

Report and Writing Presentation

-Writing does not help you to remember information.

False

-Writing is important because your understanding will not be evaluated in school and community.

False

- There are some reasons for writing which are intellectual reasons and practical reasons.

True

- A business message is related to the business and has precise content.

True

-A negative business message is designed to send the message to the receiver with a sense of fear and professionalism.

True

- Most, if not all, writers need to revise.

Part 1: True OR False

True

-It is ok for editing to precede revision.

True

-It is ok for editing to follow revision.

False

-It is important to count the number of rules you know to write well.

False

-By getting feedback from others, people learn how to write well and what not to write.

True

-A written message is frequently passed on to carry out the routine business activities.

False

-Communication is playing an important role in daily affairs.

True

-Writing skills are not so important in achieving business goals.

False

-A positive business message is used to convey details about an upcoming

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event. **False**

-Proofreading should be done after you finish revising and editing.

True

-Good writers edit immediately, even while they are writing a first draft.

False

-The opening and closing paragraphs are so important for leaving good impression on the reader.

True

-Feedback can be helpful throughout the writing process.

True

-Reading can help you to be a better writer.

True

-Writing commercial language is one of the writer's talents for effective writing. **False**

-Understanding your reader is important but not fundamental to the success of Any message.

False

-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.

False

-Miscommunication can occur because people have different ways of Understanding messages.

True

-Avoid short, common words, because they sound unfriendly.

False

-Use your active voice when you want your writing to be simple, direct and clear.

True

Passive voice strengthens your writing.

False

-The passive voice is used to emphasize an object.

True

-Understanding your reader is important but not fundamental to the success of any message.

False

-The report is the presentation of information that serves a business purpose.

True

-When you begin a report it is not necessary to find a need.

False

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-After knowing the problem of the report, you have to know how to solve it and determine the factors of the problem.

True

-The conventional system is using the Arabic numbers in presenting the major headings and letters of alphabet while Roman numbers in showing the lesser headings.

False

-You cannot turn your outline into a table of contents while writing a report.

False

-The headings for the table of contents should match exactly the heading of the report section.

True

-For informal situations, personal writing and for formal situations you should use impersonal writing.

True

-Most of the shorter, informal reports require little introductory material.

True

-Short reports do not solve routine problems.

False

-The routine report intended to be written in 5 minutes and read in 15 minutes.

False

-Most Web sites are reputable, so there's no reason to double check.

False

-You have an even-numbered list of sales figures; to calculate the median, take the two numbers in the center and divide by two.

True

-Surveys and questionnaires are always useful, regardless of how well the questions are designed.

False

-To determine the range of a group of numbers, you must first know their average.

False

-Library sources are always credible, so there's no need to analyze them before you cite them.

False

Part2:MS2

-One of the main reasons for writing is not

- a. Intellectual reasons
- b. Applying for a job
- c. Web writing

d. Conceptual reasons

-The last step in the communication process is:

- a. Considering possible communication strategies
- b. Replying to the message**
- c. Deciding on a response
- d. Selecting a course of action

-The business message could not be

a. Verbal

b. Conceptual

c. Positive

d. Persuasive

-Which of the following is not an example of internal operational communication

- a. Giving directives
- b. Constructing reports
- c. Placing orders and suppliers**
- d. Requesting data from subordinates

-Which one of the following is one of the fundamentals of business writing

- a. The wordiness
- b. Commercial language
- c. Precision**
- d. All of the above

-The document revision stage includes which of the following steps?

- a. Evaluating your work
- b. Adding, deleting, substituting, or rearranging
- c. Proofreading the final copy
- d. All of the above**

-The first step in the communication process is:

- a. Considering possible communication strategies.
- b. Sensing a need.**
- c. Selecting a course of action.
- d. Deciding on a response.
- e. Replying to the message.

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-When we consider the communication activities of an organization from an overall point of view, the activities fall into three broad categories:

- a. electronic, face-to-face, and internal
- b. external operational, external, and personal
- c. internal operational, external operational, and personal
- d. operational, face-to-face, and personal

-External communication can involve communicating with

_____.

- a. Suppliers
- b. service companies
- c. customers
- d. all of the above
- e. Colleagues

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

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

-Courtesy means:

- a. Showing consideration for your correspondent.
- b. Using polite phrases.
- c. All of the above.
- d. None of the above.
- e. Adopting the right tone.

-Which of the following is not something that enhances your writing skills?

- 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.

-The document revision stage includes which of the following steps?

- 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.

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-In choosing the words for a message to multiple readers, you should:

- a. Select words that impress the reader.
- b. Select words all your readers clearly understand.
- c. Write to the person in the group with the highest level of understanding so that you do not come across uneducated.
- d. None of the above.

-Technical words:

- a. Are proper if all the readers understand them.
- b. Should be used to impress the reader.
- c. Should be avoided because they may not be in the spell check program.
- d. Should be avoided because they lead to unwanted legal recourse.

-The purpose of using concrete words is to:

- 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.

-Select the sentence that is least discriminatory:

- a. If a soldier tests positive for drugs, he is discharged from the service.
- b. I'll ask my girl to get the report for you.
- c. Selected for the committee were an actor, a doctor, and a lady lawyer.
- d. If the candidate scores 400 on the employment test, he or she is eligible to be hired.

-In choosing the words for a message to multiple readers, you should:

- a. Select words that impress the reader.
- b. Select words all your readers clearly understand.
- c. Write to the person in the group with the highest level of understanding so that you do not come across uneducated.
- d. None of the above.

-In order to communicate more effectively, the writer should:

- a. Consider the reader.
- b. Choose appropriate words.
- c. Simplify the wording.
- d. All of the above

-According to the readability studies, sentences intended to communicate to the middle-level reader should average about:

- a. 8-10 lines per paragraph
- b. 10-14 lines per paragraph.
- c. 16-18 lines per paragraph.
- d. 20-24 lines per paragraph.

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

- a. cluttering phrases
- b. surplus words
- c. needless repetition
- d. all of the above

-Short sentences:

- a. should never be used.
- b. emphasize content.
- c. de-emphasize content.
- d. none of the above

-The topic sentence of a paragraph may be:

- a. at the end.
- b. Within the paragraph.
- c. At the beginning.
- d. Any of the positions above.

-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

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

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

-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.

-A _____ is an orderly and objective communication of factual information that serves a business purpose.

- a. business report
- b. newspaper
- c. sports program
- d. romance novel

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-A report's objectivity is based on

- a. the boss's perspective
- b. the writer's personal opinions
- c. its unbiased approach
- d. none of the above

-After you have been assigned a report project, your first task is to:

- a. get on the Internet and begin the research.
- b. start writing.
- c. delegate the assignment to a subordinate.
- d. clarify the problem/need in your mind.

-The preliminary investigation of a report problem could involve

- a. searching through printed materials.
- b. gathering information from company files.
- c. conferring with experts (internal or external).
- d. d. all of the above.

-Possible solutions or explanations to the problem are_____.

- a. Hypotheses
- b. Inquiries
- c. data searches
- d. epitomes

-The best method of information gathering for a business report is_____.

- a. personal investigation
- b. experiments or surveys
- c. library/online research
- d. a combination of these based on the problem

-To avoid human error, the writer should_____.

- a. use reliable data
- b. draw definite conclusions
- c. use available information from any secondary source
- d. all of the above

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-Which of the arrangements listed below is the conventional system of numbering the following information?

- *First-level heading
- * First second-level heading
- * Second second-level heading
- * First third-level heading
- * First third-level heading

- a. 1, A, B, i, ii
- b. A, 1, 2, a, b
- c. I, A, B, 1, 2
- d. a, 1, 2, I, II

-The most common bases for dividing the report are

- a. time, cost, quality, and factor.
- b. time, place, quantity, and factor.
- c. time, place, cost, and price.
- d. time, place, profit, and factor.

-Select the best statement from the following.

- a. Only topic headings should be used.
- b. Only talking headings should be used.
- c. Topic headings give the reader more information.
- d. Talking headings give the reader more information.

-According to the text, the most frequently read part(s) of a report is/are

- a. The beginning
- b. The ending
- c. The beginning and ending
- d. The findings parts

-Shorter reports have little need for introductory information because:

- a. they are often not read.
- b. they concern familiar day-to-day problems.
- c. they are intended for many readers.
- d. they will be kept on file for future readers

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-The sequence consisting of a summary or recommendation followed by an explanation represents the _____ order.

- a. Indirect
- b. Indiscreet
- c. Direct
- d. discretionary

-The sequence consisting of an explanation followed by a conclusion or recommendation represents the _____ order.

- a. Indirect
- b. Indiscreet
- c. Direct
- d. discretionary

-Identify which of the following is not a reason for writing short reports in a more personal style.

- a. They are generally communications between people who know each other.
- b. They involve a professional relationship.
- c. They are routine.
- d. None of the above.

-Well-written meeting minutes should:

- a. be a verbatim transcript of the discussion.
- b. be a summary that reports the important discussions.
- c. not use subheadings.
- d. exclude insignificant items as attendance, time and place.

-Which item should not be included in the body of the meeting minutes?

- a. meeting announcements
- b. old business
- c. place and time of the next meeting
- d. approval of minutes of this meeting

-In preparing the title fly, you should include:

- a. a report title.
- b. identification of the writer and authorizer or recipient.
- c. the date.
- d. all of the above.

-The executive summary serves as a preview of the report by including:

- a. the problem that the report addresses

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- b. the essential facts of the report
- c. the conclusions and recommendations.

d. all of the above

-Because your goal in writing the executive summary is to economize on the length of the report, as a general rule the executive summary is less than _____ of the length of the full report.

a. 1/10

b. 1/8

c. 1/4

d. 1/3

-Select the order in which most long reports are written:

a. introduction, body, conclusion

b. conclusion, introduction, body

c. recommendation, body, conclusion

d. none of the above

-In the introduction, the problem that the report addresses can be stated as:

a. a question.

b. an infinitive phrase.

c. a declarative statement.

d. all of the above.

-With respect to the limitations of some report projects, the writer should:

a. not mention the limitations because they are negative.

b. explain the limitations to the extent necessary to the reader.

c. prepare a table summarizing the limitations.

d. focus on the limitations.

-Arrange the prefatory parts of a long report in the correct order.

i. Title page

ii. Title fly

iii. Executive summary

iv. Table of contents/list of illustrations

a. i, ii, iii, iv

b. iv, iii, ii, i

c. ii, i, iv, iii

d. i, iv, ii, iii

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-The range for a set of numbers is:

- a. Calculated by adding up all of the figures and dividing by the number of samples.
- b. The number that is exactly in the middle.
- c. An easy way to compare various features.
- d. The high and low figures for a variable.

Part3:Re-Write Sentences

Omit

Here are some sentences including some words that could be omitted Try to omit them.

-He ordered some furniture that are of the classic type.

He ordered some furniture of the classic type.

-There are seven rules that should be followed.

There are seven rules to be followed.

-In the period between January and March, they detected the problem.

Between January and March, they detected the problem.

-The washing machines that were damaged were repaired.

The washing machines were repaired.

-His performance was excellent enough to allow him to qualify for the promotion.

His performance was excellent enough to qualify for the promotion.

-The division finances could be observed to be decreasing each new year.

The division finances is decreasing each new year.

-We have not received his rent payment covering invoices covering April and May.

*We have not received his rent payment invoices covering April and May.

*We have not received his rent payment covering invoices from April to May.

from passive voice to active voice

Convert the following sentences from passive voice to active voice.

-That policy has been supported by the management.

The management has supported that policy.

-The TV was damaged by Yasser.

Yasser damaged the TV.

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-The lab will be inspected by Dr. Ibrahim.

Dr. Ibrahim will inspect the lab

-The ball was thrown by him.

He threw the ball.

Positive

Write a positive phrase instead of each of the following negative phrases

-Your request doesn't make any sense.

Please clarify your request

-The damage won't be fixed for a week.

You can pick up your car next week.

-Although it wasn't our fault, there will be an unavoidable delay in your order.

You will receive your order as soon as we receive the shipment from our supplier,

which we expect to happen within 10 days.

-Due to unforeseen circumstances, I won't be able to attend your meeting.

Because my flight has been delayed for 3 days, I will miss for your meeting.

-I regret the misunderstanding.

I'll do my best to be more clear from now on.

-I was shocked to learn that you're unhappy.

Thank you for sharing your concerns about the service you received while shopping with us.

-Unfortunately, we haven't received your payment.

Your payment hasn't arrived yet.

-Employees cannot park in the customer parking lot.

Employees should park in the employee parking lot.

-The enclosed statement is wrong.

Please recheck the enclosed statement.

-I must refuse your request.

I will be out of town on the day you need me.

-We must deny your application.

The position has been filled.

-I am unable to grant your request.

Contact use again when you have established ..

-We cannot afford to continue the program.

The program will conclude on May 1.

-Much as I would like to attend...

Our budget meeting ends too late for me to attend.

-We must reject your proposal.

We've accepted the proposal from AAA Builders.

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-We must turn down your extension request.

Please send in your payment by June 15.

Coherent

Create a coherent paragraph out of the following sentences

-The boat was moored. The wind changed its direction. The boat hit the reef and went

aground. Rescue efforts were put in action. No one was hurt.

The boat was moored correctly. Suddenly, the wind changed its direction.

That is why,

the boat hit the reef and went aground. Immediate Rescue efforts were put in action.

Thus, no one was hurt.

SIMPLIFIED FORMAT

Subject: Hello Dear Mr. Ahmed

We have questions about additional data & arranging for a visit of a 150 m² apartment.

Convey my salute to your family.

Regards,
Ahmed Moataz

Please write a letter to Mr. Ahmed with direct and clear concerning questions about additional data & arranging for a visit of a 150 m² apartment that he advertised in the journal 10 April 2013.

Date: 11 April 2013

Subject: Enquiries about the 150 m² apartment

Dear Mr. Ahmed - Chairman of Lotus Company

After greetings

Reference to the advertisement in Al Akhbar Journal dated 10 April 2013 for the 150 m²

apartment located in Nasr City. We need you to provide us with additional information

concerning how many rooms it has, in which floor, its price. We would like also to arrange with you for a visit to this land Monday 15 April 2013.

Thank you in advance for your cooperation.

Regards,
Ahmed Moataz

Director of Procurement Section - A&M Company

23 Zahraa Street, Cairo, Egypt

Mobile: 01xxxxxxx - Tel: 02xxxxxxx

Fax: 02xxxxxxx - e-mail: xxxxxxxx@yahoo.com
www.AM.com

Which of the following should you put in the column "use" and which should be put in the column "don't use"?

a. (Ascertain – stop – discontinue – do – perform – find out – try – endeavor – end – terminate – begin – initiate – show - demonstrate).

Use: stop – do – find out – try – end – begin - show

b. (manpower – personnel – workers – policeman – police officer – man made – manufacture).

Use: personnel – workers – police officer - manufacture

c. (Along the lines of – like), (for the purpose of – for), (in accordance with – by), (in the meantime – meanwhile).

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Convert the slang words in the following sentences into formal words.

- The problem is really eating away at me.
- He is an iceman.
- Try not to make waves around the office.
- The Japanese are an easy mark because they usually carry cash.

Convert the following long sentences into short ones:

- Definitive action was effected subsequent to the reporting date.
- The company acceded to the proposition to terminate business.

Convert the following camouflaged verbs into a clear verb form:

- An arrangement was made to meet for lunch.
- The Application of the mixture was accomplished.

Which of these words are abstract and which are concrete?

(The majority - <2 percent), (The first among 18 competitors - The leading company), (100

% attendance record - Good attendance record), (Light in weight - Feather light), (big

amount of money - 12,000,000 LE), (In the near future - next Friday).

