

Report writing questions

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Styles

Question No:2		Module questions
Question	True or false A business message is related to the business and has precise content.	
Correct Answer	True	
Level of Difficulty	Medium	

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Question No:3		Module questions
Question	True or false A negative business message is designed to send the message to the receiver with a senesce of fear and professionalism.	
Correct Answer	True	
Level of Difficulty	Hard	

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Question No:3		Module questions
Question	<p>Choose the correct answer</p> <p>The business message could not be:</p> <ol style="list-style-type: none"> Verbal. Conceptual. Positive. Persuasive. Negative. 	
Correct Answer	B	
Level of Difficulty	Hard	

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Question No:4		Module questions
Question	<p>Choose the correct answer</p> <p>When we consider the communication activities of an organization from an overall point of view, the activities fall into three broad categories: _____.</p> <ol style="list-style-type: none"> electronic, face-to-face, and internal external operational, external, and personal internal operational, external operational, and personal operational, face-to-face, and personal 	
Correct Answer	C	
Level of Difficulty	Medium	

Question No:5	Module questions
Question	<p>Choose the correct answer</p> <p>External communication can involve communicating with _____.</p> <ul style="list-style-type: none"> a. Suppliers b. service companies c. customers d. all of the above e. Colleagues
Correct Answer	D
Level of Difficulty	Easy

Question No:6

Module questions

Question

Choose the correct answer

Which of the following is not an example of external-operational?

- a. the company's web site
- b. radio and television advertising
- c. employee community service
- d. Instruction given by superiors.

Correct Answer

D

Level of Difficulty

Hard

Question No:7		Module questions
Question	Choose the correct answer Which of the following is not an example of internal-operational communication? a. giving directives b. constructing reports c. placing orders with suppliers d. requesting data from subordinates	
Correct Answer	C	
Level of Difficulty	Hard	

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Question No:1		Module questions
Question	True or false By getting feedback from others, people learn how to write well and what not to write.	
Correct Answer	True	
Level of Difficulty	Easy	



Question No:7		Module questions
Question	<p>Choose the correct answer</p> <p>Which of the following is not an example of internal-operational communication?</p> <p>I</p> <ul style="list-style-type: none">a. giving directivesb. constructing reportsc. placing orders with suppliersd. requesting data from subordinates	
Correct Answer	C	
Level of Difficulty	Hard	

Question No:1		Module questions
Question	<p>True or false</p> <p>By getting feedback from others, people learn how to write well and what not to write.</p>	
Correct Answer	True	
Level of Difficulty	Easy	

Question No:3		Module questions
Question	True or false When writing, creating lists can help you compose.	
Correct Answer	True	
Level of Difficulty	Easy	

Question No:4		Module questions
Question	True or false Spend about a quarter of your time planning and revising.	
Correct Answer	False	
Level of Difficulty	Medium	

Question No:7		Module questions
Question	<p>True or false</p> <p>Proofreading should be done after you finish revising and editing.</p>	
Correct Answer	True	
Level of Difficulty	Medium	

Question No:8		Module questions
Question	<p>True or false</p> <p>Grammar checkers are perfect, so rely on them to do the editing for you.</p>	
Correct Answer	False	
Level of Difficulty	Medium	

Question No:6	Module questions
Question	<p>True or false</p> <p>Good writers edit immediately, even while they are writing a first draft.</p>
Correct Answer	False
Level of Difficulty	Medium

Question No:9		Module questions
Question	True or false Most, if not all, writers need to revise.	
Correct Answer	TRUE	
Level of Difficulty	Medium	

Question No:10		Module questions
Question	True or false Layout is something that should be considered during the revision stage.	
Correct Answer	True	
Level of Difficulty	Hard	

	Layout is something that should be considered during the revision stage.
Correct Answer	True
Level of Difficulty	Hard

Question No:11		Module questions
Question	True or false It's OK for editing to precede revision.	
Correct Answer	False	
Level of Difficulty	Hard	

	Feedback can be helpful throughout the writing process.
Correct Answer	True
Level of Difficulty	Hard

Question No:1		Module questions
Question	<p>Choose the correct answer</p> <p>The document revision stage includes which of the following steps?</p> <ul style="list-style-type: none">a. Evaluating your work.b. Adding, deleting, substituting, or rearranging.c. Proofreading the final copy.d. All of the above.e. None of the above.	
Correct Answer	D	
Level of Difficulty	Medium	

Question No:4

Module questions

Question

Choose the correct answer

All of the following are elements of revising EXCEPT

- a. Adding.
- b. Deleting.
- c. Substituting.
- d. Rearranging.
- e. Positioning.

