesics and _____

- A. Gestures
- B. Proxemics
- C. Procedures
- D. None of the above

ANSWER: B

145. _____ listening entails a conscious effort to keep ones emotions and prejudices at bay

- A. Objective
 - B. Biased
 - C. Advanced
 - D. premature
- ANSWER: A

146. Processes, procedures and relationships are effectively illustrated by

- A. Flowcharts
- B. Pictograms
- C. Line charts
- D. Gantt charts

ANSWER: A

147. In a sales letter, the price

- A. should always be mentioned in the last paragraph
- B. should always be mentioned in the first para
- C. Never be mentioned
- D. none of the above

ANSWER: D

148. Em, er, like, you know are examples of

- A. Vocal qualifiers
- B. Vocal segregates
- C. Vocal characteristics
- D. None of the above

ANSWER: B

149. All except one are examples of voice qualities

- A. Rate of speech
- B. Volume
- C. Sighing
- D. Pronunciation

ANSWER: C

150. . An agenda for a meeting includes all of the following except

- A. Topics to be discussed
- B. Venue
- C. Warning note for any absence
- D. MoM of last meeting

ANSWER: C

151. The minutes of the meeting should be

- A. Precise and Unambiguous
- B. Written in future tense
- C. Personal and friendly
- D. Rhetorical and Sonorous

ANSWER: A

152. Which of the following shows the stages of collection letter series in the correct order

- A. Reminder, inquiry, appeal, urgency, ultimatum
- B. Inquiry, reminder, appeal, urgency, ultimatum
- C. Appeal, reminder, inquiry, urgency, ultimatum
- D. urgency, ultimatum, inquiry, appeal, reminder

ANSWER: A

153. A pictogram uses pictures to illustrate _____ relationships

- A. Colorful
- B. Spatial
- C. Photographic
- D. Numerical

ANSWER: D

154. Monthly cost control reports and quarterly sales reports are examples of

- A. Request memos
- B. Periodic report memos
- C. Confirmation memos
- D. Informal study result memos

ANSWER: B

155. The communication regarding the time and place of the meeting, along with the purpose of the meeting is called the

- A. Agenda of the meeting
- B. Notice of the meeting
- C. Minutes of the meeting
- D. None of the above

ANSWER: B

156. A circular is a form of _____

- A. oral communication.
- B. face-to-face communication.
- C. group communication.
- D. none of these

ANSWER: C

157. Dunning letters are also called _____

- A. collection letters.
- B. letter of credit.
- C. compliant letters.
- D. none of these

ANSWER: A

158. One of the most important characteristic of banking letters in addition to the regular 5 Cs is

- A. Confidential
- B. Control
- C. Concurrence
- D. Colorful

ANSWER: A

159. The term indemnify in Insurance parlance means to

- A. Compensate
- B. Compromise
- C. Claim
- D. Clear

ANSWER: A

160. A contract made in good faith by the insurer and the company by paying a premium is called a

- A. Agreement
- B. Policy
- C. Statutory report
- D. Dunning agreement

ANSWER: B

161. _____ is the person who is legally entitled to receive the maturity value even if the person insured is alive

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

ANSWER: C

162. The voyage policy is a category of

- A. Fire Insurance
- B. Marine insurance
- C. Life Insurance
- D. None of the above

ANSWER: B

163. ____ are agents who take possession of goods and sell them to a third party without mentioning the identity of the principal

- A. Commission agents
- B. Brokers
- C. Del crede agents
- D. Factors

ANSWER: D

164. ____ are commission agents with additional responsibility of guaranteeing payment to his/her principal in credit transactions

- A. Del crede
- B. Factors
- C. Brokers
- D. Banks

ANSWER: A

165. The duties of a company secretary are divided into

- A. Statutory and General duties
- B. Legal and regular duties
- C. Monthly and annual duties
- D. None of the above

ANSWER: A

166. Agenda can be prepared in two ways, by beginning with

- A. An infinite verb or a noun
- B. A proper noun or adjective
- C. A verb or a adjective
- D. Nouns or pronouns

ANSWER: A

167. Reports are classified to _____ based on no of people drafting it

- A. Group and team reports
- B. Team and Individual reports
- C. Individual and Committee reports
- D. Employee and organization reports

ANSWER: C

168. Results of a survey to find out whether launching a product or opening a business organization will be profitable or not is published as a

- A. Profit Report
- B. Feasibility report
- C. Progress report
- D. Performance report

