



Dr.G.R.Damodaran College of Science

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

ALL UG II YEAR (EXCEPT COMMERCE AND BBA)

[2016 - 2019]

SEMESTER III

SKILL BASED SUBJECT: PROFESSIONAL COMMUNICATION - 300G2

Multiple Choice Questions.

1. Communication through words is called-----

- A. verbal communication
- B. Fidelity
- C. non verbal communication
- D. grapevine communication

ANSWER: A

2. Communication without words spoken or written is called -----

- A. grapevine communication
- B. verbal communication
- C. feedback
- D. non verbal communication

ANSWER: D

3. Down ward communication flows from ----- to -----

- A. Upper to lower
- B. Lower to upper
- C. Horizontal
- D. Diagonal

ANSWER: A

4. Horizontal communication takes place between -----

- A. superior to subordinate
- B. subordinate to superior
- C. employees with same status
- D. none of these

ANSWER: C

5. The process of communication starts _____

- A. much before words are spoken
- B. after words are spoken
- C. before sunset
- D. after writing an examination

ANSWER: A

6. ----- is a written or typed communication sent through a telex machine

- A. fax
- B. e mail
- C. circular
- D. advertisement

ANSWER: A

7. Kinesics studies-----

- A. space
- B. time
- C. stress
- D. body language

ANSWER: D

8. The study of communication through touch is -----

- A. chronemics
- B. haptics
- C. proxemics
- D. semantics

ANSWER: B

9. The formal greeting with which a business letter begins is called--

- A. reference
- B. subject
- C. salutation
- D. body copy

ANSWER: C

10. 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

11. Which of the following terms best describes the grapevine as a communication pattern?

- A. Diagonal
- B. Informal
- C. Serial
- D. Verbal

ANSWER: B

12. Interaction between three to twelve people who share a common goal, a sense of commitment, and who attempt to influence one another is known as

- A. business communication.
- B. small-group communication.
- C. personal communication.
- D. rhetorical communication.

ANSWER: B

13. When a group agrees to support and commit to the decision of the group, they have reached

- A. a consensus.
- B. a census.
- C. a solution.
- D. an analysis.

ANSWER: A

14. Organizations hiring hundreds of new employees every year must adopt a more ----- towards the recruiting process.

- A. systematic approach
- B. organizational approach
- C. . direct approach
- D. indirect approach

ANSWER: A

15. Screening stage,--- stage and final stage are the three stages of interview process

- A. collection
- B. opportunity
- C. selection
- D. all of the above

ANSWER: C

16. An effective oral presentation process follows _____ steps.

- A. 3
- B. . 4
- C. 5
- D. 6

ANSWER: A

17. _____ interviews help recruiters see how you handle yourself under pressure.

- A. Situational
- B. Stress
- C. . Group
- D. Formal

ANSWER: B

18. Which one of the following is not the part of five stages of negotiation?

- A. Gather information that helps you
- B. Discussion, Proposals.
- C. To negotiate the Issue, Confirmation
- D. Exchanging greeting

ANSWER: D

19. Communication takes place when two or more people exchange _____

- A. their belongings
- B. their books
- C. information or ideas
- D. their cloths

ANSWER: C

20. Choose ----- if you want to put the date and closing in the center of the page

- A. justified
- B. modified block format
- C. Block format
- D. spelling

ANSWER: B

21. Set off the list of Do and Donts by using-----

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

ANSWER: C

22. 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

23. 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

24. Our address and phone number are shown on our -----

- A. letterhead
- B. snailmail
- C. postage
- D. salutation

ANSWER: A

25. . In block text format, you do not -----each paragraph

- A. . indent
- B. punctuation
- C. margin
- D. transition

ANSWER: A

26. 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

27. The most modern letter style is

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

ANSWER: C

28. Editing involves checking a document for factual accuracy, logical flow, conciseness, and

- A. spelling.
- B. format errors
- C. clarity and tone.
- D. grammar.

ANSWER: C

29. A basic rule for using a plural in medical terms is that with terms ending in

- A. um, add an a.
- B. us, add an i
- C. a, keep the a and add e.
- D. is, keep the is and add es.