Correct Answer

E

Level of Difficulty

Easy

Question	<p>Choose the correct answer</p> <p>One way to help you visualize a meeting or document better is to use a</p> <ul style="list-style-type: none">a. Storyboard.b. Information map.c. Panel layout.d. Box diagram.e. None of the above.
Correct Answer	A
Level of Difficulty	Medium

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	It is important to count the number of rules you know to write well.
Correct Answer	False
Level of Difficulty	Hard

Question No:3		Module questions
Question	True or false It is important to let the reader to guess between the lines.	
Correct Answer	False	
Level of Difficulty	Medium	

Question No:3		Module questions
Question	True or false It is important to let the reader to guess between the lines.	
Correct Answer	False	
Level of Difficulty	Medium	

Question No:4		Module questions
Question	True or false The written message should contain appropriate tone.	
Correct Answer	True	
Level of Difficulty	Easy	

	one of the fundamentals of business writing which is to be nice and considerate.
Correct Answer	False
Level of Difficulty	Hard

Question No:6		Module questions
Question	True or false Writing commercial language is one of the writer's talents for effective writing.	
Correct Answer	False	
Level of Difficulty	Hard	

Question No:7		Module questions
Question	<p>True or false</p> <p>The opening and closing paragraphs are so important for leaving good impression on the reader.</p>	
Correct Answer	True	
Level of Difficulty	Easy	

Question No:1		Module questions
Question	Choose the correct answer Which one of the following is not one of the fundamentals of business writing? a. Avoid the wordiness. b. Avoid commercial language. c. Avoid precision. d. All of the above. e. None of the above.	
Correct Answer	C	
Level of Difficulty	Medium	

Question No:2		Module questions
Question	<p>Choose the correct answer</p> <p>If your letter is long, you should:</p> <ol style="list-style-type: none"> Write to the point and clearly. Write a plan. Write effectively. All of the above. None of the above. 	
Correct Answer	B	
Level of Difficulty	Hard	

Question No:3		Module questions
Question	<p>Choose the correct answer</p> <p>Courtesy means:</p> <ol style="list-style-type: none"> Showing consideration for your correspondent. Using polite phrases. All of the above. None of the above. Adopting the right tone. 	
Correct Answer	C	
Level of Difficulty	Hard	

Question No:4	Module questions
Question	<p>Choose the correct answer</p> <p>Which of the following is not something that enhances writing skills?</p> <ul style="list-style-type: none"> a. You should consider other's feedback. b. You should want to write. c. You should encourage others to write. d. You should write. e. You should read.
Correct Answer	C
Level of Difficulty	Hard

Question No:1		Module questions
Question	<p>Choose the correct answer</p> <p>In choosing the words for a message to multiple readers, you should:</p> <ol style="list-style-type: none"> Select words that impress the reader. Select words all your readers clearly understand. Write to the person in the group with the highest level of understanding so that you do not come across uneducated. None of the above. 	
Correct Answer	B	
Level of Difficulty	Medium	

Question No:2		Module questions
Question	<p>Choose the correct answer</p> <p>Technical words:</p> <ol style="list-style-type: none"> Are proper if all the readers understand them. Should be used to impress the reader. <u>should</u> be avoided because they may not be in the spell check program. Should be avoided because they lead to unwanted legal recourse. 	
Correct Answer	A	
Level of Difficulty	Hard	

Question	Choose the correct answer When choosing the words for your message, the best of these suggestions is to: <ul style="list-style-type: none">a. Try to impress the reader.b. Employ the "one size fits all" rule of thumb.c. Consider the reader's level of understanding.d. Assume the reader has knowledge equal to yours.
Correct Answer	C
Level of Difficulty	Medium

