

SRM Institute of Science and Technology, Ramapuram Campus
English and Other Foreign Languages
18LEH101J-English
Unit -1

(Introduction to Communication)

Syllabus

Introduction to Communication
Process of Communication
Types of Communication
Channels of communication
Barriers to Effective communication
LSRW in Effective Communication
Letter Writing (Complaint Letter & Enquiry Letter)
Critical thinking activities related to Professional communication

One Mark Questions

1. The word communication is derived from the Latin word “communicare” which means ‘_____’.
a. To voice b. to speech c. **to share** d. to evaluate
2. Communication is the_____, ideas, emotions, skills.
a. transmission of information b. art c. images d. actions
3. _____must be avoided for an effective communication.
a. Technical skills b. Lack of planning c. preparation d. barriers
4. _____skills are often required to get a good job.
a. **Good Communication** b. Technical communication c. Coordinating
d. Recommendation
5. _____is commonly defined as “the imparting or interchange of thoughts, opinions or information by speech, writing, or signs”
a. Listening b. **communication** c. LSRW d. Channels
6. _____refers to the exchange of technical and scientific knowledge through writing, speech and other mediums addressed to a specific audience.
a. Upward b. downward c. Horizontal d. **Technical communication**
7. _____are problems arising from expression or transmission of meaning in communication.
a. Semantic problems b. Technical Problems c. Barriers of communication
8. _____is never learnt, it is to be acquired.
a. Linguistics b. **Language** c. Reading d. writing
9. _____is an active process wherein we concentrate and retain the information listened to.
a. Writing b. speaking c. **Listening** d. Reading

10. _____ is a passive process wherein the listener does not want to retain any information.
a. Listening b. **hearing** c. writing d. reading
11. To be an effective speaker one should use appropriate vocabulary and use words in the _____.
a. Sequential order b. increasing order c. decreasing order d. **correct order**
12. Both _____ and decoding of messages are influenced by our emotions. Emotions play a very important role in our lives.
a. **Encoding** b. feedback c. channelizing d. process
13. _____ should be avoided in an effective communication.
a. Voice audibility b. **Ambiguity** c. vocabulary d. pronunciation
14. To ensure an effective communication one must take care in _____, and one must listen attentively.
a. **Clarity of language** b. spelling c. grammar d. stress
15. Communication is complete only when the receiver understands the message. Many communication problems arise because of misunderstandings.
a. Understandings b. **misunderstandings** c. audibility d. eye contact
16. Barrier to communication occurs when words are uttered in a _____.
a. Positive sense b. **negative sense** c. proper d. communication
17. _____ is to gather the most important information by running the eye over the text.
a. Scanning b. Critical Reading c. **skimming** d. Comprehension
18. _____ is to find a particular piece of information.
a. Skimming b. Critical Reading c. Reading through comprehension d. **scanning**
19. Speaking technique has four main elements word _____, voice quality, correct tones, and types of tones.
a. **Stress** b. audibility c. speech d. verbal
20. Barriers to listening are _____, physiological, linguistic, cultural barriers, speech decoding and oral discourse analysis.
a. **Physical** b. oral c. communication d. none of the above

Four Mark Questions

1. The main elements of the non-verbal communication is personal appearance, posture, gestures, _____ eye contact, tone of the speaker, etc.,
a. **Facial expressions** b. message c. sharing ideas d. speech
2. The Process of communication involves ideation, encoding, channelizing, decoding and _____.
a. Message b. **feedback** c. channel d. communication
3. A _____ is a reciprocal conversation between two or more entities under which the oral and written communication take place.

- a. **Dialogue** b. Non-verbal c. transformation of information d. process of communication
4. Upward, _____ Horizontal, Diagonal channels of communication are the directions of communication used in workplaces.
a. Verbal b. Non-verbal c. **Downward** d. lower
5. To overcome the barriers one should improve concentration and _____ listening skills.
a. **active** b. inactive c. formal d. proper
6. _____ communication happens across all official cadres and no hierarchy is followed.
a. Upward b. Downward c. Horizontal d. **Diagonal**
7. Horizontal communication takes place between _____ and sometimes among the peer groups.
a. Employees of low ranks b. employees of high ranks c. based on designation
d. **employees of equal ranks**
8. Downward communication follows the hierarchical order from the _____.
a. **higher to the lower level** b. lower to higher c. equal rank d. no hierarchy
9. _____ starts from the lower levels and goes up to the higher level.
a. Downward communication b. **Upward communication** c. Horizontal d. diagonal
10. Opening, _____ paragraph is necessary for a successful cover letter.
a. **body and closing** b. qualification c. remarks d. subject