ANSWER: C

30. Which letter style uses open punctuation and is too informal to use in a medical office?

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

ANSWER: B

31. Formatting, data, and _____ errors can occur when preparing a document

- A. content
- B. mechanical
- C. language
- D. technical

ANSWER: B

32. 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

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

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

ANSWER: C

34. The first goal in writing a business letter is to get the recipients

- A. address
- B. attention
- C. services
- D. trade

ANSWER: A

35. One fundamental of effective writing is to put the key information at the beginning.

- A. case
- B. example
- C. principle
- D. situation

ANSWER: C

36. Avoid down the beginning of the letter with abundant information of which the reader is already aware, however

- A. gearing
- B. setting
- C. weighing
- D. writing

ANSWER: C

37. Effective writing is reading that makes the recipient want to read further

- A. affected
- B. effortless
- C. effusive
- D. offensive

ANSWER: B

38. Try to aim for a style, but without employing bad grammar, slang, or otherwise questionable English.

- A. controversial
- B. convenient
- C. conventional
- D. conversational

ANSWER: D

39. A good business letter is simple and straightforward without being simplistic or

- A. panoramic
- B. paternal
- C. patriotic
- D. patronizing

ANSWER: D

40. The conclusion or ending paragraph should bring the communication to a polite and close.

- A. businesslike
- B. interminable
- C. measurable
- D. subtle

ANSWER: A

41. Letters that please the receiver are called

- A. Yes letters
- B. routine letters
- C. invitation letters
- D. good-news letters

ANSWER: D

42. Form letters are also known as

- A. formal letters
- B. circular letters
- C. persuasive sales letters
- D. bad news letters

ANSWER: C

43. A memorandum (memo) is considered a brief form of written communication for

- A. legal use
- B. formal use
- C. internal use
- D. external use

ANSWER: C

44. Simplicity in writing means essentially

- A. plainness
- B. the use of simple sentences
- C. the use of simple tense
- D. the use of simple words

ANSWER: A

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

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

ANSWER: C

46. The simplified style business letter has

- A. indentation
- B. a complimentary close
- C. a subject line
- D. a salutation

ANSWER: C

47. Modern business letters are usually written in

- A. simplified style
- B. indented style
- C. full-block style
- D. semi-block style

ANSWER: C

48. . In circular letters personal interest is created by using the word -----.

- A. You
- B. Our customers
- C. Everybody
- D. Dear customers

ANSWER: A

49. -----are routine reports prepared at regular time interval-daily, weekly, monthly quarterly or annually.

- A. Periodic reports
- B. Formal reports
- C. Progress reports
- D. Conference reports

ANSWER: A

50. ----- reports are usually short messages with natural, casual use of language.

- A. Conference
- B. Periodic
- C. Informal
- D. . Formal

ANSWER: C

51. . Proposal should be written in a

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

ANSWER: A

52. The form of communication used most of the time for written messages to persons inside your organization is called

- A. Memorandum
- B. Business letter
- C. Pamphlet
- D. Adjustment letter

ANSWER: A

53. How unnecessary repetition should be treated for successful business message?

- A. adopted
- B. avoided
- C. adapted
- D. submitted

ANSWER: B

54. 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

55. 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

56. 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: B

57. Mind is the primary source that triggers _____ a message pathway. the person who decodes a message.

- A. silence
- B. communication
- C. decision-making
- D. contemplation

ANSWER: B

58. Noise does the following

- A. focuses wandering thoughts
- B. enhances a message
- C. distorts or interferes with a message.
- D. causes listeners to listen to messages more carefully.

ANSWER: C

59. An example of a communication channel is

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

ANSWER: A

60. 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

61. In interpersonal communication, ethics

- A. are important.
- B. stand in the way of honesty.
- C. increase barriers to understanding
- D. are not a consideration

ANSWER: A

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

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

ANSWER: B

63. 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

64. If something is said in error, it must be understood that interpersonal communication is

- A. forgettable
- B. reversible.
- C. irreversible.
- D. forgivable.