ANSWER: B

169. Abstract of a report may also be called

- A. A title
- B. Bibliography
- C. Illustrations
- D. Synopsis

ANSWER: D

170. Glossary is a list of

- A. technical terms or special words may not be known by layman
- B. Illustrations
- C. Tabular columns
- D. books referred

ANSWER: A

171. Which of the following is NOT a characteristic of a good report

- A. Should be reader oriented
- B. Be accurate
- C. be clear
- D. Be subjective

ANSWER: D

172. Which of the following is a NOT part/characteristic of an application

- A. Neat presentation
- B. Correct English
- C. Statement of purpose
- D. Conclusion

ANSWER: D

173. Which of the following is most important element of an application letter

- A. Place
- B. Title
- C. Subject line
- D. Statement of purpose

ANSWER: D

174. Objective statements in Resume need to be

- A. Customised as per field, role applied to
- B. Customised according to ones career aspirations
- C. standard statements
- D. A and B

ANSWER: D

175. Personality is

- A. appearance
- B. body language
- C. attitude
- D. all of the above

ANSWER: D

176. Which of the following does NOT belong to the 4 broad categories of personality determinants

- A. Biological factors
- B. Family and social factors
- C. Political factors
- D. Cultural factors

ANSWER: C

177. An individuals heredity, brain,physical characteristics and appearance are _____ determinants of Personality

- A. Biological factors
- B. Social factors
- C. Cultural factors
- D. Situational factors

ANSWER: A

178. Children from broken homes become emotionally maladjusted individuals. This is an example of how _____ influences ones personality

- A. Ambience at home
- B. Socialisation

- C. Physique and appearance
- D. Heredity

ANSWER: A

179. Which of the following statements about personality is false

- A. Its a mental state
- B. It is moulded by several influences
- C. Exists for a reasonable length of time
- D. It can not be developed

ANSWER: D

180. Id, Ego and Super ego influence the human behavior, attitude expression and personality according to

- A. Steve Jobs
- B. Bill Gates
- C. Edward De Bono
- D. Sigmund Freud

ANSWER: D

181. Many aspects of behavior itself are revealed through the _____ that one uses

- A. Tools
- B. Books
- C. Language
- D. None of the above

ANSWER: C

182. Sitting well back, with ones hands on ones lap or casually resting of the arms of a chair convey

- A. a relaxed but attentive attitude
- B. Negative personality
- C. nervousness
- D. Good learning ability

ANSWER: A

183. Face is considered to be the index of the _____

- A. Mind
- B. Body
- C. Personality
- D. Brain

ANSWER: A

184. The difference between speech and presentation is in the

- A. Size of audience group
- B. Use of audio visual tools
- C. Topic
- D. All of the above

ANSWER: D

185. Most widely used audio visual tool in these days is

- A. Miniature models
- B. Videos
- C. Power point presentations
- D. None of the above

ANSWER: C

186. Paraphrasing is a good technique in

- A. Telephone etiquette
- B. Email etiquette
- C. Dining etiquette
- D. None of the above

ANSWER: A

187. An effort to influence the attitude and feeling of others is _____

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

ANSWER: A

188. is an authoritative communication

- A. Counseling
- B. Advice
- C. Persuasion
- D. Order

ANSWER: D

189. Which one of the following is an important tip to become a better listener?

- A. Dont try to give feedback
- B. Keep a closed mind.
- C. Talk while listening.
- D. Dont jump to conclusion.

ANSWER: D

190. Which one of the following is the most formed type of speech delivery?

- A. Extemporaneous
- B. Impromptu.
- C. Memorized.
- D. Manuscript

ANSWER: A

191. Words that have more than one meaning are called as _____ .

- A. biased
- B. trigger words
- C. equivocal terms
- D. jargon.

ANSWER: C

192. Which of the following is NOT a way to help generate ideas when writing?

- A. Clustering
- B. Guessing.
- C. Brain storming
- D. Free writing

ANSWER: B

193. Which of the following is NOT an external business written communication?

- A. Enquiries letter
- B. Memo.
- C. Curriculum vitae.
- D. Complaint letter.

ANSWER: B

194. Which of the following is NOT a problem when calling for a meeting?

- A. Cultural differences
- B. Interpersonal conflicts.
- C. Family background
- D. Personal agenda.