Twelve Mark Questions

1. _____ is done when the reader wants to gain the full knowledge or information.
a. **a. Reading through comprehension** b. scanning c. Skimming d. **Critical Reading**
2. _____ takes place when the reader tends to make judgment on the piece of work.
a. Scanning b. **Critical Reading** c. Reading through comprehension d. Skimming
3. Complaint letter should be called _____.
a. **Claim letter** b. Informal letter c. Professional letter d. Enquiry Letter
4. The name and address of the company writing the letter of complaint is mentioned in the _____ of the letter.
a. Top left corner b. center c. **top right corner** d. Title
5. _____ are the most common type of business letters.
a. Letter of request b. letter of complaints c. **Letter of enquiry** d. informal letters
6. Letters of enquiry should be written with due care and it must create the _____.
a. **right impression** b. understanding c. clarification d. Recommendation

Unit – II
(Remedial Grammar and Vocabulary)

Syllabus

Tense and Aspects
Common errors in Language
Connectives and Correlative Conjunctions
Framing Compound and Complex Sentences
Proper use of Punctuation
Changing of Voice (Active voice & Passive voice)
Direct and Indirect Speech
Degrees of Comparison
Question Tags
Single and Extended Definitions
Notes on Abbreviation and Acronyms
Idiomatic Usages
Parallel structure
Identification of Topic Sentences

One Mark Questions

1. Correlative conjunctions are ____; not only....but also; either...or.
a. **both...and** b. so...on c. between d. in and out
2. He took care of the business ____ she took care of the family.
a. Then **b. whereasc.** rather d. before
3. I have not seen her ____ Sunday.
a. **Since** b. before c. after d. next
4. Her absence is ____ her sickness.
a. Because b. though **c. due tod.** for
5. You haven't seen Nisha today, ____?
a. Did you? **b. have you?** c. hasn't they? D. can you?
6. Let's go for a walk, ____?
a. Did we? b. can we? **c. Shall we?** d. shall we
7. Write the idiomatic expression for '**Great minds think alike**'.
a. intelligent people think like each other b. do alike c. think great d. overview
b. _____ avoiding the main topic. Not speaking directly about the issue.
8. Write the idiomatic expression for '**Beating around the bush**'.
a. _____ avoiding the main topic. Not speaking directly about the issue. b. telling truth c. fact d. clarification
9. _____ are medicines that help stop infections caused by bacteria.

- a. Medicines **b. Antibiotics** c. Drugs d. Tests
10. A _____ is a special program that processes statements written in a particular programming language and turns them into machine language.
- a. **Compiler** b. Transformer c. UPS d. Server
11. Write the full form of the abbreviation for 'UPS'
- a. Unlimited Power service **b. Uninterruptible Power Supply** c. Uninterruptible power service d. Unlimited power supply
12. Write the full form of the acronym for 'XML'
- a. **Extended Markup Language** b. Extended Mark Language c. Extended Makeable language d. Extended Markup Logistics
13. Choose the sentence that maintains a Parallel structure throughout
1. In the rain I drove slowly, carefully, and watch out for other drivers.
- a. In the rain I drive slowly, carefully, and defensively.**
- b. In the rain, I drove slowly, carefully, defensively.
14. _____ also helps the reader understand the writer's emotions about the subject.
- a. Degrees of Comparison **b. Punctuation** c. Preposition d. conjunctions
15. Change the following into Indirect Speech
1. Neha will say. "Shreya is reading".
- a. Neha will say that Shreya is reading.**
- b. Neha said that Shreya is reading.
16. Change the following into Indirect Speech.
1. Mother said, "Kannan had been reading for exam".
- a. Mother said that Kannan had been reading for exam.**
- b. Mother said that Kannan have been reading for exam.
17. Change the active voice into passive voice.
1. Ramya and Radhika are singing songs.
- a. Songs are being sung by Ramya and Radhika.**
- b. Songs were being sung by Ramya and Radhika.
18. Change the following sentences into Passive voice.
1. He wrote an award- winning novel.
- a. An award-winning novel have been written by him.
- b. An award-winning novel was written by him.**
19. Change the following sentences into Passive voice.
1. The boy was painting a picture.
- a. A picture was painted by him.
- b. A picture was being painted by the boy.**
20. State whether the following sentences are simple, complex or compound.
1. We met rather few people who spoke Hindi.
- a. simple **b. complex** c. compound

