

**Overview**

Learning to communicate in a manner that is clearly understood by the receiver of the message is a major task of all businesspeople. This event provides recognition for FBLA members who work toward improving their business communication skills of writing, speaking, and listening.

**Competencies**

The topics listed below are prioritized, listing first the most important content areas of the test.

- English Skills
- Written Communication
- Grammar
- Reading Comprehension
- Editing and Proofreading
- Oral Communication Concepts
- Word definition and usage
- Capitalization
- Punctuation
- Spelling
- Nonverbal Communication

**Procedures/Tips**

- Review the Competitive Events Tips in the front of the book.

**Web Site Resources**

- <http://www.webgrammar.com/grammartips.html>
- <http://www.getitwriteonline.com/archive/tips.htm>
- <http://64.233.161.104/search?q=cache:X1zO8KQ4F7sJ:appserv.pace.edu/emplibray/morrow.doc+effective+questioning,+involvement+techniques+and+providing+feedback&hl=en>
- <http://www.yourdictionary.com/>
- <http://www.dalecarnegie.com/>
- <http://www.marketingpower.com/>

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### Business Communication Sample Questions

1. Which word has the most unfavorable tone?
  - a. cheap
  - b. bargain
  - c. lower-price
  - d. less expensive
2. You will make an initial oral presentation to a board of directors of an international company. All members of the board are competent speakers of English as a second language. You should:
  - a. use humor generously to break the ice
  - b. speak as you normally would in a business setting
  - c. enunciate precisely and speak more slowly than normal
  - d. eliminate body language because it may be offensive
3. Kevin needs to give an immediate account of a sales conference to ten people. Which of the following is not an appropriate way to communicate this information?
  - a. business letter
  - b. report
  - c. e-mail
  - d. memo
4. Which sentence most correctly applies effective writing principles?
  - a. Your savings start earning interest on the day of deposit.
  - b. If you don't return our calls, we can't help you.
  - c. Your order will be delayed because its size was quite unusual.
  - d. You should have completed a credit application.
5. In delivering an oral presentation, the most important consideration is that the
  - a. content is accurate.
  - b. content is humorous.
  - c. technologically advanced presenter must use presentation software.
  - d. content is secondary to the delivery style.
6. Emphasizing positive aspects in any speaking situation
  - a. is good business practice.
  - b. is not necessarily the best presentation strategy.
  - c. may make listeners uncomfortable.
  - d. may make listeners suspicious.
7. When visuals are used effectively, the audience will
  - a. participate more freely in discussion.
  - b. take better notes.
  - c. retain the message for a longer time.
  - d. look at the visuals instead of listening to the presentation.
8. E-mail and phone messages are used
  - a. to communicate to colleagues in your office.
  - b. in place of business letters.
  - c. to communicate quickly.
  - d. to communicate large pieces of information.

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9. E-mail messages should be written
    - a. when you don't have time to write a letter.
    - b. when you already know the person.
    - c. in a format like a memo.
    - d. when you don't expect an answer.
  10. An application letter should be organized as a
    - a. persuasive message.
    - b. special letter.
    - c. routine message.
    - d. good news message.
  11. Mandy's customer service letter includes a heading, inside address, body, and closing. What is missing?
    - a. copy notation
    - b. the greeting
    - c. the inquiry
    - d. the order number
  12. Which type of grammatical error occurs in the following sentence? "While reviewing the report, the fire alarm sounded, and everyone left the building."
    - a. passive voice
    - b. dangling modifier
    - c. expletive
    - d. redundancy
  13. The subject line
    - a. provides a record of how the letter was sent.
    - b. sets the stage for the receiver to understand the message.
    - c. directs a letter to a specific person.
    - d. is used only when composing electronic (e-mail) messages.
  14. However fast the train may go, a plane is still faster.
    - a. The sentence has incorrect punctuation.
    - b. The sentence has correct punctuation.
  15. We discovered that those kind of form letters do not get results.  
Did you see the picture of President Bush and myself in Newsweek?
    - a. Both sentences are grammatically incorrect.
    - b. Only the second sentence is grammatically correct.
    - c. Both sentences are grammatically correct.
    - d. Only the first sentence is grammatically correct.
  16. Can you name the \_\_\_\_\_ of Alabama?
    - a. capitol
    - b. capital
  17. Body language
    - a. is very similar in most cultures.
    - b. is easy to interpret because each symbol has only one meaning.
    - c. is always complex to read.
    - d. includes facial expressions and gestures.