ANSWER: C

65. 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

66. Learning to communicate with others is key to
- A. winning the approval of everyone around you
 - B. establishing rewarding relationships.
 - C. never being misunderstood.
 - D. eliminating all of your listeners' physiological noise

ANSWER: B

67. When you speak every word _____

- A. does not count
- B. if correctly spelt
- C. is uttered softly
- D. counts

ANSWER: D

68. Rumours would most likely flourish in situations where there is:

- A. strong leadership.
- B. mutual trust.
- C. anxiety and ambiguity.
- D. planned and well communicated change

ANSWER: C

69. _____ is used to provide feedback to higher-ups, inform them of progress toward goals, and relay current problems.

- A. Interpersonal communication
- B. Upward communication
- C. Directional communication
- D. Occupational communication

ANSWER: B

70. Which of the following is not a barrier to effective communication?

- A. language
- B. defensiveness
- C. filtering
- D. channel richness

ANSWER: D

71. When communicating with people from a different culture it is best to assume

- A. differences until similarity is proven
- B. similar interpretation of symbols
- C. similar understanding of ideas
- D. people are all the same

ANSWER: A

72. In general, human beings are

- A. indifferent communicators
- B. perfect communicators
- C. good communicators
- D. poor communicators

ANSWER: D

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

- A. common
- B. community
- C. message
- D. oral speech

ANSWER: A

74. Meta-communication relates to the speakers

- A. unintentional choice of both words and dress
- B. intentional choice of dress
- C. unintentional choice of words
- D. intentional choice of words

ANSWER: C

75. 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

76. 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

77. 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

78. ____ is not one of the 7 Cs of communication:

- A. conciseness
- B. correctness
- C. clarity
- D. character

ANSWER: D

79. Human communication is essentially

- A. perfect
- B. imperfect
- C. short-lived
- D. emotional

ANSWER: B

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

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

ANSWER: B

81. Informative writing focuses primarily on the

- A. writer
- B. reader
- C. latest news
- D. subject under discussion

ANSWER: D

82. In writing business letters, one has to be

- A. dull
- B. formal
- C. conventional
- D. friendly

ANSWER: D

83. The principles of effective writing include

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

ANSWER: D

84. In a sentence, the verb agrees in number and person with its

- A. preposition
- B. object
- C. adverb
- D. subject

ANSWER: D

85. In issuing instructions, one should avoid the:

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

ANSWER: B

86. Exchange of ideas between two or more persons is

- A. Understanding
- B. Telling
- C. communication
- D. listening

ANSWER: C

87. If there is no receiver, there is no

- A. communication
- B. sender
- C. Message
- D. Media

ANSWER: A

88. Which is not the type of communication channel

- A. Speaking, listening
- B. Writing, reading
- C. Visualizing, observing
- D. Thinking, acting

ANSWER: D

89. . Communication without words is called

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

ANSWER: A

90. When a receiver receives a message, they must first _____ the symbols.

- A. Decode
- B. Understand
- C. Filter
- D. Listen to

ANSWER: A

91. Any factor which disturbs, confuses, or interferes with the communication of a message is known as

- A. Noise
- B. Inaccurate encoding
- C. Inaccurate decoding
- D. Disturbance

ANSWER: A

92. All of the following are types of communication except

- A. command communication.
- B. downward communication.
- C. upward communication
- D. horizontal communication.

ANSWER: A

93. Communication between departments or functional units of companies is known as

- A. department communication.
- B. upward communication.
- C. command communication
- D. horizontal communication.

ANSWER: D

94. Raised eyebrows and shrugs are examples of

- A. body language.
- B. cross-cultural communication
- C. poor communication.
- D. good communication.

ANSWER: A

95. All of the following may be used in nonverbal communication except

- A. cue cards
- B. costumes.
- C. office decor.
- D. artifacts.

ANSWER: A

96. All of the following might be involved in nonverbal communication except

- A. touch.
- B. facial expressions.
- C. gestures.
- D. phone messages.