Four Mark Questions

1. A _____ is a word that links words, phrases, or Clauses.
a. **Conjunction** b. connectives c. Idiomatic usages d. Degrees of comprehension
2. Three types of conjunctions are coordinating, _____ conjunctions, and subordinating conjunctions.
a. Connectives b. **Correlative** c. divisional d. sentence
3. _____ the absence of mental stress or anxiety, and the presence of serenity, calm, quiet, comfort of mind.
a. **Peace of mind** b. stress c. strong belief d. Emotion
4. _____ is to believe that one is able to accomplish what one sets out to do, to overcome obstacles and challenges.
a. **Self-assurance** b. Self – Assessment c. self-confidence d. self-motivation
5. Write the full form of 'EFLU'
a. **English and Foreign Languages University** b. English and Other Foreign Languages
6. Choose the sentence that maintains a Parallel structure throughout.
1. Doctors say I should run, swim, and go walking.
a. **Doctors say I should run, swim, and walk.** b. Doctor say I should run, swim and then walk.
7. Change the following into Indirect Speech.
1. You said, "We are tired".
a. **They said that they were tired.** b. They said that they will be tired.
8. Change the following into Indirect Speech.
1. He said to me, "He is doing his homework".
a. He said to me that he was doing his homework b. **He told me that he was doing his homework.**
9. Change the following sentences into Passive voice.
1. Shreya was writing a poem.
a. A poem was written by shreya b. **A poem was being written by Shreya.**
10. You can either come with me now or walk home.
a. **Compound sentence** b. Simple sentence c. Complex sentence

Twelve Mark Questions

1. ____ I was waiting for my friend at Theater. I ate my Lunch.
a. Still b. **while** c. though d. during
2. Students were warned ____ ragging in the college campus.
a. **About** b. to c. so d. in
3. Write the idiomatic expression for 'Turn a blind eye'

- a. Straight forward b. Appreciation c. Acknowledgement d. **refuse to acknowledge something you know is real**
4. _____ should be used when you connect clauses with a coordinating conjunction such as: for, and, nor, or, but, so, or yet.
- a. **Parallel structure** b. Topic sentences c. Question tags d. Conjunctions
5. **Choose the sentence that maintains a Parallel structure throughout.**
- a. **The mysterious stranger hailed a cab, hopped in, and disappeared into traffic.**
- b. The mysterious stranger hailed a cab, hopped in, and was disappearing into traffic.
- c. The mysterious stranger hailed into a cab, hopped into it and was disappeared into traffic.
6. A _____ also states the point the writer wishes to make about that subject.
- a. **topic sentence** b. Identification of title c. parallel structure d. question tags

Unit – III

(Discursive and Analytical writing)

Syllabus

Dialogue writing in situation or context

Information Transfer Flow chart

Classification table

Bar Diagram

Essay Writing

Film Review

Book Review

British & American English

Précis Writing

One Mark Questions

1. The _____ part of the bar chart states the overall content depicted graphically.
a. concluding b. describing c. **introductory** d. following
2. Precis writing should be written _____ speech.
a. Direct b. **indirect** c. active d. none of the above
3. Conclude the review with the _____.
a. **Evaluation of the book** b. question c. information d. clarity
4. A successful book review includes a _____ of the book, background information about the author and topic, and an evaluation of the content.
a. Beauty b. sentences c. types d. **Short summary**
5. Descriptive essays describe a place or a person.
a. **True** b. False
6. Which of these is not a type of essay?
a. Narrative essay b. descriptive essay c. Argumentative essay d. **Personal essay**
7. Choose the correct American equivalent for 'elastoplast'.
a. **band-aid** b. plaster c. bandage d. cover
8. Choose the correct British equivalent for 'Pedestrian crossing'.
a. road crossing b. **zebra crossing** c. level crossing d. signal
9. Bar chart shows evenly spaced bars extending _____.
a. horizontal b. vertical c. **both horizontally and vertically** d. circle
10. In a précis, conjunction can be replaced by _____.
a. Full stop b. **Semicolon** c. Apostrophe d. comma
11. Avoid using contractions and _____ in précis writing.
a. **abbreviations** b. acronyms c. Synonyms d. none of the above