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*Use for the next 6 questions. The following group of words may contain from zero to three misspelled words. Select the number of misspelled words in each group.*

18. colleague, congratulate, harass

- a. 1 misspelled word
- b. 2 misspelled words
- c. 3 misspelled words
- d. 0 misspelled words

19. prevelent, calender, mathmatics

- a. 0 misspelled words
- b. 1 misspelled word
- c. 3 misspelled words
- d. 2 misspelled words

20. mileage, exaggerate, efficiency

- a. 1 misspelled word
- b. 2 misspelled words
- c. 3 misspelled words
- d. 0 misspelled words

21. beneficial, tarriff, serviceable

- a. 3 misspelled words
- b. 2 misspelled words
- c. 0 misspelled words
- d. 1 misspelled word

22. dictionary, competant, withholding

- a. 0 misspelled words
- b. 2 misspelled words
- c. 1 misspelled word
- d. 3 misspelled words

23. impatient, interceed, libel

- a. 1 misspelled word
- b. 2 misspelled words
- c. 3 misspelled words
- d. 0 misspelled words

*Use for the next 7 questions. Select the number of errors in each line.*

24. February 21, 2005/Mr. Johnson Shank/9,200 Lakeview Drive/Foley, AL 365350626

- a. 2 errors
- b. 0 errors
- c. 1 error
- d. 3 or more errors

25. Dear Mr. Johnson;

- a. 0 errors
- b. 3 or more errors
- c. 1 error
- d. 2 errors

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26. We are pleased to enclose your new Lenox Square credit card. You may use these

- a. 1 error
- b. 3 or more errors
- c. 2 errors
- d. 0 errors

27. card in both our Lenox Square and Buckhead location. Since you have such a fine

- a. 1 error
- b. 0 errors
- c. 3 or more errors
- d. 2 errors

28. credit record you will be able to charge as much \$4,000.00 of our impeccably-tailored clothing and accessories.

- a. 0 errors
- b. 3 or more errors
- c. 1 error
- d. 2 errors

29. Hour annual spring sale starts on april 31. A broshure describing our exciting bargans

- a. 2 errors
- b. 3 or more errors
- c. 0 errors
- d. 1 error

30. are enclosed, too.

- a. 0 errors
- b. 1 error
- c. 2 errors
- d. 3 or more errors

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**Accounting I Answer Key**

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|-------|-------|-------|
| 1) D  | 11) A | 21) D |
| 2) C  | 12) A | 22) A |
| 3) B  | 13) B | 23) A |
| 4) A  | 14) C | 24) A |
| 5) C  | 15) D | 25) C |
| 6) B  | 16) C | 26) D |
| 7) C  | 17) D | 27) B |
| 8) C  | 18) A | 28) C |
| 9) A  | 19) B | 29) A |
| 10) D | 20) A | 30) D |

**Accounting II Answer Key**

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|-------|-------|-------|
| 1) D  | 11) B | 21) A |
| 2) C  | 12) A | 22) B |
| 3) A  | 13) D | 23) A |
| 4) D  | 14) D | 24) A |
| 5) C  | 15) B | 25) C |
| 6) B  | 16) B | 26) C |
| 7) B  | 17) C | 27) D |
| 8) B  | 18) B | 28) A |
| 9) C  | 19) D | 29) A |
| 10) A | 20) A | 30) B |

**Banking & Financial Systems Answer Key**

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|-------|-------|-------|
| 1) D  | 11) C | 21) B |
| 2) A  | 12) B | 22) B |
| 3) C  | 13) A | 23) A |
| 4) B  | 14) C | 24) D |
| 5) B  | 15) A | 25) C |
| 6) B  | 16) D | 26) C |
| 7) D  | 17) B | 27) C |
| 8) C  | 18) B | 28) A |
| 9) C  | 19) D | 29) D |
| 10) A | 20) A | 30) D |

**Business Calculations Answer Key**

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|-------|-------|-------|
| 1) D  | 11) C | 21) A |
| 2) B  | 12) B | 22) D |
| 3) B  | 13) B | 23) D |
| 4) D  | 14) A | 24) D |
| 5) B  | 15) A | 25) C |
| 6) A  | 16) B | 26) A |
| 7) B  | 17) A | 27) A |
| 8) A  | 18) A | 28) D |
| 9) B  | 19) D | 29) D |
| 10) C | 20) A | 30) D |

**Business Communication Answer Key**

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|-------|-------|-------|
| 1) A  | 11) B | 21) D |
| 2) C  | 12) B | 22) D |
| 3) B  | 13) B | 23) B |
| 4) A  | 14) B | 24) D |
| 5) A  | 15) A | 25) C |
| 6) A  | 16) B | 26) D |
| 7) C  | 17) D | 27) D |
| 8) C  | 18) A | 28) B |
| 9) C  | 19) C | 29) B |
| 10) A | 20) D | 30) B |