Concrete: <2 percent - The first among 18 competitors - 100 % attendance record

-

Feather light - 12,000,000 LE - next Friday.

Which of the following are expressing long words and which are expressing short words?

_ Prior to accelerating productive operation, the manager inspected the machine.

_ Before speeding up production, the manager inspected the machine.

_ That antiquated merchandising strategy is somewhat ineffectual in the operation of contemporary business.

_ That old sales strategy will not work in modern business.

You are working in AM Company. Write a message turning down a job applicant for a position of a sales officer.

Subject: Job Interview with AM Company

Dear Mr. Moataz

Thank you for taking the time to interview with AM Company last Friday. The screening committee enjoyed meeting you and learning about your extensive experience in the sales and marketing field.

As you know, we interviewed many qualified candidates, including you, and were pleased with the wide breadth of experience represented by the group. Because of our interest in developing the Chinese market, however, we have decided to hire one of the applicants who is proficient in the Chinese language.

I am sure that with your particular experience in the market, you will soon find a position that will capitalize on your expertise.

Thank you again for your interest in AM Company. We wish you the best in your future career.

Ahmed Omer

Chairman - AM Company

23 Zahraa Street, Cairo, Egypt

Mobile: 01xxxxxxx - Tel: 02xxxxxxx

Fax: 02xxxxxxx - e-mail: xxxxxxxx@yahoo.com

www.AM.com

You are working in a company. Write a message to fire an employee.

Form1

Dear Mr. Amr

As the economy worsens, our company has been greatly affected. The demand for our products and services has decreased.

Unfortunately, the company has decided to downsize the number of its employees to be able to cut costs. We are sorry to inform you that your position is one the positions that will be eliminated.

I am sure that with your particular experience in the market, you will soon find a position that will capitalize on your expertise.

Please let us know if we can assist you during your transition.

Regards,

Tamer Kamal

Human Resources Manager

Form2

Dear Mr. Amr

I must inform you that after three work quality counseling sessions with company management and two written warning letters about your poor work quality, there has not been an acceptable improvement evident in your work. As we discussed on 2/1/2013, you had to improve your work quality by 2/2/2013 to justify continued employment with this organization. The AM Company has tried to work with you in every way possible to develop your work skills and to meet our quality production needs. However it has become evident that your work quality is not up to the standards required of our employees in the position you were hired to perform. This leaves me with no choice but to tell you that your employment is terminated effective immediately. Please return all company property to office including your employee access badge. You will receive your final paycheck in two weeks.

Rega

rds,

Tam

er

Kam

al

Human Resources Manager

Determine which of the following phrases are used in report writing as:

1) opening,

2) background,

3) findings

4) recommendations.

1. A solution to the problem would be.....

2. As can be seen in graph 1.....

3. Overproduction is ongoing problem.

4. Presently we assess customer feedback by.....

5. Table 3 shows the results of a survey about.....

6. The action I would specifically recommend.....

7. The correct course of action would be to.....

8. The marketing department should implement.....

9. The purpose of this report is to.....

10. This report responds to the board's request for.....

11. This reports sets out to establish.....

12. This report will consider the following.....

13. Transport costs have increased more than 15%.

14. We can see from our results that we are losing market share

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To write short simple sentences, you should: Select one:

- a. use only short words
- b. **Eliminate unnecessary words.**
- c. combine thoughts into one sentence
- d. use fragments..

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 Select one:

- True
- False**

Writing skills are not so important in achieving business goals Select one:

- True
- False**

Use your active voice when you want your writing to be simple, direct and clear Select one:

- True**
- False

Understanding your reader is important but not fundamental to the success of any message Select one:

- True
- False**

Which of the following statements is most accurate with respect to sentence length? Select one:

- a. Short sentences generally communicate more effectively than long sentences**
- b. Long sentences should never be used
- c. Longer sentences are preferred they are more impressive
- d. Longer sentences are good because they emphasize more information

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A verbal business message is the primary mode for passing a message

True

False

According to the readability studies, sentences intended to communicate to the middle-level reader should average about:

Select one:

- a. 16-18 lines per paragraph
- b. 20-24 lines per paragraph
- c. 10-14 lines per paragraph
- d. 8-10 lines per paragraph**

The topic sentence of a paragraph may be: Select one:

- a. at the end
- b. Any of the positions above**
- c. At the beginning
- d. Within the paragraph

A business message is related to the business and has precise content Select one:

True

False

Report Writing & Presentation _ IT Quiz 1

Choose the correct answer:

1. The business message could not be.....
 - a. Verbal
 - b. Conceptual
 - c. Positive
 - d. Persuasive

2. Which one of the following is one of the fundamentals of business writing?
 - a. The wordiness
 - b. Commercial language
 - c. Precision
 - d. All of the above

3. The first step in the communication process is:
 - a. Considering possible communication strategies.
 - b. Sensing a need.
 - c. Selecting a course of action.
 - d. Deciding on a response.

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4. When we consider the communication activities of an organization from an overall point of view, the activities fall into three broad categories:
 - a. electronic, face-to-face, and internal
 - b. external operational, external, and personal
 - c. internal operational, external operational, and personal
 - d. operational, face-to-face, and personal

5. Which of the following is not an example of external-operational?
 - a. the company's web site
 - b. radio and television advertising
 - c. magazine advertising
 - d. Instruction given by superiors.

6. Technical words:
 - a. Are proper if all the readers understand them.
 - b. Should be used to impress the reader.
 - c. Should be avoided because they may not be in the spell check program.
 - d. Should be avoided because they lead to unwanted legal recourse.

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7. Which one of the following is considered a short word:
- a. Discontinue
 - b. Ascertain
 - c. Initiate
 - d. Try
8. Select the word that is least discriminatory:
- a. Policeman
 - b. Police officer
 - c. Manpower
 - d. Lawyer lady
9. The document revision stage includes which of the following steps?
- a. Evaluating your work.
 - b. Adding, deleting, substituting, or rearranging.
 - c. Proofreading the final copy.
 - d. All of the above.

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10. Choose the strongest combination for good business writing.

- a. Short words, short sentences, short paragraphs
- b. Long words, short sentences, short paragraphs
- c. Short words, long sentences, short paragraphs
- d. Short words, short sentences, long paragraphs

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Rewrite the following sentences again

- 1- Employees cannot park in the customer parking lot.(convert into a positive phrase)
- 2- The lab will be inspected by the technician. (convert into active voice)
- 3- Alia threw the ball. (convert into passive voice)
- 4- Our company has earned a big amount of money. (convert abstract words into concrete)
- 5- The minority of our clients are satisfied. (convert abstract words into concrete)
- 6-The application of the order was accomplished. (convert camouflaged verb into clear verb)
- 7- The manager had a discussion with the employee. (convert camouflaged verb into clear verb)
- 8- If the candidate scores 400 on the employment test, he is eligible to be hired.
(convert into a less discriminatory sentence)
- 9- Try not to make waves around the office. (convert slang words into formal words)
- 10- In the period between April and May, they discovered the problem. (omit unnecessary words)
- 11- The company acceded to the proposition to terminate business.
(convert into a short sentence)
- 12- We have to initiate the program. (use a common word)

	Answer
	Employees should park in the employees' parking lot.
	The technician will inspect the lab.
	The ball was thrown by Alia.
	Our company has earned 12,000,000 LE.
	10% of our clients are satisfied.
	The order was applied.
	The manager discussed the employee.
	If the candidates score 400 on the employment test, they are eligible to be hired
	Try not to cause trouble at the office.
0	Between April and May, they discovered the problem.
1	The company agreed to quit business.

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2	We have to start the program.

Report Writing & Presentation **Assignment 1**

True or False

1. Writing helps you to remember information. **True**
2. Writing is important because your understanding will be evaluated in school and community. **True**
3. There are some reasons for writing which are intellectual reasons and practical reasons. **True**
4. A business message is related to the emotions and has a vague content. **False**
5. A negative business message is designed to send the message to the receiver with a sense of fear and professionalism. **True**
6. Most, if not all, writers need to revise. **True**
7. If you count the number of rules you know, you will be a god writer. **False**
8. By getting feedback from others, people learn how to write well and what not to write. **True**
9. A written message is frequently passed on to carry out the routine business activities. **False**
10. Communication is playing an important role in daily affairs. **True**
11. Writing skills are not so important in achieving business goals. **False**
12. A positive business message is used to convey details about an upcoming event. **False**
13. Good writers edit immediately, even while they are writing a first draft. **False**
14. The opening and closing paragraphs are so important for leaving good impression on the reader. **True**
15. Feedback can be helpful throughout the writing process. **True**

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16. Reading can help you to be a better writer. **True**

17. Writing commercial language is one of the writer's talents for effective writing. **False**

Choose the correct answer:

1. One of the main reasons for writing is not
 - a. Intellectual reasons
 - b. Applying for a job
 - c. Web writing
 - d. Conceptual reasons

2. The last step in the communication process is:
 - a. Considering possible communication strategies
 - b. Replying to the message
 - c. Deciding on a response
 - d. Selecting a course of action

3. The business message could not be
 - a. Verbal
 - b. Conceptual
 - c. Positive
 - d. Persuasive

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4. Which of the following is not an example of internal operational communication
 - a. Giving directives
 - b. Constructing reports
 - c. Placing orders and suppliers
 - d. Requesting data from subordinates

5. Which one of the following is one of the fundamentals of business writing
 - a. The wordiness
 - b. Commercial language
 - c. Precision
 - d. All of the above

6. The document revision stage includes which of the following steps?
 - a. Evaluating your work
 - b. Adding, deleting, substituting, or rearranging
 - c. Proofreading the final copy
 - d. All of the above

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7. The first step in the communication process is:
- a. Considering possible communication strategies.
 - b. Sensing a need.
 - c. Selecting a course of action.
 - d. Deciding on a response.
 - e. Replying to the message.
8. When we consider the communication activities of an organization from an overall point of view, the activities fall into three broad categories: _____.
- a. electronic, face-to-face, and internal
 - b. external operational, external, and personal
 - c. internal operational, external operational, and personal
 - d. operational, face-to-face, and personal
9. External communication can involve communicating with_____.
- a. Suppliers
 - b. service companies
 - c. customers
 - d. all of the above
 - e. Colleagues

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

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

11. Courtesy means:

- a. Showing consideration for your correspondent.
- b. Using polite phrases.
- c. All of the above.
- d. None of the above.
- e. Adopting the right tone.

12. Which of the following is not something that enhances your writing skills?

- 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.

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13. The document revision stage includes which of the following steps?

- 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.

14. In choosing the words for a message to multiple readers, you should:

- a. Select words that impress the reader.
- b. Select words all your readers clearly understand.
- c. Write to the person in the group with the highest level of understanding so that you do not come across uneducated.
- d. None of the above.

15. Technical words:

- a. Are proper if all the readers understand them.
- b. Should be used to impress the reader.
- c. Should be avoided because they may not be in the spell check program.
- d. Should be avoided because they lead to unwanted legal recourse.

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16. The purpose of using concrete words is to:

- 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.

17. Select the sentence that is least discriminatory:

- a. If a soldier tests positive for drugs, he is discharged from the service.
- b. I'll ask my girl to get the report for you.
- c. Selected for the committee were an actor, a doctor, and a lady lawyer.
- d. If the candidate scores 400 on the employment test, he or she is eligible to be hired.

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The following is a Bad Business Message: you should highlight the weakness in the message (vague, not to the point, etc...) and criticize it.

Subject: Hello

Dear Mr. Amer,

Business communication is very important now a day. People do not give much attention to this issues in spite of its great impact on their social life and business. There is many presentations (attached one of them) that present in an interesting way the benefit of being good communicator.

One could enhance his communication, presentation and negotiation by training, workshops,...etc.

Say hi to your esteemed family.

Regards

Tamer

- 1- There is no date.
- 2- There is a subject but it does not present the content of the letter.
- 3- There is no attachment.
- 4- We know the sender name but we have no information about his title, the company he works for, or his contact numbers.
- 5- There are spelling and grammar mistakes. "there is many presentation", "one could enhances", being good communicator", "this issues", & communication.
- 6- The objective of this letter is vague. We do not know what the sender wants to tell the receiver or what he asks him to do.
- 7- There is a repetition in the first paragraph. "Business communication is very important now a day"& "in spite of its great impact on their social life and business"
- 8- The last paragraph does not present as a one. It should be a concluding, instructive,.....
- 9- The ending is not professional "Say hi to your esteemed family".

برجاء مراجعة الرسالة التالية واذكر عيوبها

الموضوع :عرض لتقديم استشارة في إدارة دراسة المشاريع

الأستاذ/ مهند علي - رئيس مجلس إدارة شركة زهرة للاستثمار العقاري

بعد صباح الخير

بالإشارة إلى الموضوع عالية والاجتماع الذي تم مع سادتكتم أمس، مرفق العرض المالي و الفني لتقديم خدماتنا الاستشارية في إحدى المجالات إلى شركتكم الموقرة.

أملين أن يجوز العرض قبول معاليكم و سيادتكم.

و تفضلوا بقبول فائق الاحترام والتحية و التقدير،،،

رامي بك عادل

استشاري إدارة مشروعات

- لا يوجد تاريخ.
- لا يوجد مرفقات.
- غير مذكور اسم المجال أو المشروع المقدم لأجله العرض.
- التكرار.
- لا يوجد بيانات اتصال خاصة بالمرسل.
- استخدام لقب غير رسمي.

Please write a letter to Mr. Zaher with indirect and unclear concerning questions about

additional data & arranging for a visit of a 400 m2 villa that he advertised in the journal

15 May 2014.

Subject: Hello

Dear Mr. Zaher

We have questions about additional data & arranging for a visit of a 400 m2 villa.

Convey my salute to your family.

Regards,

Ahmed Moataz

Made By: Eng/General

Report Writing & Presentation **Assignment 2**

1. True or False

- i. Understanding your reader is important and fundamental to the success of any message. True**
- ii. 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. False**
- iii. Miscommunication can occur because people have different ways of understanding messages. True**
- iv. Avoid short, common words, because they sound unfriendly. False**
- v. Use your active voice when you want your writing to be simple, direct and clear.
True**
- vi. Active voice strengthens your writing. True**
- vii. The passive voice is used to emphasize a subject. False**

2. Choose the correct answer:

- i. In choosing the words for a message to multiple readers, you should:**
 - a. Select words that impress the reader.**
 - b. Select words all your readers clearly understand.**
 - c. Write to the person in the group with the highest level of understanding so that you do not come across uneducated.**
 - d. None of the above.**

Made By: Eng/General

- ii. In order to communicate more effectively, the writer should:
 - a. Consider the reader.
 - b. Choose appropriate words.
 - c. Simplify the wording.
 - d. All of the above

- iii. According to the readability studies, sentences intended to communicate to themiddle-level reader should average about:
 - a. 8-10 lines per paragraph
 - b. 10-14 lines per paragraph.
 - c. 16-18 lines per paragraph.
 - d. 20-24 lines per paragraph.

- iv. Mark the answer that is inconsistent with the concept of economizing on words.
 - a. cluttering phrases
 - b. surplus words
 - c. needless repetition
 - d. all of the above

- v. Short sentences:
 - a. should never be used.
 - b. emphasize content.
 - c. de-emphasize content.
 - d. none of the above

Made By: Eng/General

- vi. The topic sentence of a paragraph may be:
- a. at the end.
 - b. Within the paragraph.
 - c. At the beginning.
 - d. Any of the positions above.
- vii. 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
- viii. Passive voice is preferable in all of the below situations except:
- a. When the performer is not important.
 - b. When the performer is not known.
 - c. When the writer wants to name the performer.
 - d. When you don't know the performer but others do.
- ix. 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.