12. Précis writing should be a _____ or a miniature version of the original paragraph.
a. essay b. **summary** c. analysis d. none of the above
13. The _____ part of the bar chart states the overall content depicted graphically.
a. concluding b. describing c. **introductory** d. following
14. The _____ part of the bar chart states the overall content depicted graphically.
a. concluding b. describing c. introductory d. following
15. Which of these should be avoided in a good essay?
a. **slang** b. dignified words c. brevity d. unity
16. In the introduction of the bar chart try to _____
a. Paraphrase the original content b. summarize c. pleasant d. simple
17. Book Review should focus on the book's purpose, _____ and authority.
a. Work b. **content** c. time d. money
18. When covering the _____ of the book, research the topic, even if the book is a work of fiction.
a. title b. pages c. titles d. **background**
19. A _____ is 'a descriptive and critical or evaluative account of a book'.
a. Book review b. Movie review c. Summary d. Presentation
20. Flow of actions can be indicated in flow chart by _____.
a. circles b. **arrows** c. round d. past tense

Four Mark Questions

1. To describe the data in the bar chart we can use _____.
a. Let us begin with b. to sum up c. over all d. to introduce
2. Précis writing must be _____ connected and should have a good flow of words.
a. illogically b. **logically** c. direct d. none of the above
3. A précis should be written in third person.
a. **True** b. False
4. The arrangement of data in rows and columns is called _____.
a. Frequency distribution b. cumulative frequency distribution c. **Tabulation** d. Classification
5. In British English, the auxiliary do is often used as a substitute for a _____ when replying to a question.
a. **Verb** b. past tense c. auxiliary verb d. action verb
6. In British English _____ is often used to ask for advice or an opinion.
a. Should b. will c. did d. **shall I / we**
7. _____ is written or spoken conversational exchange between two or more people, and literary and theatrical form that depicts such an exchange.
a. **Dialogue** b. notice c. Non-verbal d. précis
8. Flow chart is used to depict a process. It gives a _____ description of a process.
a. **Step-by-step** b. continuous c. process d. sequence
9. Flow chart should be in the right _____.
a. Order b. **sequence of occurrence** c. coherence d. word
10. In the introduction of the bar chart try to _____
Paraphrase the original content b. summarize c. pleasant d. simple

Twelve Mark Questions

1. The purpose of using graphics _____ is to present information in a visual manner and to facilitate easy understanding of the data.
a. Image b. **bar chart** c. summary d. solution
2. While interpreting the bar chart use appropriate expressions for _____.
a. Comparison and Contrast b. Percentage c. values d. diagram
3. The main steps involved in extended writing based on Bar chart _____.
a. Introducing the topic b. describing numerical data c. identifying the differences and similarities d. **all the above**
4. While interpreting the flow chart use the _____ forms of verbs in fragments of sentences.
a. Past participle b. past tense c. action verb d. present tense
5. A good essay must have five characteristics of unity, _____, brevity, dignified and literary style and the personal touch.
a. True fact b. **order in line of thought** c. limited words d. sub-headings
6. What is a limitation of systematic review?
a. It is too hard to do b. **The research cannot be defined into the impact of a single variable**
c. They are particularly complicated d. The researcher community finds them complex.

Unit- IV
(Organizational communication)

Syllabus

Writing an Advertisement
Email Writing
Workplace Etiquette
Work Ethics
Notice, Agenda and Minutes
Report Writing (Survey & Feasibility)
Job Application and Resume

One Mark Questions

1. Which of the following should not be highlighted in an advertisement?
a) Quality b) Utility value c) Comparative benefits d) **High price**
2. Which is the cheapest medium of advertisement among the following?
a. Newspaper b. Cinema c. Television d. Magazine
3. _____ improves the brand recognition of a product.
a. Announcement b. **Advertisement** c. Publication d. Imaging
4. E-mail is a method of exchange of _____.
a. **digital messages** b. voice messages c. video call d. text
5. The full form of E-mail is
a. Electrical mail b. **Electronic mail** c. modern mail d. easy mail
6. _____ demonstrates concern for treating people fairly and equitably.
a. Cooperation b. selfishness c. snobbish d. carelessness.
7. _____ saves time, money and energy to get a message across the extreme end of the world.
a. Letters b. Newspapers c. Voice message d. **Email**
8. Your resume is a tool with one specific purpose.
a. to get success in life b. **to win an interview** c. to get a salary d. to get a good name
9. In the cover letter, highlight your _____ and future goals.
a. Personal b. character c. past achievements d. report
10. E-mail is useful for _____.
a. chatting b. texting c. **communication** d. coding
12. Generally, a shorter report is considered to be as
a. One to five pages b. three to five page c. four to five pages d. **two paragraphs**
13. Main body of a report consists of background, purpose, terms of reference and _____.
a. abstract b. introduction c. **work done** d. recommendations
14. The style of any professional report should be -
a. highly bombastic b. **simple and clear** c. mean for only certain people d. Competitive with others