ANSWER: C

195. Which of the following information should be included in minutes?

- A. Date and venue of the meeting.
- B. Decisions made at the meeting.
- C. Action to be taken by the members.
- D. All of the above

ANSWER: D

196. What communication barriers is the most difficult one to overcome ?

- A. Barriers with people.
- B. barriers with words.
- C. barriers made by cultural differences.
- D. barriers made by distance

ANSWER: A

197. Information and communication technology include

- A. email.
- B. internet
- C. educational television.
- D. all the above.

ANSWER: D

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

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

ANSWER: B

199. The report published through newspaper is called as _____

- A. annual report
- B. business report
- C. budget report
- D. press report

ANSWER: D

200. Letter announcing reduction of prices is called _____

- A. offer letter
- B. collection letter.
- C. circular letter
- D. sales letter.

ANSWER: A

201. Communication is an important subject in Management studies as

- A. Success of an manager in the organisation depends on how effective his communication is
- B. People aspect in an organisation plays a role equal to Process and Product in an organisation
- C. Success of an individual depends on how well they can read, write and express
- D. All of the above

ANSWER: D

202. A report on the overall performance of the department submitted to the Manager is a form of

- A. Lateral communication.
- B. Downward communication.
- C. Intrapersonal communication.
- D. Upward communication.

ANSWER: D

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

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

ANSWER: B

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

- A. Braindrain
- B. Grapevine
- C. Consensus
- D. Informal communication

ANSWER: C

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

- A. The colon
- B. Semi colon
- C. Exclamation mark

D. Colon
ANSWER: C

206. _____ usually indicates if anything is to be attached to a letter.

- A. Enclosures
- B. Index
- C. Annexure
- D. Appendix

ANSWER: A

207. EDP stands for

- A. Electronic Data Patroning
- B. Electronic Data Passing
- C. Electronic Data Processing
- D. . Entrepreneurial Development Programme

ANSWER: C

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

- A. CSR
- B. Finance
- C. Sales
- D. Insurance

ANSWER: D

209. _____ reports are related to a cause finding and analysis

- A. Formal reports
- B. Special reports
- C. Investigative reports
- D. Annual reports

ANSWER: C

210. _____ is the list of words used in the reports.

- A. Conclusion
- B. Glossary
- C. Index
- D. Reference

ANSWER: B

211. Which of the following online tool is ideal to project your career achievements and aspirations

- A. orkut
- B. Facebook
- C. LinkedIn
- D. None of the above

ANSWER: C

212. If approach, Question approach are suggested to writing a good

- A. Sales letter
- B. Enquiry letter

- C. Claim letter
- D. Job application

ANSWER: A

213. Which of the following can not be used as a attention getter in a sales letter

- A. Solution to a problem
- B. Startling announcement
- C. What if opening
- D. Price of an expensive product

ANSWER: D

214. 35 percent off the list price if you act today is a

- A. good action statement
- B. Complimentary close
- C. poor attention getter
- D. Superscription

ANSWER: A

215. AIDA is an _____ approach to writing sales letters

- A. Inductive
- B. Direct
- C. Deductive
- D. Round about

ANSWER: A

216. Buy before Diwali is a part of _____ - statement

- A. Attention getting
- B. Interest evoking
- C. Desire generating
- D. Action encouraging

ANSWER: D

217. Convincing evidence is provided in this stage of plan for sales letter

- A. Attention
- B. Interest
- C. Desire
- D. Action

ANSWER: C

218. Product intro is the _____ stage of AIDA plan

- A. Attention
- B. Interest
- C. Desire
- D. Action

ANSWER: B

219. What are the specific duties and responsibilities of the position I am being interviewed for is a _____ question

- A. Career analysis
- B. Job analysis
- C. Self analysis
- D. None of the above

ANSWER: B

220. Chronological Resume lists education and employment history in _____ order

- A. Direct
- B. Reverse
- C. Forward
- D. Random

ANSWER: B

221. While using two or more sentences as your Objective in your Resume make sure that they be

- A. Consistent
- B. Long enough
- C. Attention gathering
- D. Cliched

ANSWER: A

222. While listing work experience in Resume use

- A. Many adverbs B.
- B. Pronouns
- C. Many adjectives
- D. Action words

ANSWER: D

223. While submitting job application address it to a ____ whenever possible

- A. Person
- B. Title
- C. Organisation in general
- D. None of the above

ANSWER: A

224. Which of the following is true to an adjustment letter saying No to the request

- A. Begin with neutral or factual sentence
- B. Dont provide reasons for refusal
- C. Present refusal reasons first
- D. Emphasise reason or refusal on close