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3. Which of the following should you put in the column "use" and which should be put in the column "don't use"?
- a. (Ascertain – stop – discontinue – do – perform – find out – try – endeavor – end – terminate – begin – initiate – show - demonstrate).
Use: stop – do – find out – try – end – begin - show
- b. (manpower – personnel – workers – policeman – police officer – man made – manufacture).
Use: personnel – workers – police officer - manufacture
- c. (Along the lines of – like), (for the purpose of – for), (in accordance with – by), (in the meantime – meanwhile).
Use: like – for – by - meanwhile
4. Convert the slang words in the following sentences into formal words.
- The problem is really eating away at me.
The problem is bothering me.
 - He is an iceman.
He has nerves of steel.
 - Try not to make waves around the office.
Try not to cause trouble at the office.
 - The Japanese are an easy mark because they usually carry cash.
The Japanese are likely victims because they usually carry cash.

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5. Convert the following long sentences into short ones:

- Definitive action was effected subsequent to the reporting date. **Final action was taken after the reporting date.**
- The company acceded to the proposition to terminate business. **The company agreed to quit business.**

6. Convert the following camouflaged verbs into a clear verb form:

- An arrangement was made to meet for lunch. **They arranged to meet for lunch.**
- The Application of the mixture was accomplished. **We applied the mixture.**

7. Which of these words are abstract and which are concrete?

(The majority - 80 percent), (The first among 100 competitors-The leading company), (85 % attendance record- Good attendance record), (Light in weight - Feather light), (big amount of money – 5,000,000 LE), (In the near future – next Sunday).

Concrete: 80 percent - The first among 100 competitors - 85 % attendance record - Feather light - 5,000,000 LE - next Sunday.

8. Which of the following are expressing long words and which are expressing short words?

- Prior to accelerating productive operation, the manager inspected the machine.
- **Before speeding up production, the manager inspected the machine.**
- **That old sales strategy will not work in modern business.**
- That antiquated merchandising strategy is somewhat ineffectual in the operation of contemporary business.

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9. Here are some sentences including some words that could be omitted. Try to omit them.

- He ordered some furniture that are of the classic type. **He ordered some furniture of the classic type.**
- There are seven rules that should be followed. **There are seven rules to be followed.**
- In the period between January and March, they detected the problem. **Between January and March, they detected the problem.**
- The washing machines that were damaged were repaired. **The washing machines were repaired.**
- His performance was excellent enough to allow him to qualify for the promotion. **His performance was excellent enough to qualify for the promotion.**
- The division finances could be observed to be decreasing each new year. **The division finances are decreasing each new year.**
- We have not received his rent payment covering invoices covering April and May. **We have not received his rent payment invoices covering April and May.**
We have not received his rent payment covering invoices from April to May.

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10. Convert the following sentences from passive voice to active voice.

- That policy has been supported by the worker. **The worker has supported that policy.**
- The TV was damaged by Ali. **Ali damaged the TV.**
- The lab will be inspected by Dr. Tamer. **Dr. Tamer will inspect the lab.**
- The ball was thrown by him. **He threw the ball.**

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11. Create a coherent paragraph out of the following sentences:

The boat was moored. The wind changed its direction. The boat hit the reef and went aground. Rescue efforts were put in action. No one was hurt.

The boat was moored correctly. Suddenly, the wind changed its direction. That is why, the boat hit the reef and went aground. Immediate Rescue efforts were put in action. Thus, no one was hurt.

12. Write a positive phrase instead of each of the following negative phrases

- Your request doesn't make any sense. **Please clarify your request**
- The damage won't be fixed for a week. **You can pick up your car next week.**
- Although it wasn't our fault, there will be an unavoidable delay in your order. **You will receive your order as soon as we receive the shipment from our supplier, which we expect to happen within 10 days.**
- Due to unforeseen circumstances, I won't be able to attend your meeting. **Because my flight has been delayed for 3 days, I will miss for your meeting.**
- I regret the misunderstanding. **I'll do my best to be more clear from now on.**
- I was shocked to learn that you're unhappy. **Thank you for sharing your concerns about the service you received while shopping with us.**

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- Unfortunately, we haven't received your payment.
Your payment hasn't arrived yet.
- Employees cannot park in the customer parking lot.
Employees should park in the employee parking lot.
- The enclosed statement is wrong.
Please recheck the enclosed statement.
- I must refuse your request.
I will be out of town on the day you need me.
- We must deny your application.
The position has been filled.
- I am unable to grant your request.
Contact use again when you have established...
- We cannot afford to continue the program.
The program will conclude on May 1.
- Much as I would like to attend...
Our budget meeting ends too late for me to attend.
- We must reject your proposal.
We've accepted the proposal from AAA Builders.
- We must turn down your extension request.
Please send in your payment by June 15.

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13. You are working in AM Company. Write a message turning down a job applicant for a position of a sales officer.

Subject: Job Interview with AM Company

Dear Mr. Moataz

Thank you for taking the time to interview with AM Company last Friday. The screening committee enjoyed meeting you and learning about your extensive experience in the sales and marketing field.

As you know, we interviewed many qualified candidates, including you, and were pleased with the wide breadth of experience represented by the group. Because of our interest in developing the Chinese market, however, we have decided to hire one of the applicants who is proficient in the Chinese language.

I am sure that with your particular experience in the market, you will soon find a position that will capitalize on your expertise.

Thank you again for your interest in AM Company. We wish you the best in your future career.

Ahmed Omer

Chairman - AM Company

23 Zahraa Street, Cairo, Egypt

Mobile: 01xxxxxxx - Tel:

02xxxxxxx

Fax: 02xxxxxxx - e-mail: xxxxxxxx@yahoo.com

www.AM.com

Made By: Eng/General

Report Writing & Presentation

Assignment 3

A. True or False

1. Understanding your reader is important but not fundamental to the success of any message. **False**
2. The report is the presentation of information that serves a business purpose. **True**
3. When you begin a report it is not necessary to find a need. **False**
4. After knowing the problem of the report, you have to know how to solve it and determine the factors of the problem. **True**
5. The conventional system is using the Arabic numbers in presenting the major headings and letters of alphabet while Roman numbers in showing the lesser headings. **False**
6. You cannot turn your outline into a table of contents while writing a report. **False**
7. The headings for the table of contents should match exactly the heading of the report section. **True**
8. For informal situations, personal writing and for formal situations you should use impersonal writing. **True**
9. Most of the shorter, informal reports require little introductory material. **True**
10. Short reports do not solve routine problems. **False**
11. The routine report intended to be written in 5 minutes and read in 15 minutes. **False**
12. Most Web sites are reputable, so there's no reason to double check. **False**
13. You have an even-numbered list of sales figures; to calculate the median, take the two numbers in the center and divide by two. **True**

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14. Surveys and questionnaires are always useful, regardless of how well the questions are designed. False
15. To determine the range of a group of numbers, you must first know their average. False
16. Library sources are always credible, so there's no need to analyze them before you cite them. False

B. Choose the correct answer:

1. A _____ is an orderly and objective communication of factual information that serves a business purpose.
 - a. business report
 - b. newspaper
 - c. sports program
 - d. romance novel
2. A report's objectivity is based on
 - a. the boss's perspective
 - b. the writer's personal opinions
 - c. its unbiased approach
 - d. none of the above
3. After you have been assigned a report project, your first task is to:
 - a. get on the Internet and begin the research.
 - b. start writing.
 - c. delegate the assignment to a subordinate.
 - d. clarify the problem/need in your mind.

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4. The preliminary investigation of a report problem could involve
 - a. searching through printed materials.
 - b. gathering information from company files.
 - c. conferring with experts (internal or external).
 - d. d. all of the above.

5. Possible solutions or explanations to the problem are_____.
 - a. Hypotheses
 - b. Inquiries
 - c. data searches
 - d. epitomes

6. The best method of information gathering for a business report is_____.
 - a. personal investigation
 - b. experiments or surveys
 - c. library/online research
 - d. a combination of these based on the problem

7. To avoid human error, the writer should_____.
 - a. use reliable data
 - b. draw definite conclusions
 - c. use available information from any secondary source
 - d. all of the above

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8. Which of the arrangements listed below is the conventional system of numbering the following information?
- First-level heading
 - First second-level heading
 - Second second-level heading
 - First third-level heading
 - First third-level heading
- a. 1, A, B, i, ii
- b. A, 1, 2, a, b
- c. I, A, B, 1, 2
- d. a, 1, 2, I, II
9. The most common bases for dividing the report are
- a. time, cost, quality, and factor.
 - b. time, place, quantity, and factor.
 - c. time, place, cost, and price.
 - d. time, place, profit, and factor.
10. Select the best statement from the following.
- a. Only topic headings should be used.
 - b. Only talking headings should be used.
 - c. Topic headings give the reader more information.
 - d. Talking headings give the reader more information.

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11. According to the text, the most frequently read part(s) of a report is/are
- The beginning
 - The ending
 - The beginning and ending
 - The findings parts
12. Shorter reports have little need for introductory information because:
- they are often not read.
 - they concern familiar day-to-day problems.
 - they are intended for many readers.
 - they will be kept on file for future readers
13. The sequence consisting of a summary or recommendation followed by an explanation represents the _____ order.
- Indirect
 - Indiscreet
 - Direct
 - discretionary
14. The sequence consisting of an explanation followed by a conclusion or recommendation represents the _____ order.
- Indirect
 - Indiscreet
 - Direct
 - discretionary

Made By: Eng/General

15. Identify which of the following is not a reason for writing short reports in a more personal style.

- a. They are generally communications between people who know each other.
- b. They involve a professional relationship.
- c. They are routine.
- d. None of the above.

16. Well-written meeting minutes should:

- a. be a verbatim transcript of the discussion.
- b. be a summary that reports the important discussions.
- c. not use subheadings.
- d. exclude insignificant items as attendance, time and place.

17. Which item should not be included in the body of the meeting minutes?

- a. meeting announcements
- b. old business
- c. place and time of the next meeting
- d. approval of minutes of this meeting

18. In preparing the title fly, you should include:

- a. a report title.
- b. identification of the writer and authorizer or recipient.
- c. the date.
- d. all of the above.

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19. The executive summary serves as a preview of the report by including:
- a. the problem that the report addresses
 - b. the essential facts of the report
 - c. the conclusions and recommendations.
 - d. all of the above
20. Because your goal in writing the executive summary is to economize on the length of the report, as a general rule the executive summary is less than _____ of the length of the full report.
- a. 1/10
 - b. 1/8
 - c. 1/4
 - d. 1/3
21. Select the order in which most long reports are written:
- a. introduction, body, conclusion
 - b. conclusion, introduction, body
 - c. recommendation, body, conclusion
 - d. none of the above
22. In the introduction, the problem that the report addresses can be stated as:
- a. a question.
 - b. an infinitive phrase.
 - c. a declarative statement.
 - d. all of the above.

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23. With respect to the limitations of some report projects, the writer should:

- a. not mention the limitations because they are negative.
- b. explain the limitations to the extent necessary to the reader.
- c. prepare a table summarizing the limitations.
- d. focus on the limitations.

24. Arrange the prefatory parts of a long report in the correct order.

- i. Title page
 - ii. Title fly
 - iii. Executive summary
 - iv. Table of contents/list of illustrations
-
- a. i, ii, iii, iv
 - b. iv, iii, ii, i
 - c. ii, i, iv, iii
 - d. i, iv, ii, iii

25. The range for a set of numbers is:

- a. Calculated by adding up all of the figures and dividing by the number of samples.
- b. The number that is exactly in the middle.
- c. An easy way to compare various features.
- d. The high and low figures for a variable.

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B. Determine which of the following phrases are used in report writing as: 1) opening, 2) background, 3) findings, and 4) recommendations.

1. A solution to the problem would be.....
2. As can be seen in graph 1.....
3. Overproduction is ongoing problem.
4. Presently we assess customer feedback by.....
5. Table 3 shows the results of a survey about.....
6. The action I would specifically recommend.....
7. The correct course of action would be to.....
8. The marketing department should implement.....
9. The purpose of this report is to.....
10. This report responds to the board's request for.....
11. This reports sets out to establish.....
12. This report will consider the following.....
13. Transport costs have increased more than 15%.
14. We can see from our results that we are losing market share.

C. Determine which of the following is considered a topic heading or a talking heading.

Present the machine – description – cost – electricity - Operation and analysis of the machine problems - Description of the output errors - The increase of the operationalcost - Consumption of too much electricity

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Report Writing & Presentation

Assignment 4

A. True or False

1. The body is where you write the content of the letter. True
2. You should include the return address of the sender of the letter. True
3. You should never sign a letter. Only type your name in printed letters. False
4. The subject line is used so that both the sender and the receiver can identify the subject of the correspondence quickly. True
5. You cannot enclose other documents to the letter. False
6. The layout of a letter cannot negatively impress the reader. False
7. Nowadays, we emphasize on choosing words, particularly on use of a firm and affected way of expressing consideration. False
8. Letters are used mainly for corresponding with people inside your organization. False
9. By using standard phrases, you can give a dull tone to your business letters. False
10. You can't send a letter to someone you don't know. False
11. The internal memo proposal is used to convey suggestions to senior management. True
12. The problem-solving memo suggests a specific action to improve a situation. True
13. Memos bring attention to problems but they don't solve problems. False
14. The first paragraph of a persuasion memo usually begins with an agreeable point. True
15. Some companies have stationary printed especially for memos. True

Made By: Eng/General

16. Don't use solid capital letters in writing emails. People will think you are shouting.
True
17. Using an abbreviation like "LOL" is suitable for formal email messages. False
18. It is fine to write slang in a casual email message. True
19. It is not important to include your company and position in email messages to other businesses, since the receiver already knows who you are. False
20. An informal email message avoids personal references and abbreviation. False
21. The recipients will know about the others receiving the message through the BCC field. False
22. Emails could be ignored or postponed since they permit slow exchange of information. False
23. Business oral report is the coverage of factual business information. True
24. In contrast to written reports, planning is not the first step in preparing the oral report. False
25. It is a good idea to use big words in your oral reports. Big words impress the audience. False
26. The listening process involves filtering and remembering the spoken words. True
27. The larger the vocabulary one has the more choices he has. True
28. Using voice, style and wording in an oral messages intended to adults is different than that intended to children. True
29. Physical movements can help your speaking. True
30. Rehearsing your presentation is necessary for practicing and judging your time.
True
31. You can't determine the reaction of the audience from their facial expressions.
False
32. The end of the presentation must be as strong as its opening. True

Made By: Eng/General

33. You should always put your opener and close in notes in advance and try to memorize them to sound natural and effective while making the presentation. True
34. Training sessions in an organization sometimes aim at convincing the employees to follow the organization's rules and procedures. True
35. To avoid difficult questions, avoid making sheets of paper available to your audience. That's to prevent them from writing down difficult questions during your presentation. False
36. If the question reflects a lack of understanding from the questioner part, show the questioner that he didn't understand what you were talking about. False
37. During the period of the questions, don't nod your head to show that you understood the question, as audience will interpret that you agree with the questioner. True
38. Always take time to think before you answer all questions. True
39. Treat each objection in a serious way and try to think of how to deal with it. True
40. While talking you can answer the questions or objections that you expect from your audience. True
41. Always present your argument from the audience point of view, showing what benefits are waiting for them. True

I. Identify which of these sentences are true and false (7 Marks)

- 1- Communication is playing an important role in daily affairs.
- 2- Writing does not help you to remember information.
- 3- A business message is related to the business and has precise content.
- 4- It is important to count the number of rules you know to write well.
- 5- A written message is frequently passed on to carry out the routine business activities.
- 6- Writing skills are not so important in achieving business goals.
- 7- Proofreading should be done after you finish revising and editing.
- 8- Feedback can be helpful throughout the writing process.
- 9- Writing commercial language is one of the writer's talents for effective writing.
- 10- 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.
- 11- Avoid short, common words, because they sound unfriendly.
- 12- Active voice strengthens your writing.
- 13- Knowing all you can about your reader improves the chances the message will work.
- 14- If readers are disappointed by a message, it can be categorized as negative.

