

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'.

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.

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.

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.

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'.

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.

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.

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'.

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'.

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'.

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

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.

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

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.

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'.

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'.

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'.

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'.

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'.

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'.

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'.

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'.

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'.

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'.

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'.