Question No:4		Module questions
Question	Choose the correct answer The purpose of using concrete words is to: <ul style="list-style-type: none">a. Be vague with the reader.b. Create abstract thought.c. Discuss things that cannot be seen, touched, or smelled.d. Be specific in meaning.	
Correct Answer	D	
Level of Difficulty	Hard	

Question No:2		Module questions
Question	<p>True of false</p> <p>There is no need to adapt a message to a reader—humans by nature are adaptable and will find a way to understand your message.</p>	
Correct Answer	False	
Level of Difficulty	Easy	

Question No:3		Module questions
Question	<p>True or false</p> <p>Miscommunication can occur because people have different ways of understanding messages.</p>	
Correct Answer	True	
Level of Difficulty	Medium	

Question No:3		Module questions
Question	<p>True or false</p> <p>Miscommunication can occur because people have different ways of understanding messages.</p>	
Correct Answer	True	
Level of Difficulty	Medium	

Question No:4		Module questions
Question	<p>True or false</p> <p>Knowing all you can about your reader improves the chances the message will work.</p>	
Correct Answer	True	
Level of Difficulty	Medium	

Question No:1	Module questions
Question	<p>Choose the correct answer</p> <p>When adapting to your readers,</p> <ul style="list-style-type: none"> a. Focus only on choosing the appropriate words. b. Sentence structure is an important consideration. c. Aim to a level just above the reader. d. none of the above
Correct Answer	B
Level of Difficulty	Hard

Question No:2	Module questions
Question	<p>Choose the correct answer</p> <p>Which of the following statements is most accurate with respect to sentence length?</p> <ul style="list-style-type: none"> a. Short sentences generally communicate more effectively than long sentences. b. Longer sentences are preferred because they are more impressive. c. Longer sentences are good because they emphasize more information. d. Long sentences should never be used.
Correct Answer	A
Level of Difficulty	Medium

Question No:3		Module questions
Question	<p>Choose the correct answer</p> <p>According to the readability studies, sentences intended to communicate to the middle-level reader should average about:</p> <ol style="list-style-type: none"> 8-10 lines per paragraph 10-14 lines per paragraph. 16-18 lines per paragraph. 20-24 lines per paragraph. 	
Correct Answer	A	
Level of Difficulty	Hard	

Question No:4		Module questions
Question	<p>Choose the correct answer</p> <p>To write short simple sentences, you should:</p> <ol style="list-style-type: none"> Eliminate unnecessary words. Use fragments. combine thoughts into one sentence use only short words 	
Correct Answer	A	
Level of Difficulty	Easy	

Question No:5

Module questions

Question

Choose the correct answer

Mark the answer that is inconsistent with the concept of economizing on words.

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	<ul style="list-style-type: none"> a. cluttering phrases b. surplus words c. needless repetition d. all of the above
Correct Answer	D
Level of Difficulty	Hard

Question	Choose the correct answer Short sentences: a. <u>should</u> never be used. b. <u>emphasize</u> content. c. <u>de-emphasize</u> content. d. none of the above
Correct Answer	B
Level of Difficulty	Medium

Question No:7		Module questions
Question	Choose the correct answer Mark the best of these suggestions for writing paragraphs: a. Combine topics and ideas for economy. b. Limit length to ten typewritten lines. c. Keep the paragraphs the same length. d. Make good use of topic sentences.	
Correct Answer	D	
Level of Difficulty	Hard	

Question	Choose the correct answer Choose the strongest combination for good business writing. <ol style="list-style-type: none"> short words, short sentences, short paragraphs long words, short sentences, short paragraphs short words, long sentences, short paragraphs short words, short sentences, long paragraphs
Correct Answer	A
Level of Difficulty	Easy

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Question No:9		Module questions
Question	Choose the correct answer The topic sentence of a paragraph may be: <ol style="list-style-type: none"> at the end. Within the paragraph. At the beginning. Any of the positions above. 	
Correct Answer	D	
Level of Difficulty	Easy	

Question No:1		Module questions
Question	True or false Use your active voice when you want your writing to be simple, direct and clear	

Question No:2		Module questions
Question	True or false Passive voice strengthens your writing.	
Correct Answer	False	
Level of Difficulty	Easy	

Question No:3		Module questions
Question	True or false The passive voice is used to emphasize an object.	
Correct Answer	True	
Level of Difficulty	Easy	

Question

Choose the correct answer

Which combination of words and verbs is best?