II- Choose the correct answer (7 Marks)

1- Writing skills is so important asset for:

- a. Applying for a job.
- b. Education.
- c. Scientific papers.
- d. All of the above.

Made By: Eng/General

2- In choosing the words for a message to multiple readers, you should:

- a. Select words that impress the reader.
- b. Select words all your readers clearly understand.
- c. Write to the person in the group with the highest level of understanding so that you do not come across uneducated.
- d. None of the above.

3- According to the readability studies, sentences intended to communicate to the middle-level

reader should average about:

- a. 8-10 lines per paragraph
- b. 10-14 lines per paragraph.
- c. 16-18 lines per paragraph.
- d. 20-24 lines per paragraph.

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

- a. cluttering phrases
- b. surplus words
- c. needless repetition
- d. all of the above

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

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

5- 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 will gladly make an adjustment within the warranty period.
- c. We must refuse your credit application because of your unemployed status.
- d. We are sorry that your goods were damaged.

Made By: Eng/General

6- - The topic sentence of a paragraph may be:

- a. at the end.
- b. Within the paragraph.
- c. At any position.
- d. At the beginning

Choose the correct answer (7 Marks)

1- Writing skills is so important asset for:

- a. Applying for a job.
- b. Education.
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- d. All of the above.

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- b. Within the paragraph.
- c. At any position.
- d. At the beginning

Made By: Eng/General

Rewrite the following sentences again (6 Marks)

Q	Answer
1	Please clarify your request.
2	Amr damaged the radio.
3	The police has been supported by the man.
4	This class has 80% attendance record.
5	I can meet you for lunch next Friday.
6	We arranged to meet for dinner.
7	The children assisted their mother.
8	If players test positive for drugs, they are dismissed from the team.
9	The problem is really bothering me.
10	The elevator was repaired.
11	Final action was taken after the reporting date.
12	We have to end the program

TRUE OR FALSE

- **Writing does not help you to remember information. F**
- **Writing helps you to remember information. T**
- **Writing is important because your understanding will not be evaluated in school and community. T**
- **There are some reasons for writing which are intellectual reasons and practical reasons. T**
- **A business message is related to the business and has precise content. T**
- **A business message is related to the emotions and has a vague content. F**
- **A negative business message is designed to send the message to the receiver with a sense of fear and professionalism. T**
- **Most, if not all, writers need to revise. T**
- **It is ok for editing to precede revision. T**
- **It is important to count the number of rules you know to write well. F**
- **The opening and closing paragraphs are so important for leaving good impression on the reader. T**
- **By getting feedback from others, people learn how to write well and what not to write. T**



TRUE OR FALSE

- **A written message is frequently passed on to carry out the routine business activities. F**
- **Communication is playing an important role in daily affairs. T**
- **Writing skills are not so important in achieving business goals. F**
- **A positive business message is used to convey details about an upcoming event. F**
- **Proofreading should be done after you finish revising and editing. T**
- **Good writers edit immediately, even while they are writing a first draft. F**
- **The opening and closing paragraphs are so important for leaving good impression on the reader. T**
- **Feedback can be helpful throughout the writing process. T**
- **Reading can help you to be a better writer. T**
- **Writing commercial language is one of the writer's talents for effective writing. F**

TRUE OR FALSE

- **Understanding your reader is important and fundamental to the success of any message. T**
- **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. F**
- **Miscommunication can occur because people have different ways of understanding messages. T**
- **Avoid short, common words, because they sound unfriendly. F**
- **Use your active voice when you want your writing to be simple, direct and clear. T**
- **Active voice strengthens your writing. T**
- **The passive voice is used to emphasize a subject. F**
- **Understanding your reader is important but not fundamental to the success of any message. F**
- **The report is the presentation of information that serves a business purpose. T**

When you begin a report it is not necessary to find a need. F

- **After knowing the problem of the report, you have to know how to solve it and determine the factors of the problem. T**
-

TRUE OR FALSE

- The conventional system is using the Arabic numbers in presenting the major headings and letters of alphabet while Roman numbers in showing the lesser headings. **F**
- You cannot turn your outline into a table of contents while writing a report. **F**
- The headings for the table of contents should match exactly the heading of the report section. **T**
- For informal situations, personal writing and for formal situations you should use impersonal writing. **T**
- Most of the shorter, informal reports require little introductory material. **T**
- Short reports do not solve routine problems. **F**

Made By: Eng/General

The routine report intended to be written in 5 minutes and read in 15 minutes. **F**

- Most Web sites are reputable, so there's no reason to double check. **F**
- You have an even-numbered list of sales figures; to calculate the median, take the two numbers in the center and divide by two. **T**
- Surveys and questionnaires are always useful, regardless of how well the questions are designed. **F**
- To determine the range of a group of numbers, you must first know their average. **F**
- Library sources are always credible, so there's no need to analyze them before you cite them. **F**

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CHOOSE THE CORRECT ANSWER

1. One of the main reasons for writing is not

1. Intellectual reasons
2. Applying for a job
3. Web writing

4. Conceptual reasons

2. The last step in the communication process is:

1. Considering possible communication strategies

2. Replying to the message

3. Deciding on a response
4. Selecting a course of action

3. The business message could not be

1. Verbal

2. Conceptual

3. Positive
4. Persuasive

CHOOSE THE CORRECT ANSWER

4. Which of the following is not an example of internal operational communication ?

1. Giving directives
2. Constructing reports

3. Placing orders and suppliers

Requesting data from subordinates

5. Which one of the following is one of the fundamentals of business writing ?

1. The wordiness
2. Commercial language

3. Precision

4. All of the above

6. The document revision stage includes which of the following steps?

1. Evaluating your work
2. Adding, deleting, substituting, or rearranging
3. Proofreading the final copy

4. All of the above

CHOOSE THE CORRECT ANSWER

7. The first step in the communication process is:

1. Considering possible communication strategies.
2. **Sensing a need.**
3. Selecting a course of action.
4. Deciding on a response.
5. Replying to the message.

8. When we consider the communication activities of an organization from an overall point of view, the activities fall into three broad categories:

_____.

1. electronic, face-to-face, and internal
2. external operational, external, and personal
3. **internal operational, external operational, and personal**
4. operational, face-to-face, and personal



CHOOSE THE CORRECT ANSWER

9. External communication can involve communicating with _____.

1. Suppliers
2. service companies
3. customers
- 4. all of the above**
5. Colleagues

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

1. the company's web site
2. radio and television advertising
3. magazine
4. Advertising
- 5. Instruction given by superiors.**



CHOOSE THE CORRECT ANSWER

11. Courtesy means:

1. Showing consideration for your correspondent.
2. Using polite phrases.
- 3. All of the above.**
4. None of the above.
5. Adopting the right tone.

12. Which of the following is not something that enhances your writing skills?

1. You should consider other's feedback.
2. You should want to write.
- 3. You should encourage others to write.**
4. You should write.
5. You should read.

CHOOSE THE CORRECT ANSWER

13. The document revision stage includes which of the following steps?

1. Evaluating your work.
2. Adding, deleting, substituting, or rearranging.
3. Proofreading the final copy.
4. **All of the above.**
5. None of the above.

14. In choosing the words for a message to multiple readers, you should:

1. Select words that impress the reader.
2. **Select words all your readers clearly understand.**
3. Write to the person in the group with the highest level of understanding so that you do not come across uneducated.
4. None of the above.

CHOOSE THE CORRECT ANSWER

15. Technical words:

1. **Are proper if all the readers understand them.**
2. Should be used to impress the reader.
3. Should be avoided because they may not be in the spell check program.
4. Should be avoided because they lead to unwanted legal recourse.

16. The purpose of using concrete words is to:

1. Be vague with the reader.
2. Create abstract thought.
3. Discuss things that cannot be seen, touched, or smelled.
4. **Be specific in meaning.**

CHOOSE THE CORRECT ANSWER

17. Select the sentence that is least discriminatory:

1. If a soldier tests positive for drugs, he is discharged from the service.
2. I'll ask my girl to get the report for you.
3. Selected for the committee were an actor, a doctor, and a lady lawyer.
4. **If the candidate scores 400 on the employment test, he or she is eligible to be hired.**

In choosing the words for a message to multiple readers, you should:

- a. Select words that impress the reader.
- b. Select words all your readers clearly understand.**
- c. Write to the person in the group with the highest level of understanding so that you do not come across uneducated.
- d. None of the above.

In order to communicate more effectively, the writer should:

- a. Consider the reader.
- b. Choose appropriate words.
- c. Simplify the wording.

d. All of the above

○ **According to the readability studies, sentences intended to communicate to themiddle-level reader should averageabout:**

- **a. 8-10 lines per paragraph**
- b. 10-14 lines per paragraph.
- c. 16-18 lines per paragraph.
- d. 20-24 lines per paragraph.

Made By: Eng/General

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

- a. cluttering phrases
- b. surplus words
- c. needless repetition
- d. all of the above**

Short sentences:

- a. should never be used.
- b. emphasize content.**
- c. de-emphasize content.
- d. none of the above

The topic sentence of a paragraph may be:

- a. at the end.
- b. Within the paragraph.
- c. At the beginning.
- d. Any of the positions above.**

Made By: Eng/General

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

Passive voice is preferable in all of the below situationsexcept:

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

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. e will gladly make an adjustment within the warranty period.**

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1. A _____ is an orderly and objective communication of factual information that serves a business purpose.

a. business report

b. newspaper

c. sports program

d. romance novel

2. A report's objectivity is based on

a. the boss's perspective

b. the writer's personal opinions

c. its unbiased approach

d. none of the above

3. After you have been assigned a report project, your first task is to:

a. get on the Internet and begin the research.

b. start writing.

c. delegate the assignment to a subordinate.

d. clarify the problem/need in your mind.

4. The preliminary investigation of a report problem could involve

a. searching through printed materials.

b. gathering information from company files.

c. conferring with experts (internal or external).

d. all of the above.



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5. Possible solutions or explanations to the problem are _____.

a. *Hypotheses*

b. Inquiries

c. data searches

d. epitomes

6. The best method of information gathering for a business report is _____.

a. personal investigation

b. experiments or surveys

c. library/online research

d. *a combination of these based on the problem*

7. To avoid human error, the writer should _____.

a. *use reliable data*

b. draw definite conclusions

c. use available information from any secondary source

d. all of the above



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9. The most common bases for dividing the report are

a. time, cost, quality, and factor.

b. time, place, quantity, and factor.

c. time, place, cost, and price.

d. time, place, profit, and factor.

10. Select the best statement from the following.

a. Only topic headings should be used.

b. Only talking headings should be used.

c. Topic headings give the reader more information.

d. Talking headings give the reader more information.

11. According to the text, the most frequently read part(s) of a report is/are

a. The beginning

b. The ending

c. The beginning and ending

d. The findings parts

12. Shorter reports have little need for introductory information because:

a. they are often not read.

b. they concern familiar day-to-day problems.

c. they are intended for many readers.

d. they will be kept on file for future readers

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13. The sequence consisting of a summary or recommendation followed by an explanation represents the _____ order.

- a. Indirect
- b. Indiscreet

c. Direct

d. discretionary

14. The sequence consisting of an explanation followed by a conclusion or recommendation represents the _____ order.

a. Indirect

b. Indiscreet

c. Direct

d. discretionary

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15. Identify which of the following is not a reason for writing short reports in a more personal style.

a. They are generally communications between people who know each other.

b. *They involve a professional relationship.*

c. They are routine.

d. None of the above.

16. Well-written meeting minutes should:

a. be a verbatim transcript of the discussion.

b. *be a summary that reports the important discussions.*

c. not use subheadings.

d. exclude insignificant items as attendance, time and place.

17. Which item should not be included in the body of the meeting minutes?

a. meeting announcements

b. old business

c. place and time of the next meeting

d. *approval of minutes of this meeting*

18. In preparing the title fly, you should include:

a. *a report title.*

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b. identification of the writer and authorizer or recipient.

c. the date.

d. all of the above.

19. The executive summary serves as a preview of the report by including:

a. the problem that the report addresses

b. the essential facts of the report

c. the conclusions and recommendations.

d. all of the above

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20. Because your goal in writing the executive summary is to economize on the length of the report, as a general rule the executive summary is less than _____ of the length of the full report.

a. 1/10

b. 1/8

c. 1/4

d. 1/3

21. Select the order in which most long reports are written:

a. introduction, body, conclusion

b. conclusion, introduction, body

c. recommendation, body, conclusion

d. none of the above

22. In the introduction, the problem that the report addresses can be stated as:

a. a question.

b. an infinitive phrase.

c. a declarative statement.

d. all of the above.

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23. With respect to the limitations of some report projects, the writer should:

a. not mention the limitations because they are negative.

b. explain the limitations to the extent necessary to the reader.

c. prepare a table summarizing the limitations.

d. focus on the limitations.

24. Arrange the prefatory parts of a long report in the correct order.

i. Title page

ii. Title fly

iii. Executive summary

iv. Table of contents/list of illustrations

a. i, ii, iii, iv

b. iv, iii, ii, i

c. ii, i, iv, iii

d. i, iv, ii, iii

25. The range for a set of numbers is:

a. Calculated by adding up all of the figures and dividing by the number of samples.

b. The number that is exactly in the middle.

c. An easy way to compare various features.

d. The high and low figures for a variable

WHICH OF THE FOLLOWING SHOULD YOU PUT IN THE COLUMN "USE" AND WHICH SHOULD BEPUT IN THE COLUMN "DON'T USE"?

a. (Ascertain – stop – discontinue – do – perform – find out – try – endeavor –end – terminate – begin – initiate – show - demonstrate).

Use: stop – do – find out – try – end – begin – show.

b. (manpower – personnel – workers – policeman – police officer – man made –manufacture).

Use: personnel – workers – police officer -manufacture

c. (Along the lines of – like), (for the purpose of – for), (in accordance with – by),(in the meantime – meanwhile).

Use: like – for – by - meanwhile

CONVERT THE SLANG WORDS IN THE FOLLOWING SENTENCES INTO FORMAL WORDS

- The problem is really eating away at me.
- ✓ The problem is bothering me.
- He is an iceman.
- ✓ He has nerves of steel.
- • Try not to make waves around the office.
- ✓ Try not to cause trouble at the office.
- The Japanese are an easy mark because they usually carry cash.
- ✓ The Japanese are likely victims because they usually carry cash.

CONVERT THE FOLLOWING LONGSENTENCES INTO SHORT ONES

- Definitive action was effected subsequent to the reporting date.
- Final action was taken after the reporting date.
- The company acceded to the proposition to terminate business.
- The company agreed to quit business.

Convert the following camouflaged verbs into a clear verb form:

An arrangement was made to meet for lunch.

They arranged to meet for lunch.

- The Application of the mixture was accomplished.
- We applied the mixture.

Made By: Eng/General

WHICH OF THESE WORDS ARE ABSTRACT AND WHICH ARE
CONCRETE?

(The majority - 80 percent), (The first among 100 competitors - The leading company),
(85 % attendance record - Good attendance record), (Light in weight - Feather light), (big
amount of money – 5,000,000 LE), (In the near future – next Sunday).

Concrete: 80 percent - The first among 100 competitors - 85 % attendance
record -

Feather light - 5,000,000 LE - next Sunday.