ANSWER: D

97. All of the following might be used to improve organizational communication except

- A. surveys and feedback
- B. management training.
- C. filtering.
- D. TV networks.

ANSWER: C

98. All of the following are necessary for communication except

- A. senders.
- B. receivers.
- C. filters.
- D. messages.

ANSWER: C

99. Lack of openness in communication

- A. reduces employee satisfaction
- B. has no effect on employee satisfaction.
- C. reduces management satisfaction.
- D. shows good management control.

ANSWER: A

100. What is necessary for effective communication to occur?

- A. the right environment, the right people, a message in a timely manner
- B. the right information, the right environment, feedback
- C. the right people, the right information, a message in a timely manner
- D. the right people, feedback, the right information

ANSWER: C

101. Communication following strict lines of authority and reporting relationships is known as

- A. open door policy.
- B. chain of command
- C. effective communication.
- D. the grapevine.

ANSWER: B

102. In an electronic meeting

- A. men are likely to offer more ideas.
- B. women are likely to offer more ideas.
- C. men and women are equally likely to offer the first idea
- D. men are most likely to offer the first idea.

ANSWER: C

103. Rumours are likely to spread fastest in all of the following instances except when

- A. the rumour seems credible
- B. the recipient is emotionally anxious
- C. the information is important to those involved.
- D. the recipient is not concerned about the information.

ANSWER: D

104. Senders communicate liking and interest in the receiver except when they

- A. lean forward during the interaction.
- B. position themselves physically close to the receiver.
- C. lean away during the interaction.
- D. maintain eye contact with the receiver.

ANSWER: C

105. At least _____ of the grapevine on organizational matters is considered to be correct.

- A. 50%
- B. 75%
- C. 20%
- D. 90%

ANSWER: B

106. Three ways in which communication flows through formal organizational channels are called

- A. loose coupling, tight coupling, and uncoupling.
- B. positive flow, negative flow, and peripheral flow.
- C. downward flow, upward flow, and horizontal flow.
- D. the grapevine, the gatekeeper, and the network.

ANSWER: C

107. 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

108. 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

109. 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

110. Organizational communication includes

- A. interviewing potential employees
- B. resolving conflicts.
- C. presenting and selling ideas.
- D. All of the above

ANSWER: D

111. Which of the following is a communication issue facing today organizations?

- A. How technology can best serve the organization
- B. Relationships and their effects on organizations
- C. Sexual harassment in the workplace
- D. All of the above

ANSWER: D

112. Surveys, suggestion boxes, and employee newsletters are considered to be _____ types of communication.

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

ANSWER: B

113. Which of the following statements is/are considered to be suggestions for the proper use of informal communications?

- A. An open discussion of the worst-case scenario
- B. Disavow any downsides to decisions
- C. Restrict information to only the managers involved
- D. Maintain and encourage rumors

ANSWER: A

114. Which of the following is considered a method to help overcome personal barriers to effective communication?

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

ANSWER: D

115. In claim letter the initial statement should contain

- A. Good news
- B. Bad news.
- C. Mixed news
- D. Ambiguous

ANSWER: A

116. A standing committee is one that operates permanently

- A. Month after month.
- B. Week after week.
- C. Year after year.
- D. After six months

ANSWER: C

117. ----- include investigation of an issue or problem or Calculation of financial ratios of a company.

- A. Formal report
- B. Analytical Letter Reports
- C. Scientific Reports
- D. Informational Letter Reports

ANSWER: B

118. Prefatory parts are ___ in number

- A. 6
- B. 7
- C. 8
- D. 9

ANSWER: C

119. Text Parts are ____ basic parts of a formal report.

- A. 3
- B. 4
- C. 5
- D. 6

ANSWER: A

120. Supplementary Parts are usually short messages with natural, casual use of language.

- A. Formal reports
- B. Informal reports
- C. Short reports
- D. Progress report

ANSWER: C

121. Sales letters start with

- A. An easy and effective way
- B. An attention-getting device
- C. A smooth story
- D. Buffer

ANSWER: B

122. Complaint letter should be called-----.

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

ANSWER: B

123. Letter refusing adjustment is written when

- A. The buyer is at fault.
- B. The seller is at fault.
- C. When the third party is at fault.
- D. When nobody is at fault.