15. Reports can be academic, technical, business – oriented, or _____ related.
 a. economically b. **socially** c. virtually d. hieratically
16. A copy of the _____ is generally sent to the participants with sufficient time to prepare themselves for the meeting.
 a. Notice b. **Agenda** c. Minutes d. Circular
17. The formal record of the proceedings of a meeting is called the _____.
 a. Notice b. Agenda c. **Minute's**d. Circular
18. In investigative report, findings consist of _____ of the causes of the event.
 a. demerits b. **the clues** c. background history d. merits
19. The application letter is _____
 a. a statement of your job objective
 b. **a summary of your qualifications and experiences**
 c. a description of your core strengths and suitability for the job
 d. a foreword
20. Which is not general advice for completing a job application?
 a. **type it** b. read it over before sending c. print clearly d. spell correctly

Four Mark questions

1. _____ is a very important asset in creative writing.
 a. rich vocabulary b. good technical knowledge c. understanding the audience
 d. **All the above**
2. Which of these does not have pictorial quality?
 a. Movies b. Commercial ads c. **Classifieds** d. Newspaper
3. Pleasantries can be avoided but the tone must be _____.
 a. **respectful** b. soft c. friendly d. strict
4. _____ should be maintained while writing an email.
 a. **Accuracy** b. Wordy expressions c. Repetitions d. Jargons
5. _____ is a collection of social values and good behavior, which a society or an organization expects and adopts.
 a. Engineering Ethics b. Professional ethics c. **Work ethics** d. Virtue ethics
6. _____ refers to the worker's ability to stay focused to get the desired output.
 a. **Organizational skills** b. soft skills c. communication skills d. Hard skills
7. The ultimate aim of a company is to grow with good _____ ability.
 a. destructive b. **productive** c. Analytical d. Teaching
8. In a cover letter a proper _____ statement expressing your readiness is to be interviewed.
 a. Scientific b. covering c. trouble shooting d. **closing**
9. The E-mail component of Internet Explorer is called _____.
 a. **outlook express** b. message box c. messenger mail box d. none of the above
10. Which of the following is not the objective of advertisement?
 a. Boost sales b. introducing a new product in the market c. Reaching the audience easily d. **Entertainment alone**

Twelve Mark Questions

1. Opening, body and _____ are necessary for a successful cover letter.
a. Introduction b. sub-headings c. **closing paragraph** d. title
2. The “OBJECTIVE” statement should be _____.
a. a long paragraph telling the potential employer my work history and what I want to do when I grow up.
b. a strong, brief phrase that tells the potential employer specifically what my current career goal is.
c. a very generic statement that can be used on all the resumes I write.
d. None of the above.
3. _____ is a short account of one’s educational qualifications, work experience prepared to be sent to an employer.
a. Resume b. Bio-data c. Précis writing d. Report
4. _____ report studies a research topic thoroughly, summarizes the existing data, and gives a clue for improving a research area.
a. feasibility b. **survey** c. accident d. enquiry
5. The title page of a report doesn’t contain -
a. who prepared it b. date of submission c. whom to submit d. **scheduling**
6. Which of these details is not mentioned in the main notice?
a. Time b. Date c. Venue d. **Names of the speakers**

Unit – V

(Professional writing and Academic Integrity)

Syllabus

Writing an Outline of a particular Topic
Notes on Plagiarism and academic integrity
Paraphrasing
Note making
Checklists
Instructions
Proposal writing
Writing project on given topic