Made By: Eng/General

WHICH OF THE FOLLOWING ARE EXPRESSING LONG WORDS AND WHICH ARE EXPRESSING SHORT WORDS?

Prior to accelerating productive operation, the manager inspected the machine.

Before speeding up production, the manager inspected the machine.

That old sales strategy will not work in modern business.

That antiquated merchandising strategy is somewhat ineffectual in the operation

of contemporary business.

Made By: Eng/General

THAT COULD BE OMITTED. TRY TO OMIT THEM.

He ordered some furniture that are of the classic type.

He ordered some furniture of the classic type.

- There are seven rules that should be followed.

There are seven rules to be followed.

- In the period between January and March, they detected the problem.

Between January and March, they detected the problem.

- The washing machines that were damaged were repaired. The

washing machines were repaired.

- His performance was excellent enough to allow him to qualify for the promotion.

His performance was excellent enough to qualify for the promotion.

- The division finances could be observed to be decreasing each new year. The division finances are decreasing each new year.

- We have not received his rent payment covering invoices covering April and May.

We have not received his rent payment invoices covering April and May. We have not received his rent payment covering invoices from April to May

CONVERT THE FOLLOWING SENTENCES FROM PASSIVE VOICE TO ACTIVE VOICE.

That policy has been supported by the worker.

The worker has supported that policy.

- The TV was damaged by Ali.

Ali damaged the TV.

- The lab will be inspected by Dr. Tamer.

Dr. Tamer will inspect the lab.

- The ball was thrown by him.

He threw the ball.

Made By: Eng/General

CREATE A COHERENT PARAGRAPH OUT OF THE FOLLOWING SENTENCES:

The boat was moored. The wind changed its direction. The boat hit the reef and went aground. Rescue efforts were put in action. No one was hurt.

The boat was moored correctly. Suddenly, the wind changed its direction. That is why, the boat hit the reef and went aground. Immediate Rescue efforts were put in action. Thus, no one was hurt.

Made By: Eng/General

WRITE A POSITIVE PHRASE INSTEAD OF EACH OF THE FOLLOWING NEGATIVE PHRASES

- Your request doesn't make any sense.

Please clarify your request

- The damage won't be fixed for a week.

You can pick up your car next week.

- Although it wasn't our fault, there will be an unavoidable delay in your order.

You will receive your order as soon as we receive the shipment from our supplier, which we expect to happen within 10 days.

- Due to unforeseen circumstances, I won't be able to attend your meeting.

Because my flight has been delayed for 3 days, I will miss for your meeting.

- I regret the misunderstanding.

I'll do my best to be more clear from now on.

- I was shocked to learn that you're unhappy.

Thank you for sharing your concerns about the service you received while shopping with us.

Made By: Eng/General

Unfortunately, we haven't received your payment.

Your payment hasn't arrived yet.

- Employees cannot park in the customer parking lot.

Employees should park in the employee parking lot.

- The enclosed statement is wrong.

Please recheck the enclosed statement.

- I must refuse your request.

I will be out of town on the day you need me.

- We must deny your application.

The position has been filled.

- I am unable to grant your request.

Contact use again when you have established...

- We cannot afford to continue the program.

The program will conclude on May 1.

- Much as I would like to attend...

Our budget meeting ends too late for me to attend.

- We must reject your proposal.

We've accepted the proposal from AAA Builders.

- We must turn down your extension request.

Please send in your payment by June 15.

Made By: Eng/General

THE FOLLOWING IS A BAD BUSINESS MESSAGE: YOU SHOULD HIGHLIGHT THE WEAKNESS IN THE MESSAGE (VAGUE, NOT TO THE POINT, ETC...) AND CRITICIZE IT.

Subject: Hi

Dear Mr. Adam,

Business communication is very important now a day. People do not give much attention to this issues in spite of its great impact on their social life and business.

There is many presentations (attached one of them) that present in an interesting way the benefit of being good communicator.

One could enhances his communnication, presentation and negotiation by training, workshops,...etc.

Say hi to your esteemed family.Regards

Ali

SOLUTION

The weakness in the message:

- No date
- Unsuitable subject
- No title for the receiver or the sender
- The purpose of the message is unclear
- No attachment
- General and wordiness
- Repetition
- Spelling & grammar errors
- No formality

Made By: Eng/General

برجاء مراجعة الرسالة التالية واذكر عيوبها

الموضوع: عرض لتقديم استشارة في ادارة الموارد البشرية
الأستاذ/ آدم سليم - رئيس مجلس إدارة شركة كيان للاستثمار العقاري
بعد صباح الخير

بالإشارة إلي الموضوع عالية والاجتماع الذي تم مع سادتكم أمس، مرفق
العرض المالي و الفني لتقديم خدماتنا الاستشارية في إحدى المجالات إلي
شركتكم الموقرة.

آملين أن يجوز العرض قبول معاليكم و سيادتكم.
و تفضلوا بقبول فائق الاحترام والتحية و التقدير،،،

علي بك عمر

استشاري

إدارة الموارد البشرية

Made By: Eng/General

**PLEASE WRITE A LETTER TO MR. AHMED WITH
INDIRECT AND UNCLEAR CONCERNING QUESTIONS ABOUT
ADDITIONAL DATA & ARRANGING FOR A VISIT OF A 150
M² APARTMENT
THAT HE ADVERTISED IN THE JOURNAL 10 APRIL 2013.**

Subject: Hello

Dear Mr. Ahmed

We have questions about additional data &
arranging for a visit of a 150 m² apartment
Convey my salute to your family.

Regards,

Made By: Eng/General

الاطاء التي في الخطاب

- لا يوجد تاريخ.
- عدم الوضوح (وضوح الاستشارة).
- اطاء املائية.
- لا يوجد مرفق وعدم وضوح المجال.
- الـمبالغة في الاحترام مما قد يتسبب في فهم الخطاب بطريقة غير صحيحة.
- عدم وضوح وظيفته بالتحديد ولأي شركة ينتمي .
- غير مذكور اسم المجال او المشروع المقدم لاجل العرض.
- التكرار.
- استخدام لقب غير رسمي
- لا يوجد بيانات اتصال خاصة بالمرسل

Made By: Eng/General

**PLEASE WRITE A LETTER TO MR. AHMED WITH DIRECT
AND CLEAR CONCERNING QUESTIONS ABOUT
ADDITIONAL DATA & ARRANGING FOR A VISIT OF A 150
M² APARTMENT THAT HE ADVERTISED IN THE JOURNAL
10 APRIL 2013.**

Date: 11 April 2013

Subject: **arranging for a visit of a 150 m².**

Dear Mr. **Mr. Ahmed**

After greetings

Reference to the advertisement in The Journal dated **10 April 2013** for
additional data & arranging for a visit of a 150 m² apartment

Company. We need you to provide us with detailed information concerning
questions about additional data & arranging for a visit of a 150 m²
apartment . We would like also to arrange with you for a visit of a 150 m²
apartment 27 April 2013 .

Thank you in advance for your cooperation.

Regards,

Mahmoud Abo El-God

Director of Procurement Section - A&M Company 23

Zahraa Street, Cairo, Egypt

Mobile: 01xxxxxxx - Tel: 02xxxxxxx

Made By: Eng/General

YOU ARE WORKING IN AM COMPANY.
WRITE A MESSAGE TURNING DOWN A JOB
APPLICANT FOR A POSITION OF A SALES
OFFICER.

Subject: Job Interview with AM Company Dear

Mr. Moataz

Thank you for taking the time to interview with AM Company last Friday. The screening committee enjoyed meeting you and learning about your extensive experience in the sales and marketing field.

As you know, we interviewed many qualified candidates, including you, and were pleased with the wide breadth of experience represented by the group. Because of our interest in developing the Chinese market, however, we have decided to hire one of the applicants who is proficient in the Chinese language.

I am sure that with your particular experience in the market, you will soon find a position that will capitalize on your expertise.

Thank you again for your interest in AM Company. We wish you the best in your future career.

Ahmed Omer

Chairman - AM Compan

Made By: Eng/General

YOU ARE WORKING IN A COMPANY. WRITE A MESSAGE TO FIRE AN EMPLOYEE

Dear Mr. Amr

As the economy worsens, our company has been greatly affected. The demand for our products and services has decreased.

Unfortunately, the company has decided to downsize the number of its employees to be able to cut costs. We are sorry to inform you that your position is one the positions that will be eliminated.

I am sure that with your particular experience in the market, you will soon find a position that will capitalize on your expertise.

Please let us know if we can assist you during your transition.

Regards, Tamer

Kamal

Human Resources Manager

Made By: Eng/General

DETERMINE WHICH OF THE FOLLOWING PHRASES ARE USED IN REPORT WRITING AS: 1) OPENING, 2) BACKGROUND, 3) FINDINGS, AND 4)

RECOMMENDATIONS A solution to the problem would be

recommendations

1. As can be seen in graph 1 **findings**
2. Overproduction is ongoing problem... **Background**
3. Presently we assess customer feedback by **Background**
4. Table 3 shows the results of a survey about **findings**
5. The action I would specifically recommend **recommendations**
6. The correct course of action would be to **recommendations**
7. The marketing department should implement... **recommendations**
8. The purpose of this report is to **opening**
9. This report responds to the board's request for **opening**
10. This report sets out to establish **opening**
11. This report will consider the following **opening**
12. Transport costs have increased more than 15%. **Background**
13. We can see from our results that we are losing market share **findings**



REPORT WRITING & PRESENTATION _ IT

QUIZ 1 Choose the correct answer:

1. The business message could not be.....

- a. Verbal
- b. Conceptual**
- c. Positive
- d. Persuasive

2. Which one of the following is one of the fundamentals of business writing?

- a. The wordiness
- b. Commercial language
- c. Precision**
- d. All of the above

3. The first step in the communication process is:

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a. Considering possible communication strategies.

b. Sensing a need.

c. Selecting a course of action.

d. Deciding on a response.

4. When we consider the communication activities of an organization from an overall point of view, the activities fall into three broad categories:

a. electronic, face-to-face, and internal

b. external operational, external, and personal

c. internal operational, external operational, and personal

d. operational, face-to-face, and personal

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

a. the company's web site

b. radio and television advertising

c. magazine advertising

d. Instruction given by superiors.

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6. Technical words:

- a. Are proper if all the readers understand them.**
- b. Should be used to impress the reader.**
- c. Should be avoided because they may not be in the spellcheck program.**
- d. Should be avoided because they lead to unwanted legal recourse.**

7. Which one of the following is considered a short word:

- a. Discontinue**
- b. Ascertain**
- c. Initiate**
- d. Try**

8. Select the word that is least discriminatory:

- a. Policeman**
- b. Police officer**
- c. Manpower**
- d. Lawyer lady**

9. The document revision stage includes which of the following steps?

- a. Evaluating your work.
- b. Adding, deleting, substituting, or rearranging.
- c. Proofreading the final copy.
- d. All of the above.**

10. Choose the strongest combination for good business writing.

- a. Short words, short sentences, short paragraphs**
- b. Long words, short sentences, short paragraphs
- c. Short words, long sentences, short paragraphs
- d. Short words, short sentences, long paragraph

Made By: Eng/General

Module 01: Introduction and Course Overview

1.Communication is playing an important role in daily affairs.

Select one:

- ☒ True
- ☐ False

The correct answer is 'True'.

2.Writing skills are not so important in achieving business goals.Select one:

- ☐ True
- ☒ False

The correct answer is 'False'.

3.Writing is important because your understanding will not be evaluated in school and community.

Select one:

- ☐ True
- ☒ False

The correct answer is 'False'.

4.There are some reasons for writing which are intellectual reasons and practical reasons.

Select one:

- ☒ True
- ☐ False

The correct answer is 'True'.

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5. Writing does not help you to remember information.

Select one:

- ☐ True
- ☒ False

The correct answer is 'False'.

6. The first step in the communication process is:

Select one:

- ☐ a. Selecting a course of action.
- ☒ b. Sending a need.
- ☐ c. Replying to the message.
- ☐ d. Deciding on a response.
- ☐ e. *Considering possible communication strategies.*

The correct answer is:
Sending a need.

7. The last step in the communication process is:

Select one:

- ☐ a. Sending a need.
- ☐ b. Selecting a course of action.
- ☐ c. Deciding on a response.
- ☒ d. Replying to the message.
- ☐ e. Considering possible communication strategies.

The correct answer is:
Replying to the message.

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8. Writing is helping in:

Select one:

- ☐ a. None of the above.
- ☐ b. Expressing yourself as a person.
- ☐ c. Having feedback from others.
- ☒ d. All of the above.
- ☐ e. Making your thinking visible.

The correct answer is: All of the above.

9. Writing skills is so important asset

for:Select one:

- ☐ a. Entertainment.
- ☐ b. Education.
- ☒ c. All of the above.
- ☐ d. Applying for a job.
- ☐ e. Scientific papers.

The correct answer is: All of the above.

10. One of the main reasons for writing is not:

Select one:

- ☐ a. Web writing.
- ☐ b. Applying for a job.
- ☐ c. Intellectual reasons.
- ☒ d. Conceptual reasons.
- ☐ e. Practical reasons.

The correct answer is: Conceptual reasons.

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11. A positive business message is used to convey details about an upcoming event.

Select one:

- ☐ True
- ☒ False

The correct answer is 'False'.

12. A verbal business message is the primary mode for passing a message.

Select one:

- ☒ True
- ☐ False

The correct answer is 'True'.

13. A written message is frequently passed on to carry out the routine business activities.

Select one:

- ☐ True
- ☒ False

The correct answer is 'False'.

14. The written business message could not:

Select one:

- ☒ a. All of the above.
- ☐ b. Make the business.
- ☐ c. Be an ordinary message.
- ☐ d. Break the business.
- ☐ e. None of the above.

**The correct answer is: All of
the above.**

Made By: Eng/General

15. When revising, evaluating your work and measuring it against your goals is a good idea.

Select one:

- ☒ True
- ☐ False

The correct answer is 'True'.

Made By: Eng/General
Module 02: Effective Writing

1. In choosing the words for a message to multiple readers, you should:

Select one:

- ☐ a. Select words all your readers clearly understand
- ☐ b. Write to the person in the group with the highest level of understanding so that you do not come across uneducated.
- ☐ c. None of the above.
- ☒ d. Select words that impress the reader.

The correct answer is: Select words all your readers clearly understand

2. Technical words:

Select one:

- ☐ a. should be avoided because they may not be in the spell check program.
- ☐ b. Should be avoided because they lead to unwanted legal recourse.
- ☒ c. Are proper if all the readers understand them.
- ☐ d. Should be used to impress the reader.

The correct answer is: Are proper if all the readers understand them.

3. When choosing the words for your message, the best of these suggestions is to:

Select one:

- ☐ a. Assume the reader has knowledge equal to yours.
- ☐ b. Try to impress the reader.
- ☐ c. Employ the "one size fits all" rule of thumb.
- ☒ d. Consider the reader's level of understanding.

The correct answer is: Consider the reader's level of understanding.

Made By: Eng/General

4. The purpose of using concrete words is to:

Select one:

- ☐ a. Be vague with the reader.
- ☐ b. Discuss things that cannot be seen, touched, or smelled.
- ☒ c. Be specific in meaning.
- ☐ d. Create abstract thought.

The correct answer is: Be specific in meaning.

5. Select the sentence that is least discriminatory:

Select one:

- ☐ a. If a soldier tests positive for drugs, he is discharged from the service.
- ☐ b. Selected for the committee were an actor, a doctor, and a lady lawyer.
- ☐ c. I'll ask my girl to get the report for you.
- ☒ d. If the candidate scores 400 on the employment test, he or she is eligible to be hired.