- a. passive verbs, abstract words, and familiar words
- b. active verbs, concrete words, and familiar words
- c. passive verbs, concrete words, and unfamiliar words
- d. active verbs, abstract words, and technical words

Correct Answer

B

Level of Difficulty

Hard

Question No:5

Module questions

Question

Choose the correct answer

Passive voice is preferable in all of the below situations except:

- When the performer is not important.
- When the performer is not known.
- When the writer wants to name the performer.
- When you don't know the performer but others do.

Correct Answer

C

Level of Difficulty

Hard

Question

Choose the correct answer

Which of the following is an incorrect understanding of using passive language?

- a. Overuse of the verb "to be" and passive voice can sap the energy from your sentences.
- b. When identifying the doer of the action is unimportant to the message, active voice properly de-emphasizes the doer.
- c. Passive helps avoid accusing the reader.
- d. Passive is better when the performer is not known.

Correct Answer

B

Level of Difficulty

Hard



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Question No:7	Module questions
Question	<p>Choose the correct answer</p> <p>"Elimination of the surplus was effected by the staff," is an example of</p> <ol style="list-style-type: none"> <u>using</u> active verbs. <u>using</u> passive verbs. <u>using</u> concrete and abstract language. <u>using</u> acronyms.
Correct Answer	B
Level of Difficulty	Medium

Question No:8		Module questions
Question	<p>Choose the correct answer</p> <p>When the active voice of a verb is used:</p> <ol style="list-style-type: none"> <u>the</u> subject of the sentence does not perform the action. <u>the</u> writing is stronger . <u>camouflaged</u> wording is overused. <u>the</u> subject receives the action. 	
Correct Answer	B	
Level of Difficulty	Medium	

Question No:1		Module questions
Question	<p>True or false</p> <p>If readers are disappointed by a message, it can be categorized as negative.</p>	
Correct Answer	True	
Level of Difficulty	Easy	

Question No:2		Module questions
Question	True or false In the business world, negative messages always require a subject line.	
Correct Answer	True	
Level of Difficulty	Medium	

Question No:3		Module questions
Question	True or false Negative letters to external audiences should be direct to build goodwill.	
Correct Answer	False	
Level of Difficulty	Hard	

Question No:3		Module questions
Question	<p>True or false</p> <p>Negative letters to external audiences should be direct to build goodwill.</p>	
Correct Answer	False	
Level of Difficulty	Hard	



Question No:4		Module questions
Question	<p>True or false</p> <p>It's OK if readers dismiss some or all of your reasons for a negative message.</p>	
Correct Answer	False	
Level of Difficulty	Medium	

Question No:5

Module questions

Question

Choose the correct answer

When the writer begins with a strategic buffer paragraph, he or she is:

- a. concerned with presenting a negative message firmly.
- b. not concerned with relationship building.
- c. not concerned with justifying facts.
- d. concerned with overcoming negative impact.

Correct Answer

D

Level of Difficulty

Easy

Question No:6

Module questions

Question

Choose the correct answer

Select the most positively written bad news message.

- a. I regret to report that our earnings for the first quarter have reduced your annual dividend by 10 percent.
- b. We must refuse your credit application because of your unemployed status.
- c. We are sorry that your goods were damaged.
- d. We will gladly make an adjustment within the warranty period.

Correct Answer

D

Level of Difficulty

Medium

Question No:7		Module questions
Question	<p>Choose the correct answer</p> <p>In developing a refusal strategy, the writer should consider which of the following?</p> <ol style="list-style-type: none"> How the explanation will be received by the reader. That the blame should be on the reader. The customer is always right. All of the above. 	
Correct Answer	A	
Level of Difficulty	Hard	

Question No:8		Module questions
Question	<p>Choose the correct answer</p> <p>The goal of the goodwill closing sentence is to:</p> <ol style="list-style-type: none"> <u>shifts</u> the reader's thoughts to more pleasant matters. <u>be</u> positive and adapt to this particular situation. <u>maintain</u> the organization's goodwill efforts. <u>all</u> of the above. 	
Correct Answer	D	
Level of Difficulty	Medium	