ANSWER: A

124. Which writing style characterizes the memos?

- A. Informal
- B. Formal
- C. Impersonal tone
- D. Neutral

ANSWER: A

125. ----- letter is the reply to complaint.

- A. Adjustment
- B. An inquiry
- C. Collection
- D. Sales

ANSWER: A

126. In claim letter the initial statement should contain

- A. Good news
- B. Bad news.
- C. Mixed news
- D. Ambiguous

ANSWER: A

127. Minutes, which tell more of the story of what happened and who said what at a meeting are?

- A. Resolution minutes
- B. Narrative minutes
- C. Formal minutes
- D. Informal minutes

ANSWER: B

128. Another name of a synopsis is

- A. Report
- B. Letter
- C. Abstract
- D. Text

ANSWER: C

129. -----are routine reports prepared at regular time interval-daily, weekly, monthly quarterly or annually.

- A. Periodic Reports
- B. Formal Reports
- C. Progress Reports
- D. Conference Reports

ANSWER: A

130. Collection letter should be

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

ANSWER: A

131. ----- are usually short messages with natural, casual use of language

- A. Formal reports
- B. Informal reports
- C. Short reports
- D. Progress report

ANSWER: B

132. ----- include investigation of an issue or problem or Calculation of financial ratios of a company.

- A. Formal report
- B. Analytical Letter Reports
- C. Scientific Reports
- D. Informational Letter Reports

ANSWER: B

133. Written summary of a meetings business is called

- A. Minutes
- B. Motion
- C. Agenda
- D. Circular

ANSWER: A

134. ----- letter is the reply to complaint.

- A. Adjustment
- B. An inquiry
- C. Collection
- D. Sales

ANSWER: A

135. Collection letter are usually written in

- A. Serial.
- B. Line.
- C. Steps
- D. Series

ANSWER: D

136. Another name of a synopsis is

- A. Report
- B. Letter
- C. Abstract
- D. Tex

ANSWER: C

137. Business letters produce immediate effect because they are

- A. interesting
- B. informal
- C. brief
- D. formal

ANSWER: B

138. Letters that please the receiver are called

- A. good-news letters
- B. invitation letters
- C. yes letters
- D. routine letters

ANSWER: A

139. A memorandum (memo) is considered a brief form of written communication for

- A. legal use
- B. internal use
- C. external use
- D. formal use

ANSWER: B

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

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

ANSWER: A

141. The simplified style business letter has

- A. a salutation
- B. a subject line
- C. indentation
- D. a complimentary close

ANSWER: B

142. ----- type of orders are issued if there are a number of operational specialities

- A. written
- B. general
- C. mandatory
- D. procedural

ANSWER: B

143. ----- is a particular type of order in which the subordinate is not only ordered to do a job but also given guidance on how to do it

- A. Instruction
- B. Procedural
- C. persuasion
- D. Advice

ANSWER: A

144. If the employees do not abide by the norms of organisation, or violate the rules and regulations the employer will give ----- to employee

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

ANSWER: A

145. ----- barrier is related to the process of coding and decoding the message

- A. organisational
- B. semantic
- C. technological
- D. Individual

ANSWER: B

146. ----- barriers are caused due to the faulty physical conditions such as ringing telephone, poor listening, etc

- A. interpersonal
- B. physical
- C. technological
- D. organizational

ANSWER: B

147. Another word for decoding is _____.

- A. interpretation
- B. speaking
- C. creating
- D. noise

ANSWER: A

148. Nonverbal and verbal cues that indicate liking are referred to as _____.

- A. proximity cues.
- B. immediacy.
- C. complementarity.
- D. inclusion cues.

ANSWER: B

149. Oral communication is the interchange of _____ between the sender and receiver.

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

ANSWER: B

150. The foremost barrier to oral communication is

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

ANSWER: D

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