The correct answer is: If the candidate scores 400 on the employment test, he or she is eligible to be hired.

6. Adaptation is:

Select one:

- ☐ a. Fitting the message to the particular page size.
- ☐ b. Using technical words to describe technical things or processes.
- ☐ c. Using acronyms to shorten the length of sentences.
- ☒ d. choosing words that the reader is likely to understand.

The correct answer is: choosing words that the reader is likely to understand.

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7. Selecting the right words depends on:

Select one:

- ☐ a. Your good judgment.
- ☐ b. Your ability to use language.
- ☒ c. All of the above.
- ☐ d. Your knowledge of the reader.

The correct answer is: All of the above.

8. In order to communicate more effectively, the writer should:

Select one:

- ☐ a. Choose appropriate words.
- ☐ b. Simplify the wording.
- ☐ c. Consider the reader.
- ☒ d. All of the above

The correct answer is: All of the above

9. Understanding your reader is important but not fundamental to the success of any message.

Select one:

- ☐ True
- ☒ False

The correct answer is 'False'.

10. 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.

Select one:

- ☐ True
- ☒ False

The correct answer is 'False'.

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11. Miscommunication can occur because people have different ways of understanding messages.

Select one:

- ☒ True
- ☐ False

The correct answer is 'True'.

12. Knowing all you can about your reader improves the chances the message will work.

Select one:

- ☒ True
- ☐ False

The correct answer is 'True'.

13. Accurate words mean what you want to say.

Select one:

- ☒ True
- ☐ False

The correct answer is 'True'.

14. The same words can have different meanings according to culture.

Select one:

- ☒ True
- ☐ False

The correct answer is 'True'.

15. Avoid short, common words, because they sound unfriendly.

Select one:

- ☐ True
- ☒ False

The correct answer is 'False'.

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Module 03: Report Writing

1.The report is the presentation of information that serves a business purpose

Select one:

- ☒ True
- ☐ False

The correct answer is 'True'.

2.When you begin a report it is not necessary to find a need.

Select one:

- ☐ True
- ☒ False

The correct answer is 'False'.

3.After knowing the problem of the report, you have to know how to solve it and determine the factors of the problem.

Select one:

- ☒ True
- ☐ False

The correct answer is 'True'.

4.The conventional system is using the Arabic numbers in presenting the major headings and letters of alphabet while Roman numbers in showing the lesser headings.

Select one:

- ☐ True
- ☒ False

The correct answer is 'False'.

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5. You should turn your outline into a table of contents in the beginning of writing the report

Select one:

- ☐ True
- ☒ False

The correct answer is 'False'.

6. The headings for the table of contents should match exactly the heading of the report section.

Select one:

- ☒ True
- ☐ False

The correct answer is 'True'.

7. For informal situations, personal writing and for formal situations you should use impersonal writing.

Select one:

- ☒ True
- ☐ False

The correct answer is 'True'.

8. A _____ is an orderly and objective communication of factual information that serves a business purpose.

Select one:

- ☐ a. romance novel
- ☐ b. playbill
- ☐ c. sports program
- ☒ d. business report

The correct answer is :
business report

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9.A report's objectivity is based on

Select one:

- ☐ a. the boss's perspective
- ☐ b. the writer's personal opinions
- ☒ c. its unbiased approach
- ☐ d. none of the above

**The correct answer is: its
unbiased approach**

10. After you have been assigned a report project, your first task is to:

Select one:

- ☐ a. get on the Internet and begin the research.
- ☐ b. start writing.
- ☐ c. delegate the assignment to a subordinate.
- ☒ d. clarify the problem/need in your mind.

The correct answer is: clarify the problem/need in your mind.

11. The preliminary investigation of a report problem could involve

Select one:

- ☐ a. conferring with experts (internal or external).
- ☐ b. searching through printed materials.
- ☐ c. all of the above.
- ☐ d. gathering information from company files.

**The correct answer is: all of
the above.**

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12. Possible solutions or explanations to the problem are_____.

Select one:

- ☐ a. Inquiries
- ☐ b. epitomes
- ☒ c. Hypotheses
- ☐ d. data searches

The correct answer is:
Hypotheses

13. The best method of information gathering for a business report is_____.

Select one:

- ☐ a. library/online research
- ☒ b. a combination of these based on the problem
- ☐ c. personal investigation
- ☐ d. experiments or surveys

The correct answer is: a
combination of these based on
the problem

14. To avoid human error, the writer should_____.

Select one:

- ☐ a. draw definite conclusions
- ☐ b. all of the above
- ☐ c. use available information from any secondary source
- ☒ d. use reliable data

The correct answer is: use
reliable data

Made By: Eng/General

15. Which of the following is the least true statement about outlining?

Select one:

- ☐ a. Creating a detailed outline for a report is usually a good idea.
- ☒ b. You should research the report topic so thoroughly that you do not have to revise your outline once you have written it.
- ☐ c. The time to polish the format of your outline is usually when turning it into the report's table of contents.
- ☐ d. You can use an outline to get feedback from others before you draft your report.

The correct answer is: You should research the report topic so thoroughly that you do not have to revise your outline once you have written it.

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Module 04: Business Letters Memos and Emails

1.The body is where you write the content of the letter.

Select one:

- ☒ True
- ☐ False

The correct answer is 'True'.

2.You should include the return address of the sender of the letter.

Select one:

- ☒ True
- ☐ False

The correct answer is 'True'.

3.You should never sign a letter. Only type your name in printed letters.

Select one:

- ☐ True
- ☒ False

The correct answer is 'False'.

4.The subject line is used so that both the sender and the receiver can identify the subject of the correspondence quickly.

Select one:

- ☒ True
- ☐ False

The correct answer is 'True'.

5.You cannot enclose other documents to the letter.

Select one:

- ☐ True
- ☒ False

The correct answer is 'False'.

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6.The layout of a letter will not negatively impress the reader.

Select one:

- ☐ True
- ☒ False

The correct answer is 'False'.

7.Nowadays, we emphasize on choosing words, particularly on use of a firm and affected way of expressing consideration.

Select one:

- ☐ True
- ☒ False

The correct answer is 'False'.

8.Letters are used mainly for corresponding with people inside your organization.

Select one:

- ☐ True
- ☒ False

The correct answer is 'False'.

9.The attention line is used to present the letter to a specific officer. For addressing specific departments, the subject line is used instead.

Select one:

- ☐ True
- ☒ False

The correct answer is 'False'.

10.Don't use solid capital letters in writing emails. People will think you are shouting.Select one:

- ☒ True
- ☐ False

The correct answer is 'True'.

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11. Using an abbreviation like “LOL” is suitable for formal email messages. Select one:

- ☐ True
- ☒ False

The correct answer is 'False'.

12. An email is a confidential way of transmitting a message. Select one:

- ☐ True
- ☒ False

The correct answer is 'False'.

13. An email is a confidential way of transmitting a message. Select one:

- ☐ True
- ☒ False

The correct answer is 'False'.

14. It is fine to write slang in a casual email message. Select one:

- ☐ True
- ☒ False

The correct answer is 'False'.

15. Emails are fine for transmitting long, complicated messages. Select one:

- ☐ True
- ☒ False

The correct answer is 'False'.

Made By: Eng/General
Module 05: Presentation Skills

1. Business oral report is the coverage of factual business information.

Select one:

- ☒ True
- ☐ False

The correct answer is 'True'.

2. You must be aware of the general objective while determining the report's objective.

Select one:

- ☒ True
- ☐ False

The correct answer is 'True'.

3. Oral reports are always in indirect order.

Select one:

- ☐ True
- ☒ False

The correct answer is 'False'.

4. You should not state the factors involved in achieving the report's objective. Only the objective is required.

Select one:

- ☐ True
- ☒ False

The correct answer is 'False'.

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5. The oral report resembles the written report in that it should work towards the objective already put in the body.

Select one:

- ☒ True
- ☐ False

The correct answer is 'True'.

6. It is a good idea to use big words in your oral reports. Big words impress the audience.

Select one:

- ☐ True
- ☒ False

The correct answer is 'False'.

7. The direct order is the most logical and more widely used in oral reports.

Select one:

- ☐ True
- ☒ False

The correct answer is 'False'.

8. Oral communication levels of correctness are as firm as those of the written communication levels, if the person reported to is the same.

Select one:

- ☐ True
- ☒ False

The correct answer is 'False'.

Made By: Eng/General

9. The only core goals of the introductory remarks are to mention the purpose and define unknown expressions.

Select one:

- ☐ True
- ☒ False

The correct answer is 'False'.

10. Although you should be patient while listening, interrupting the speaker is fine if you do know what he's talking about. It helps save time.

Select one:

- ☐ True
- ☒ False

The correct answer is 'False'.

11. Interpretation always enables us to give meaning to the words.

Select one:

- ☒ True
- ☐ False

The correct answer is 'True'.

12. The listening process involves filtering and remembering the spoken words.

Select one:

- ☒ True
- ☐ False

The correct answer is 'True'.

13. How we sense words depends only on our will to listen.

Select one:

- ☒ True
- ☐ False

The correct answer is 'False'.

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14. The larger the vocabulary one has the more choices he has.

Select one:

- ☒ True
- ☐ False

The correct answer is 'True'.

15. Evidence shows that listening causes the same amount of problems as talking does.

Select one:

- ☐ True
- ☒ False

The correct answer is 'False'.

Made By: Eng/General
Module 06: Practical Application

1. At the end of the question period, take two minutes to review your main points.

Select one:

- ☒ True
- ☐ False

The correct answer is 'True'.

2. To avoid difficult questions, avoid making sheets of paper available to your audience. That's to prevent them from writing down difficult questions during your presentation.

Select one:

- ☐ True
- ☒ False

The correct answer is 'False'.

3. If the question is complex, answer it concisely.

Select one:

- ☐ True
- ☒ False

The correct answer is 'False'.

4. If the question reflects a lack of understanding from the questioner part, show the questioner that he didn't understand what you were talking about.

Select one:

- ☐ True
- ☒ False

The correct answer is 'False'.

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5. During the period of the questions, don't nod your head to show that you understood the question, as audience will interpret that you agree with the questioner.

Select one:

- ☒ True
- ☐ False

The correct answer is 'True'.

6. Ask people to stand up when they ask a question. It helps you control the audience and forces them to respect you.

Select one:

- ☐ True
- ☒ False

The correct answer is 'False'.

7. Always take time to think before you answer all questions.

Select one:

- ☒ True
- ☐ False

The correct answer is 'True'.

8. If you don't know the answer to a question, come up with something.

Select one:

- ☐ True
- ☒ False

The correct answer is 'False'.

Made By: Eng/General

9. Responding quickly to the questions you know will only bring attention to those questions you do not know.

Select one:

- ☒ True
- ☐ False

The correct answer is 'True'.

10. Treat each objection in a serious way and try to think of how to deal with it.

Select one:

- ☒ True
- ☐ False

The correct answer is 'True'.

11. Don't repeat the question, or the audience will think you're hesitant and don't know the answer.

Select one:

- ☐ True
- ☒ False

The correct answer is 'False'.

12. While talking you can answer the questions or objections that you expect from your audience.

Select one:

- ☒ True
- ☐ False

The correct answer is 'True'.

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13. The best way to deal with the objection is to eliminate it.

Select one:

- ☒ True
- ☐ False

The correct answer is 'True'.

14. When you face a major objection, try to persuade your audience.

Select one:

- ☐ True
- ☒ False

The correct answer is 'False'.

15. When you face a major objection and you manage to overcome it, ask your audience to admit that they have been wrong.

Select one:

- ☐ True
- ☒ False

The correct answer is 'False'.

Choose the correct answer:

(1) The first step in the communication process is:

- a. Deciding on a response.**
- b. Selecting a course of action.**
- c. Sending a need.**
- d. Replying to the message.**
- e. Considering possible communication strategies.**

(2) The last step in the communication process is:

- a. Replying to the message.**
- b. Considering possible communication strategies.**
- c. Selecting a course of action.**
- d. Deciding on a response.**
- e. Sending a need.**

(3) Writing is helping in:

- a. None of the above.**
- b. Expressing yourself as a person.**
- c. All of the above.**
- d. Having feedback from others.**
- e. Making your thinking visible.**

(4) Writing skills is so important asset for:

- a. Scientific papers.**
- b. Entertainment.**

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- c. Education.**
- d. Applying for a job.**
- e. All of the above.**

(5) One of the main reasons for writing is not:

- a. Applying for a job.**
- b. Conceptual reasons.**
- c. Web writing.**
- d. Practical reasons.**
- e. Intellectual reasons.**

(6) The written business message could not:

- a. Be an ordinary message.**
- b. Break the business.**
- c. Make the business.**
- d. All of the above.**
- e. None of the above.**

Made By: Eng/General

(7) In choosing the words for a message to multiple readers, you should:

- a. None of the above.**
- b. Write to the person in the group with the highest level of understanding so that you do not come across uneducated.**
- c. Select words that impress the reader.**
- d. Select words all your readers clearly understand**

(8) Technical words:

- a. should be avoided because they may not be in the spell check program.**
- b. Should be avoided because they lead to unwanted legal recourse.**
- c. Should be used to impress the reader.**
- d. Are proper if all the readers understand them.**

(9) When choosing the words for your message, the best of these suggestions is to:

- a. Consider the reader's level of understanding.**
- b. Employ the "one size fits all" rule of thumb.**
- c. Try to impress the reader.**
- d. Assume the reader has knowledge equal to yours.**

Made By: Eng/General

(10) The purpose of using concrete words is to:

- a. Be vague with the reader.**
- b. Discuss things that cannot be seen, touched, or smelled.**
- c. Be specific in meaning.**
- d. Create abstract thought.**

(11) Select the sentence that is least discriminatory:

- a. If a soldier tests positive for drugs, he is discharged from the service.**
- b. If the candidate scores 400 on the employment test, he or she is eligible to be hired.**
- c. Selected for the committee were an actor, a doctor, and a lady lawyer.**
- d. I'll ask my girl to get the report for you.**

(12) Adaptation is:

- a. Using acronyms to shorten the length of sentences.**
- b. Using technical words to describe technical things or processes.**
- c. Fitting the message to the particular page size.**
- d. choosing words that the reader is likely to understand.**

Made By: Eng/General

(13) Selecting the right words depends on:

- a. Your good judgment.**
- b. All of the above.**
- c. Your ability to use language.**
- d. Your knowledge of the reader.**

(14) In order to communicate more effectively, the writer should:

- a. Consider the reader.**
- b. Choose appropriate words.**
- c. All of the above**
- d. Simplify the wording.**

(15) A _____ is an orderly and objective communication of factual information that serves a business purpose.

- a. sports program**
- b. business report**
- c. romance novel**
- d. playbill**

Made By: Eng/General

(16) A report's objectivity is based on

- a. the boss's perspective**
- b. none of the above**
- c. the writer's personal opinions**
- d. its unbiased approach**

(17) After you have been assigned a report project, your first task is to:

- a. get on the Internet and begin the research.**
- b. start writing.**
- c. clarify the problem/need in your mind.**
- d. delegate the assignment to a subordinate.**

(18) The preliminary investigation of a report problem could involve

- a. searching through printed materials.**
- b. all of the above.**
- c. conferring with experts (internal or external).**
- d. gathering information from company files.**

(19) Possible solutions or explanations to the problem are ____.

- a. data searches**
- b. Inquiries**
- c. Hypotheses**
- d. epitomes**

(20) The best method of information gathering for a business report is ____.

- a. personal investigation**
- b. a combination of these based on the problem**
- c. experiments or surveys**
- d. library/online research**

(21) To avoid human error, the writer should _____.