ANSWER: A

225. Which of the following is NOT available in MS Word

- A. Hyperlink
- B. Spell Check
- C. Indexing
- D. SUM function

ANSWER: D

226. One of the following is not a positive factor in group communication

- A. Leadership
- B. Perception and self concept
- C. Abstaining from participation
- D. Longevity of the group

ANSWER: C

227. The involvement of a third party in the process of decision making is called

- A. Consensus
- B. Arbitration
- C. Negotiation
- D. None of the above

ANSWER: B

228. Your manager, a very competent man, hails from rural India and speaks with a desi accent.

You should

- A. Not respect him because of his rural accent
- B. Respect him for his competence and learn from him
- C. Make fun of him when you are with other colleagues
- D. try to pick the accent to impress him

ANSWER: B

229. A speech that is researched, outlined, practised and delivered in a conversational style is

- A. Based on a manuscript
- B. Based on memory
- C. Extemporaneous
- D. Impromptu

ANSWER: C

230. You are explaining a proposed incentive structure with figures and calculations, to around 100 managers of the organization. The visual aids that best helps you present the idea is

- A. White board
- B. Handouts
- C. Slides
- D. Both b n c

ANSWER: D

231. Which of the following is not a visual aid?

- A. Chalk board
- B. Slides
- C. Physical objects
- D. None of the above

ANSWER: D

232. Letters are generally written inductively when the audience is likely to be

- A. Resistant to the message
- B. receptive to the message
- C. Neutral to the message

D. All of the above

ANSWER: A

233. The buffer for a bad news message should be evaluated by asking the following questions

- A. Is it pleasant
- B. Is it relevant
- C. Is it long enough
- D. Both a and b

ANSWER: D

234. Solicited sales letters have been _____ by the prospect

- A. Invited
- B. Rejected
- C. Instigated
- D. None of the above

ANSWER: A

235. While handling complaints you need to refer to the _____ policy of the organization

- A. Compensation
- B. Customer service
- C. Warranty
- D. All of the above

ANSWER: D

236. A resume is a type of a _____

- A. Routine
- B. Argumentative
- C. Persuasive
- D. Bad news

ANSWER: C

237. Silence sometimes _____ consent

- A. Implies
- B. Infers
- C. Infuriates
- D. Induces

ANSWER: A

238. Non verbal messages can communicate all of the following except

- A. Anger
- B. Distrust
- C. Ideas
- D. Scepticism

ANSWER: C

239. A claim letter is also called a

- A. Request for adjustment
- B. Response to adjustment

- C. Responsible adjustment
- D. None of the above

ANSWER: A

240. A smooth rhythm with a moderate pitch indicates

- A. Lack of confidence
- B. Confidence
- C. Lack of clarity
- D. Confusion

ANSWER: B

241. Is the field I have chosen crowded, or is it short of workers? This question is an example of

- A. Self analysis question
- B. Job analysis question
- C. Career analysis question
- D. Benefits analysis question

ANSWER: C

242. In a job analysis I will try to match my skills and knowledge with the

- A. Requirements of the company
- B. Salary paid for the job
- C. Location
- D. None of the above

ANSWER: A

243. Maintaining eye contact is generally perceived as an indication of

- A. Honesty
- B. Ruthlessness
- C. Sadness
- D. Happiness

ANSWER: A

244. The primary goal of a collection letter is to get _____ and secondary goal is to maintain the customers

- A. Action, happiness
- B. A reaction, happiness
- C. Action, good will
- D. Payment, goodness

ANSWER: D

245. The body of a speech to inform can be organized in a variety of different ways except

- A. Complex to simple
- B. Simple to complex
- C. Earliest to latest
- D. None of the above

ANSWER: A

246. Appendixes are usually _____ rather than numbered

- A. Itemized
 - B. lettered
 - C. Left blank
 - D. None of the above
- ANSWER: B

247. You have called a meeting to sell the concept of computerisation to your employees. It can be termed as

- A. Informative meeting
- B. problem solving meeting
- C. Decision making meeting
- D. Change facilitating meeting

ANSWER: D

248. Lateral reports assist in ____ in the organisation

- A. Problem solving
- B. Coordination
- C. Classification
- D. Management control

ANSWER: B

249. If an interviewer wants to take notes he must do so

- A. Aggressively
- B. Unobtrusively
- C. Hastily
- D. Egregiously

ANSWER: B

250. Presenters with presence do not have this

- A. A sense of purpose
- B. Confidence
- C. Nervousness
- D. A smile

ANSWER: C

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