One Mark Questions

1. The _____ form usually consists of the introduction, at least three or more topic paragraphs, and a conclusion.
a. **standard outline** b. topic outline c. sentence d. style
2. An _____ is a tool used to organize written ideas about a topic or thesis into a logical order.
a. Plagiarism b. **Outline** c. Paraphrasing c. Notice
3. The elements of effective writing are _____.
a. **Topic, audience, and purpose** b. outline, drafting, and revising. c. words, concepts, and experience. d. introduction, main points, and conclusion.
4. The two main types of outlines are the _____ and the sentence outline.
a. Standard b. **topic** c. note-making d. style
5. In the topic outline, the _____ are given in single words or brief phrases.
a. **headings** b. sentences c. sub-titles d. lines
6. In the sentence outline, all the headings are expressed in _____ sentences.
a. Single b. double c. **completed**. sub – division
7. _____ is a way of recording important details from a source.
a. **Note making** b. minute'sc. Agenda d. Report writing
8. In note making, the _____ records the important points in a short form.
a. Sender b. customer c. buyer d. **writer**
9. Note making is an arrangement of main points for _____ use.
a. Past b. Lessc. more d. **future**
10. Checklist ensures a _____ process of activities.
a. essential b. **systematic** c. individual d. task
11. Checklists help us to save our _____ and work faster.

- a. **time** b. money c. life d. career
12. _____ is a plan that persuades its reader to accept the idea written.
a. Report writing b. **Proposal writing** c. Paraphrasing d. Note-making
13. The questions in a checklist must begin with _____.
a. **auxiliaries** b. imperatives c. main verb d. proper noun
14. Executive summary in technical writing is another name for _____.
a. Cover letter b. introduction c. group discussion d. **all the above**
15. Always use as many as _____ in note making.
a. Jargons b. definitions c. **Abbreviations** d. meanings
16. Which one of these is best avoided in a proposal?
a. jargon b. **careful use of correct gender terms** c. short, clear sentences d. accuracy
17. Compare your paraphrased text with the _____ passage and make minor changes if needed.
a. **Original passage** b. duplicate c. plagiarism d. report
18. Which of these places need the display of a set of instructions?
a. hospital b. laboratory c. library d. **all the three**
19. Which of the points is correct according to the procedure of note making?
a) Change the idea or the message of the passage.
b) **Do not change the idea or the message of the passage.**
c) Cut short the passage into two or three sentence.
d) Make a rough and fair draft of the passage given.
20. In note making, the _____ records the important points in a short form.
a. Sender b. customer c. **Writer** d. Buyer

Four Mark Questions

1. In the sentence outline, all the headings are expressed in _____ sentences.
a. Single b. double c. **complete** d. sub – division
2. Outlining allows selecting the most _____ and incorporating them in a way that strengthens the points.
a. **relevant sources** b. important idea c. statistics d. important model
3. In a sentence outline, all elements are written as complete sentence in a topic outline, elements are written as _____.
a. Partial topic phrases b. **single words or phrases.** c. singular nouns d. sentences
4. _____ means rewriting someone else's ideas in your own words.
a. **Paraphrasing** b. note-making c. topic sentences d. Précis writing
5. Note making is an arrangement of main points for _____ use.
a. Past b. less c. more d. **future**
6. Plagiarism is an act of _____.
a. **Intellectual dishonesty** b. Note making c. good quality d. report
7. _____ the source is the safest way to avoid plagiarism
a. Acknowledging b. copying c. Jordon d. arrange
8. In note making always use _____.

- a. Pair wise sequencing b. **logical sequencing** c. Multiple sequencing d. illogical sequencing
- 9. Never lose the _____ of the passage
 - a. Irrelevant idea b. sub headings c. **main idea** d. additional information.
- 10. What is plagiarism?
 - a) Summarizing and shortening b) **Stealing others ideas or writing**
 - c) Restructure others writing in your own words d) Using as quote.

Twelve Mark Questions

- 1. The purpose of an outline is to help _____ by checking to see if and how ideas connect to each other.
 - a. **organize a paper** b. writing c. analyze d. criticize
- 2. A benefit of using a sentence outline is for writing an _____ is that it saves the time.
 - a. Outline b. paraphrase c. plagiarism d. **assignment**
- 3. Checklists are one way of verifying the _____ things are done.
 - a. Official b. documentation c. unimportant d. **important**
- 4. Checklists help to avoid _____ things and making mistakes.
 - a. recollecting b. understanding c. forgetting d. **scheduling**
- 5. _____ are a set of clear and detailed information focusing on the do's and don'ts to be followed in a particular place or situation.
 - a. Checklist b. **Instructions** c. Note-making d. Paraphrasing
- 6. It is recommended to use the _____ form in Instructions.
 - b. **Interrogative** b. equal c. affirmative d. Imperative