- a. use reliable data**
- b. all of the above**
- c. draw definite conclusions**
- d. use available information from any secondary source**

(22) Which of the following is the least true statement about outlining?

- a. Creating a detailed outline for a report is usually a good idea.**
- b. The time to polish the format of your outline is usually when turning it into the report's table of contents.**
- c. You should research the report topic so thoroughly that you do not have to revise your outline once you have written it.**
- d. You can use an outline to get feedback from others before you draft your report.**

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True or False:

- 1- Communication is playing an important role in daily affairs. (T)
- 2- Writing skills are not so important in achieving business goals. (f)
- 3- Writing is important because your understanding will not be evaluated in school and community (F)
- 4- There are some reasons for writing which are intellectual reasons and practical reasons. (T)
- 5- Writing does not help you to remember information. (F)
- 6- A positive business message is used to convey details about an upcoming event. (F)
- 7- A verbal business message is the primary mode for passing a message. (T)
- 8- A written message is frequently passed on to carry out the routine business activities. (F)
- 9- When revising, evaluating your work and measuring it against your goals is a good idea. (T)
- 10- Understanding your reader is important but not fundamental to the success of any message. (F)
- (11) 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. (F)
- (12) Miscommunication can occur because people have different ways of understanding messages. (T)
- (13) Knowing all you can about your reader improves the chances

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the message will work. (T)

(14) Accurate words mean what you want to say.(T)

(15) The same words can have different meanings according to culture. (T)

(16) Avoid short, common words, because they sound unfriendly. (F)

(17) The report is the presentation of information that serves a business purpose (T)

(18) When you begin a report it is not necessary to find a need. (F)

(19) After knowing the problem of the report, you have to know how to solve it and determine the factors of the problem. (T)

(20) The conventional system is using the Arabic numbers in presenting the major headings and letters of alphabet while Roman numbers in showing the lesser headings. (F)

(21) You should turn your outline into a table of contents in the beginning of writing the report (F)

(22) The headings for the table of contents should match exactly the heading of the report section.(T)

(23) For informal situations, personal writing and for formal situations you should use impersonal writing. (T)

The document revision stage includes which of the following steps?

Select one:

- ☐ a. Evaluating your work.
- ☐ b. Adding, deleting, substituting, or rearranging.
- ☐ c. Proofreading the final copy.
- ☒ d. All of the above.

Question 1

Answer saved

Marked out of 1.00

Flag question

When revising, evaluating your work and measuring it against your goals is a good idea.

Select one:

- ☒ True
- ☐ False

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Question 3

Not yet answered

Marked out of 1.00

Flag question

Most, if not all, writers need to revise

Select one:

- ☒ True
☐ False

Previous page

Next page

Question 2

Answer saved

Marked out of 1.00

Flag question

When writing, creating lists can help you compose

Select one:

- ☒ True
☐ False

Previous page

Next page

Question 5

Not yet answered

Marked out of 1.00

Flag question

Feedback can be helpful throughout the writing process

Select one:

- ☒ True
☐ False

Previous page

Next page

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Question 6

Not yet answered

Marked out of 1.00

Flag question

Jack chooses a pattern of organization before he begins a letter. What part of the writing process does this activity represent?

Select one:

- ☐ a. Editing
- ☐ b. Gathering
- ☒ c. Planning
- ☐ d. Revising

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Home

My courses

Technical Report Writing - Fall – 2021/2022

General

Quiz 1

Question 4

Not yet answered

Marked out of 1.00

Flag question

Good writers edit immediately, even while they are writing a first draft

Select one:

- ☐ True
- ☒ False

Previous page

Next page

Question 10

Not yet answered

Marked out of 1.00

Flag question

One way to help you visualize a meeting or document better is to use a

Select one:

- ☐ a. Storyboard
- ☐ b. Information map
- ☐ c. Panel layout
- ☒ d. Box diagram

Previous page

Finish attempt ...

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Question 7

Not yet answered

Marked out of 1.00

Flag question

Which one of the following is not one of the fundamentals of business writing?

Select one:

- ☐ a. Avoid the wordiness.
- ☐ b. Avoid commercial language.
- ☐ c. Avoid precision.
- ☒ d. All of the above.

Previous page

Next page

Question 7

Not yet answered

Marked out of 1.00

Flag question

It is important to let the reader to guess between the lines

Select one:

- ☐ True
- ☐ False

Previous page

Next page

Question 6

Not yet answered

Marked out of 1.00

Flag question

It is important to count the number of rules you know to write well

Select one:

- ☐ True
- ☐ False

Question 1

Not yet answered

Marked out of 1.00

Flag question

Spend about a quarter of your time planning and revising.

Select one:

- ☐ True
- ☐ False

Made By: Eng/General

Question 3
Not yet answered
Marked out of 1.00
Flag question

Layout is something that should be considered during the revision stage

Select one:

☐ True

☐ False

Question 5
Not yet answered
Marked out of 1.00
Flag question

Reading can help you to be a better writer

Select one:

☐ True

☐ False

Module 01

Question 1

Communication is playing an important role in daily affairs. يلعب التواصل دورًا مهمًا في الشؤون اليومية.

True

False

Question 2

Writing skills are not so important in achieving business goals. مهارات الكتابة ليست مهمة للغاية في تحقيق أهداف العمل

True

False

Question 3

Writing is important because your understanding will not be evaluated in school and community. الكتابة مهمة لأن فهمك لن يتم تقييمه في المدرسة والمجتمع.

True

False

Question 4

There are some reasons for writing which are intellectual reasons and practical reasons. للكتابة أسباب فكرية وعملية.

True

False

Question 5

Writing does not help you to remember information. الكتابة لا تساعدك على تذكر المعلومات.

True

False

Question 6

The first step in the communication process is:الخطوة الأولى في عملية الاتصال هي:

- a. Deciding on a response.
- b. Sending a need.
- c. Selecting a course of action.
- d. Considering possible communication strategies.
- e. Replying to the message.

Question 7

The last step in the communication process is:الخطوة الأخيرة في عملية الاتصال هي:

- a. Replying to the message.
- b. Considering possible communication strategies.
- c. Selecting a course of action.
- d. Sending a need.
- e. Deciding on a response.

Question 8

Writing is helping in:الكتابة تساعد في:

- a. None of the above.
- b. Making your thinking visible. جعل تفكيرك مرئيًا.
- c. Expressing yourself as a person. التعبير عن نفسك كشخص.
- d. All of the above.
- e. Having feedback from others. الحصول على تعليقات من الآخرين.

Question 9

Writing skills is so important asset for:مهارات الكتابة هي أصول مهمة للغاية:

- a. Scientific papers. أوراق علمية.
- b. Entertainment. ترفيه.

c. Education.تعليم

d. All of the above.

e. Applying for a job.التقدم لوظيفة

Question 10

One of the main reasons for writing is not: أحد الأسباب الرئيسية للكتابة ليس:

a. Web writing.

b. Intellectual reasons.

c. Practical reasons.

d. Applying for a job.

e. Conceptual reasons.أسباب مفاهيمية.

Question 11

A positive business message is used to convey details about an upcoming event. يتم

استخدام رسالة عمل إيجابية لنقل تفاصيل حول حدث قادم

True

False

Question 12

A verbal business message is the primary mode for passing a message. رسالة العمل

اللفظية هي الوضع الأساسي لتمرير الرسالة

True

False

Question 13

A written message is frequently passed on to carry out the routine business

activities. يتم إرسال رسالة مكتوبة بشكل متكرر لتنفيذ أنشطة الأعمال الروتينية.

True

False

Question 14

The written business message could not: رسالة العمل المكتوبة لا يمكن:

- a. Be an ordinary message. كن رسالة عادية.
- b. Break the business. كسر العمل.
- c. Make the business. اجعل الأعمال.
- d. All of the above.
- e. None of the above.

Question 15

When revising, evaluating your work and measuring it against your goals is a good idea. عند المراجعة ، فإن تقييم عملك وقياسه مقابل أهدافك فكرة جيدة.

True

False

Module 02

Question 1

In choosing the words for a message to multiple readers, you should: عند اختيار الكلمات لرسالة إلى عدة قراء ، يجب عليك ذلك

- a. None of the above.
- b. Write to the person in the group with the highest level of understanding so that you do not come across uneducated.
- c. Select words all your readers clearly understand حدد الكلمات التي يفهمها جميع القراء بوضوح
- d. Select words that impress the reader.

Question 2

Technical words:

- a. Should be avoided because they lead to unwanted legal recourse.
- b. Should be used to impress the reader.
- c. should be avoided because they may not be in the spell check program.
- d. Are proper if all the readers understand them. تكون مناسبة إذا فهمها جميع القراء.

Question 3

When choosing the words for your message, the best of these suggestions is to:
عند اختيار الكلمات لرسالتك ، فإن أفضل هذه الاقتراحات هو

- a. Assume the reader has knowledge equal to yours.
- b. Employ the "one size fits all" rule of thumb.
- c. Consider the reader's level of understanding. ضع في اعتبارك مستوى فهم القارئ.
- d. Try to impress the reader.

Question 4

The purpose of using concrete words is to: الغرض من استخدام الكلمات الملموسة هو:

- a. Be vague with the reader.
- b. Discuss things that cannot be seen, touched, or smelled.
- c. Be specific in meaning. كن محددًا في المعنى.
- d. Create abstract thought.

Question 5

Select the sentence that is least discriminatory: حدد الجملة الأقل تمييزًا:

- a. I'll ask my girl to get the report for you.
- b. Selected for the committee were an actor, a doctor, and a lady lawyer.
- c. If a soldier tests positive for drugs, he is discharged from the service.
- d. If the candidate scores 400 on the employment test, he or she is eligible to be hired. إذا حصل المرشح على 400 نقطة في اختبار التوظيف ، فإنه يكون مؤهلاً للتعيين.

Question 6

Adaptation is: التكيف هو:

- a. Using technical words to describe technical things or processes.
- b. Using acronyms to shorten the length of sentences.
- c. Fitting the message to the particular page size.
- d. choosing words that the reader is likely to understand. اختيار الكلمات التي يحتمل أن يفهمها القارئ

Question 7

Selecting the right words depends on: اختيار الكلمات الصحيحة يعتمد على:

- a. Your good judgment. حسن حكمك .
- b. Your ability to use language. قدرتك على استخدام اللغة.
- c. All of the above.
- d. Your knowledge of the reader. معرفتك للقارئ.

Question 8

In order to communicate more effectively, the writer should: من أجل التواصل بشكل أكثر فعالية ، يجب على الكاتب

- a. All of the above
- b. Simplify the wording. تبسيط الصياغة.
- c. Choose appropriate words. اختر الكلمات المناسبة.
- d. Consider the reader. خذ بعين الاعتبار القارئ.

Question 9

Understanding your reader is important but not fundamental to the success of any message. إن فهم القارئ مهم ولكنه ليس أساسيًا لنجاح أي رسالة.

True

False

Question 10

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. - ليست هناك حاجة لتكييف رسالة مع قارئ - .البشر بطبيعتهم قابلون للتكيف وسيجدون طريقة لفهم رسالتك

True

False

Question 11

Miscommunication can occur because people have different ways of understanding messages. يمكن أن يحدث سوء التواصل لأن الناس لديهم طرق مختلفة لفهم الرسائل.

True

False

Question 12

Knowing all you can about your reader improves the chances the message will work. إن معرفة كل ما تستطيع عن القارئ يحسن فرص عمل الرسالة.

True

False

Question 13

Accurate words mean what you want to say. الكلمات الدقيقة تعني ما تريد قوله.

True

False

Question 14

The same words can have different meanings according to culture. يمكن أن يكون للكلمات نفسها معاني مختلفة وفقًا للثقافة

True

False

Question 15

Avoid short, common words, because they sound unfriendly. تجنب الكلمات القصيرة. الشائعة لأنها تبدو غير ودية.

True

False

Module 03

Question 1

The report is the presentation of information that serves a business purpose التقرير هو عرض للمعلومات التي تخدم غرضًا تجاريًا

True

False

Question 2

When you begin a report, it is not necessary to find a need. عند بدء تقرير ، ليس من الضروري أن تجد حاجة

True

False

Question 3

After knowing the problem of the report, you have to know how to solve it and determine the factors of the problem. بعد معرفة مشكلة التقرير ، عليك أن تعرف كيفية حلها. وتحديد عوامل المشكلة.

True

False

Question 4

The conventional system is using the Arabic numbers in presenting the major headings and letters of alphabet while Roman numbers in showing the lesser headings. يستخدم النظام التقليدي الأرقام العربية في عرض العناوين الرئيسية والأحرف الأبجدية بينما تستخدم الأرقام الرومانية في إظهار العناوين الأصغر.

True

False

Question 5

You should turn your outline into a table of contents in the beginning of writing the report يجب أن تحول مخططك إلى جدول محتويات في بداية كتابة التقرير

True

False

Question 6

The headings for the table of contents should match exactly the heading of the report section. يجب أن تتطابق عناوين جدول المحتويات تمامًا مع عنوان قسم التقرير.

True

False

Question 7

For informal situations, personal writing and for formal situations you should use impersonal writing. بالنسبة للمواقف غير الرسمية والكتابة الشخصية والمواقف الرسمية ، يجب استخدام الكتابة غير الشخصية.

True

False

Question 8

A _____ is an orderly and objective communication of factual information that serves a business purpose. هو اتصال منظم وموضوعي للمعلومات الواقعية التي تخدم غرضًا تجاريًا.

- a. playbill
- b. sports program
- c. business report
- d. romance novel

Question 9

A report's objectivity is based on: تستند موضوعية التقرير إلى:

- a. the writer's personal opinions
- b. its unbiased approach نهجها غير المتحيز
- c. the boss's perspective
- d. none of the above

Question 10

After you have been assigned a report project, your first task is to: بعد أن يتم تعيين
مشروع تقرير لك ، تكون مهمتك الأولى هي

- a. start writing.
- b. clarify the problem/need in your mind. وضح المشكلة / الحاجة في ذهنك
- c. get on the Internet and begin the research.
- d. delegate the assignment to a subordinate.

Question 11

The preliminary investigation of a report problem could involve التحقيق الأولي لمشكلة
التقرير يمكن أن يشمل

- a. searching through printed materials. البحث من خلال المواد المطبوعة.
- b. all of the above.
- c. gathering information from company files. جمع المعلومات من ملفات الشركة.
- d. conferring with experts (internal or external). التشاور مع الخبراء (داخليين أو خارجيين).

Question 12

Possible solutions or explanations to the problem are _____.
الحلول الممكنة أو .
التفسيرات لهذه المشكلة

- a. Inquiries
- b. epitomes
- c. data searches
- d. Hypotheses الفرضيات

Question 13

The best method of information gathering for a business report is _____.
أفضل طريقة لجمع المعلومات لتقرير الأعمال

- a. personal investigation
- b. a combination of these based on the problem مزيج من هذه على أساس المشكلة
- c. library/online research
- d. experiments or surveys

Question 14

To avoid human error, the writer should _____.
لتجنب الخطأ البشري ، يجب على .
الكاتب

- a. use available information from any secondary source
- b. use reliable data استخدام بيانات موثوقة
- c. draw definite conclusions
- d. all of the above

Question 15

Which of the following is the least true statement about outlining?
أي مما يلي هو أقل بيان صحيح حول الخطوط العريضة؟

- a. The time to polish the format of your outline is usually when turning it into the report's table of contents.

b. You can use an outline to get feedback from others before you draft your report.

c. You should research the report topic so thoroughly that you do not have to revise your outline once you have written it. يجب عليك البحث في موضوع التقرير بدقة بحيث لا تضطر إلى مراجعة مخططك بعد كتابته

d. Creating a detailed outline for a report is usually a good idea.

