

Quiz 3							
Topics	Negative and Persuasive Messages			Total Marks		30	
Student 1		Roll no		Student 2		Roll no	

Task I: State True or False for the following statements.

/8

1. A negative message should start directly with the bad news to be efficient. **F**
2. Offering an alternative option in the redirect part can help maintain goodwill. **T**
3. The explanation part of a negative message is optional and should be avoided to save time. **F**
4. Ending with courtesy is essential to keep the relationship positive, even when delivering bad news. **T**
5. An effective buffer can mislead the reader if it sounds too positive. **F**
6. Sales Pattern messages rely more on logic and facts than emotions. **F**
7. The Direct Pattern should be used when the audience is likely to agree with your request. **T**
8. Problem-solving strategy requires proposing a solution after describing the issue. **T**

Task II: Multiple Choice Questions

/7

1. What is the primary purpose of a buffer statement in a negative message?
 - A. To provide alternatives
 - B. To deliver the bad news gently
 - C. To mislead the reader
 - D. **To set a positive or neutral tone**
2. In which part of the negative message would you typically offer alternatives or upcoming actions?
 - A. Buffer
 - B. Break the bad news
 - C. **Redirect**
 - D. Closing
3. Which principle is most violated when a negative message is wordy and unclear?
 - A. Courtesy
 - B. Completeness
 - C. **Conciseness**
 - D. Coherence
4. Which of the following is an example of a good buffer?
 - A. "We can't process your request."
 - B. **"We appreciate your feedback and interest in our services."**
 - C. "Sorry, not possible."
 - D. "You should have checked our return policy."
5. Which of the following strategies is most appropriate when the audience may resist and emotional appeal is more effective than logic?
 - A. Direct Pattern
 - B. Problem-Solving Strategy
 - C. **Sales Pattern**
 - D. Narrative Strategy
6. The Problem-Solving Strategy is most effective when:
 - A. The reader expects the request
 - B. Emotional appeal is needed
 - C. **The reader needs a logical explanation and solution**
 - D. You're writing a sales proposal
7. You are writing a request to your teacher for an extension due to group delays. Which strategy should you use?
 - A. Direct Pattern
 - B. Sales Pattern
 - C. **Problem-Solving Strategy**
 - D. Informative Strategy

Task III: Match the scenario (Column A) with the best strategy (Column B).

/3

1. Requesting a free software trial	A. Problem-Solving Strategy	1. Sales Pattern (B)
2. Reporting a teammate's poor performance	B. Sales Pattern	2. Problem-Solving Strategy (A)
3. Requesting a new computer for your lab	C. Direct Pattern	3. Problem-Solving Strategy (A)

Task IV: Below are email subject lines that are too blunt, emotional, or negative in tone. For each of the following, rewrite the subject line to sound more appropriate for business communication. Use a neutral and professional tone, and avoid giving away the bad news too early.

/5

Any answer that conveys the neutral tone (Without disclosing the negative news directly) can be acceptable

1. You broke the rules	Follow up on recent act/code of conduct review
2. You didn't get the job	Follow up on your job application/Application Status for the position of
3. Late submission not accepted	Response to assignment submission request
4. We're raising our prices	Upcoming changes in prices/ subscription plan/ policy
5. Scholarship rejected	Follow up on your scholarship application

Scenario: You are working on a group software project for your final assignment. Due to repeated software crashes and a teammate being unwell, your group has fallen behind schedule. The submission is due in two days, but your group needs an extension to complete the assignment.

Task V:

- Which persuasive strategy will work best as per the scenario?** Problem-Solving Strategy /2
- Organize the content of the message as per the given information in an appropriate sequence, label each with their respective purpose as per the taught format.** /5

Our group has been delayed due to frequent software crashes during testing, and one team member has been ill for several days, affecting our overall progress.	2	Define the Problem
We hope you will consider our request. We're happy to share our current progress or revised schedule if needed. Thank you for your time and support.	5	Call for the desired action with courteous closing
We've enjoyed working on this group project and have learned a lot from the experience. However, we'd like to share a challenge we're currently facing	1	Common ground/audience's interest
We are requesting a 3-day extension to complete the remaining testing and finalize the documentation	3	Solution to the problem
An extra 3 days will allow us to ensure code stability, fix known bugs, and submit a high-quality project that meets all requirements	4	Benefit of the solution