Module 04

Question 1

The body is where you write the content of the letter. الجسم هو المكان الذي تكتب فيه محتوى الرسالة

True

False

Question 2

You should include the return address of the sender of the letter. يجب عليك تضمين عنوان المرسل المرسل للرسالة

True

False

Question 3

You should never sign a letter. Only type your name in printed letters. لا يجب عليك أبدا التوقيع على خطاب. فقط اكتب اسمك بأحرف مطبوعة

True

False

Question 4

The subject line is used so that both the sender and the receiver can identify the subject of the correspondence quickly. يتم استخدام سطر الموضوع بحيث يمكن لكل من المرسل والمتلقي تحديد موضوع المراسلات بسرعة

True

False

Question 5

You cannot enclose other documents to the letter. لا يمكنك إرفاق مستندات أخرى بالحرف.

True

False

Question 6

The layout of a letter will not negatively impress the reader. لن يؤثر تصميم الخطاب سلباً على القارئ

True

False

Question 7

Nowadays, we emphasize on choosing words, particularly on use of a firm and affected way of expressing consideration. في الوقت الحاضر ، نؤكد على اختيار الكلمات ، لا سيما على استخدام طريقة حازمة ومتأثرة للتعبير عن الاعتبار

True

False

Question 8

Letters are used mainly for corresponding with people inside your organization. تُستخدم الحروف بشكل أساسي للتوافق مع الأشخاص داخل مؤسستك

True

False

Question 9

The attention line is used to present the letter to a specific officer. For addressing specific departments, the subject line is used instead. يتم استخدام خط الانتباه لتقديم الرسالة. إلى ضابط معين. لمعالجة أقسام محددة ، يتم استخدام سطر الموضوع بدلاً من ذلك

True

False

Question 10

Don't use solid capital letters in writing emails. People will think you are shouting.

لا تستخدم الأحرف الكبيرة في كتابة الرسائل الإلكترونية. سيعتقد الناس أنك تصرخ

True

False

Question 11

Using an abbreviation like "LOL" is suitable for formal email messages. يعد استخدام

مناسبًا لرسائل البريد الإلكتروني الرسمية "LOL" اختصار مثل

True

False

Question 12

An email is a confidential way of transmitting a message. البريد الإلكتروني هو وسيلة

سرية لنقل رسالة

True

False

Question 13

It is fine to write slang in a casual email message. من الجيد كتابة عامية في رسالة بريد

إلكتروني غير رسمية

True

False

Question 14

Emails are fine for transmitting long, complicated messages. رسائل البريد الإلكتروني

جيدة لإرسال رسائل طويلة ومعقدة

True

False

Module 05

Question 1

Business oral report is the coverage of factual business information. التقرير الشفوي للأعمال هو تغطية المعلومات التجارية الواقعية

True

False

Question 2

You must be aware of the general objective while determining the report's objective. يجب أن تكون على دراية بالهدف العام أثناء تحديد هدف التقرير.

True

False

Question 3

Oral reports are always in indirect order. التقارير الشفوية دائماً بترتيب غير مباشر.

True

False

Question 4

You should not state the factors involved in achieving the report's objective. Only the objective is required. يجب ألا تذكر العوامل التي تدخل في تحقيق هدف التقرير. فقط الهدف المطلوب

True

False

Question 5

The oral report resembles the written report in that it should work towards the objective already put in the body. يشبه التقرير الشفوي التقرير المكتوب من حيث أنه يجب أن يعمل نحو الهدف الذي تم وضعه بالفعل في الجسم

True

False

Question 6

It is a good idea to use big words in your oral reports. Big words impress the audience. إنها فكرة جيدة أن تستخدم كلمات كبيرة في تقاريرك الشفوية. الكلمات الكبيرة تبهر الجمهور.

True

False

Question 7

The direct order is the most logical and more widely used in oral reports. الترتيب المباشر هو الأكثر منطقية والأكثر استخدامًا في التقارير الشفوية

True

False

Question 8

Oral communication levels of correctness are as firm as those of the written communication levels, if the person reported to is the same. تعد مستويات صحة الاتصال الشفوي ثابتة مثل مستويات الاتصال الكتابي ، إذا كان الشخص الذي تم الإبلاغ عنه هو نفسه

True

False

Question 9

The only core goals of the introductory remarks are to mention the purpose and define unknown expressions. الأهداف الأساسية الوحيدة للملاحظات التمهيدية هي ذكر الغرض وتحديد التعبيرات غير المعروفة

True

False

Question 10

Although you should be patient while listening, interrupting the speaker is fine if you do know what he's talking about. It helps save time. على الرغم من أنه يجب عليك التحلي بالصبر أثناء الاستماع ، إلا أن مقاطعة المتحدث أمر جيد إذا كنت تعرف ما يتحدث عنه. يساعد في توفير الوقت

True

False

Question 11

Interpretation always enables us to give meaning to the words. يتيح لنا التفسير دائمًا إعطاء معنى للكلمات

True

False

Question 12

The listening process involves filtering and remembering the spoken words. تتضمن عملية الاستماع تصفية الكلمات المنطوقة وتذكرها

True

False

Question 13

How we sense words depends only on our will to listen. كيف نشعر بالكلمات يعتمد فقط على إرادتنا في الاستماع

True

False

Question 14

The larger the vocabulary one has the more choices he has. كلما كانت المفردات أكبر كلما كان لدى المرء المزيد من الخيارات

True

False

Question 15

Evidence shows that listening causes the same amount of problems as talking does. تظهر الأدلة أن الاستماع يسبب نفس القدر من المشاكل التي يسببها الكلام.

True

False

Module 06

Question 1

At the end of the question period, take two minutes to review your main points. في نهاية فترة السؤال ، خصص دقيقتين لمراجعة نقاطك الرئيسية

True

False

Question 2

To avoid difficult questions, avoid making sheets of paper available to your audience. That's to prevent them from writing down difficult questions during your presentation. لتجنب الأسئلة الصعبة ، تجنب إتاحة الأوراق لجمهورك. وذلك لمنعهم من تدوين الأسئلة الصعبة أثناء العرض التقديمي

True

False

Question 3

If the question is complex, answer it concisely. إذا كان السؤال معقدًا ، أجب عليه بإيجاز.

True

False

Question 4

If the question reflects a lack of understanding from the questioner part, show the questioner that he didn't understand what you were talking about. إذا كان السؤال يعكس عدم فهم السائل للسائل ، أظهر السؤال الذي لم يفهم ما تتحدث عنه

True

False

Question 5

During the period of the questions, don't nod your head to show that you understood the question, as audience will interpret that you agree with the questioner. خلال فترة طرح الأسئلة ، لا تحرك رأسك لتظهر أنك فهمت السؤال ، حيث سيفسر الجمهور أنك تتفق مع السائل.

True

False

Question 6

Ask people to stand up when they ask a question. It helps you control the audience and forces them to respect you. اطلب من الناس الوقوف عند طرح سؤال. يساعدك على التحكم في الجمهور وإجباره على احترامك

True

False

Question 7

Always take time to think before you answer all questions. خذ دائماً وقتاً للتفكير قبل الإجابة على جميع الأسئلة

True

False

Question 8

If you don't know the answer to a question, come up with something. إذا كنت لا تعرف إجابة سؤال ما ، فابدأ بشيء ما

True

False

Question 9

Responding quickly to the questions you know will only bring attention to those questions you do not know. لن يؤدي الرد السريع على الأسئلة التي تعرفها إلا إلى لفت الانتباه إلى تلك الأسئلة التي لا تعرفها

True

False

Question 10

Treat each objection in a serious way and try to think of how to deal with it. تعامل مع كل اعتراض بطريقة جادة وحاول التفكير في كيفية التعامل معه

True

False

Question 11

Don't repeat the question, or the audience will think you're hesitant and don't know the answer. لا تكرر السؤال وإلا سيعتقد الجمهور أنك متردد ولا تعرف الإجابة.

True

False

Question 12

While talking you can answer the questions or objections that you expect from your audience. أثناء التحدث ، يمكنك الإجابة على الأسئلة أو الاعتراضات التي تتوقعها من جمهورك.

True

False

Question 13

The best way to deal with the objection is to eliminate it. أفضل طريقة للتعامل مع الاعتراض هو إزالته

True

False

Question 14

When you face a major objection, try to persuade your audience. عندما تواجه اعتراضًا كبيرًا ، حاول إقناع جمهورك

True

False

Question 15

When you face a major objection and you manage to overcome it, ask your audience to admit that they have been wrong. عندما تواجه اعتراضًا كبيرًا وتتمكن من التغلب عليه ، اطلب من جمهورك الاعتراف بأنهم كانوا على خطأ

True

False



I. MCQ

1- The first step in the communication process is:

- ☐ A Considering possible communication strategies.
- ☒ B Sending a need. 1
- ☐ C Selecting a course of action.
- ☐ D Deciding on a response.

2- The last step in the communication process is:

- ☐ A Considering possible communication strategies.
- ☐ B Sending a need.
- ☒ C Replying to the message. C
- ☐ D Selecting a course of action.

3- Writing is helping in:

- ☐ A Expressing yourself as a person.
- ☐ B Having feedback from others.
- ☐ C Making your thinking visible.
- ☒ D All of the above. D

4- Writing skills is so important asset for:

- ☐ A Applying for a job.
- ☐ B Education.
- ☐ C Scientific papers.
- ☒ D All of the above. D

5- One of the main reasons for writing is not:

- ☐ A Intellectual reasons.
- ☐ B Applying for a job.
- ☐ C Web writing. C
- ☒ D Conceptual reasons.

6- There are many types of business message which are:

- ☐ A Verbal business message.
- ☐ B Written business message.
- ☐ C Persuasive business message.
- ☒ D All of the above. D

7- The written business message could not:

- ☐ A Make the business.
- ☐ B Break the business.
- ☐ C Be an ordinary message.
- ☒ D All of the above. D

8- In choosing the words for a message to multiple readers, you should:

- ☐ A Select words that impress the reader. 8
- ☒ B Select words all your readers clearly understand.
- ☐ C Write to the person in the group with the highest level of understanding so that you do not come across uneducated.
- ☐ D None of the above.

9- Technical words

- ☒ A Are proper if all the readers understand them. 9
- ☐ B Should be used to impress the reader.
- ☐ C should be avoided because they may not be in the spell check program.
- ☐ D Should be avoided because they lead to unwanted legal recourse.

10- When choosing the words for your message, the best of these suggestions is to:

- ☐ A Try to impress the reader.
- ☐ B Employ the "one size fits all" rule of thumb.
- ☒ C Consider the reader's level of understanding. 1-
- ☐ D Assume the reader has knowledge equal to yours.

11- The purpose of using concrete words is to:

- ☐ A Be vague with the reader.
- ☐ B Create abstract thought.
- ☐ C Discuss things that cannot be seen, touched, or smelled. 11
- ☒ D Be specific in meaning.

12- Select the sentence that is least discriminatory

- ☐ A If a soldier tests positive for drugs, he is discharged from the service.
- ☐ B I'll ask my girl to get the report for you.
- ☐ C Selected for the committee were an actor, a doctor, and a lady lawyer. 1 C
- ☒ D If the candidate scores 400 on the employment test, he or she is eligible to be hired.

13- Adaptation is:

- ☐ A Using acronyms to shorten the length of sentences.
- ☐ B Using technical words to describe technical things or processes.
- ☐ C Fitting the message to the particular page size. 7 12
- ☒ D choosing words that the reader is likely to understand.

14- Selecting the right words depends on:

- ☐ A Your ability to use language.
- ☐ B Your knowledge of the reader. 1 E
- ☐ C Your good judgment.
- ☒ D All of the above.

15- In order to communicate more effectively, the writer should:

- ☐ A Consider the reader.
- ☐ B Choose appropriate words.
- ☐ C Simplify the wording. 10
- ☒ D All of the above.

16- A _____ is an orderly and objective communication of factual information that serves a business purpose.

- ☒ A business report
- ☐ B playbill
- ☐ C sports program
- ☐ D romance novel

17

17- A report's objectivity is based on

- ☐ A the boss's perspective
- ☐ B the writer's personal opinions
- ☒ C its unbiased approach
- ☐ D none of the above

18

18- After you have been assigned a report project, your first task is to:

- ☐ A get on the Internet and begin the research.
- ☐ B start writing.
- ☐ C delegate the assignment to a subordinate.
- ☒ D clarify the problem/need in your mind.

19

19- The preliminary investigation of a report problem could involve

- ☐ A searching through printed materials.
- ☐ B gathering information from company files.
- ☐ C conferring with experts (internal or external).
- ☒ D all of the above.

20

20- Possible solutions or explanations to the problem are _____.

- ☒ A Hypotheses
- ☐ B Inquiries
- ☐ C data searches
- ☐ D epitomes

21

21- The best method of information gathering for a business report is _____.

- ☒ A personal investigation
- ☐ B experiments or surveys
- ☐ C library/online research
- ☐ D a combination of these based on the problem

22

22- The business message could not be:

- ☐ A Verbal.
- ☐ B Conceptual.
- ☒ C Positive.
- ☐ D Persuasive.

23- When we consider the communication activities of an organization from an overall point of view, the activities fall into three broad categories: _____.

- ☐ A electronic, face-to-face, and internal
- ☐ B external operational, external, and personal
- ☒ C internal operational, external operational, and personal
- ☐ D operational, face-to-face, and personal

24- External communication can involve communicating with _____

- ☐ A Suppliers
- ☐ B service companies
- ☐ C customers
- ☒ D all of the above

25- 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

C 3

11. T and F

1- Communication is playing an important role in daily affairs.

- ☒ A [True]
- ☐ B [False]

CO

2- Writing skills are not so important in achieving business goals.

- ☒ A [True]
- ☐ B [False]

3- Writing is important because your understanding will not be evaluated in school and community

- ☐ A [True]
- ☒ B [False]

C 7

4- There are some reasons for writing which are intellectual reasons and practical reasons.

- ☒ A [True]
- ☐ B [False]

C V

5- Writing does not help you to remember information.

- ☐ A [True]
- ☒ B [False]

C A

6- The same words can have different meanings according to culture.

- ☒ A [True]
- ☐ B [False]

C 9

7- Avoid short, common words, because they sound unfriendly.

- ☐ A [True]
- ☒ B [False]

C 1

8- Use your active voice when you want your writing to be simple, direct and clear

- ☒ A [True]
- ☐ B [False]

X

9- Passive voice strengthens your writing.

- ☒ A [True]
- ☐ B [False]

X

the passive voice is used to emphasize an object.

☐ [True]

☒ [False]

11- Most Web sites are reputable, so there's no reason to double check.

☐ [True]

☒ [False]

12- You have an even-numbered list of sales figures; to calculate the median, take the two numbers in the center and divide by two.

☒ [True]

☐ [False]

13- Surveys and questionnaires are always useful, regardless of how well the questions are designed.

☒ [True]

☐ [False]

14- To determine the range of a group of numbers, you must first know their average.

☒ [True]

☐ [False]

15- Library sources are always credible, so there's no need to analyze them before you cite them.

☐ [True]

☒ [False]

16- The problem-solving memo suggests a specific action to improve a situation.

☒ [True]

☐ [False]

17- Memos conveying sensitive information are always written in direct order.

☐ [True]

☒ [False]

18- To write effective memos, you don't have to explain the benefits to the reader. That's what letters are for.

☐ [True]

☒ [False]

19- The topic details of the memo should be concise.

☒ [True]

☐ [False]

20- Memos bring attention to problems but they don't solve problems.

☐ [True]

☒ [False]

21- Business oral report is the coverage of factual business information.

☒ [True]

☐ [False]