
INTRODUCTION TO BUSINESS COMMUNICATION

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 demonstrate an understanding of basic communication skills and concepts.

This is an individual objective test and is only for grades 9 and 10.

Competencies and Task Lists

<http://www.fbla-pbl.org/docs/ct/FBLA/INTRODUCTIONTOBUSINESSCOMMUNICATION.pdf>

Web Site Resources

- Dale Carnegie Training
<http://www.dalecarnegie.com/>
- Get It Write
<http://www.getitwriteonline.com/archive/tips.htm>
- Webgrammar
<http://www.webgrammar.com/qrammartips.html>
- Your Dictionary
<http://www.yourdictionary.com/>

INTRODUCTION TO BUSINESS COMMUNICATION SAMPLE QUESTIONS

1. Experts recommend that sentences used in business and technical documents **not** exceed ____ words.
 - a. 35
 - b. 20
 - c. 17
 - d. 25
2. Which sentence has the better possessive use?
 - a. My sister's friend's house overlooks Hoover Dam.
 - b. My sister's friend has a house that overlooks Hoover Dam.
3. Which sentence below is exclamatory?
 - a. Project a positive image.
 - b. Did you get the job?
 - c. First impressions count.
 - d. Stop the car!
4. Which sentence is punctuated for clarity?
 - a. After the class, discussion on this topic will continue in Room 6.
 - b. After the class discussion on this topic will continue in Room 6.
5. Select the synonym for the fuselage of a plane.
 - a. body
 - b. tail
 - c. propeller
 - d. wings

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6. Pleasant sounding words that take the place of unpleasant or awkward subjects are:
 - a. facts
 - b. euphemisms
 - c. opinions
 - d. motivators
 7. Upon starting its _____ into the Denver airport, the plane began to rock violently.
 - a. dissent
 - b. descent
 8. Which one of the following is likely to cause an audience to have no opinions?
 - a. ego
 - b. apathy
 - c. values
 - d. disinterest
 9. Which phrase contains precise words?
 - a. a high temperature
 - b. soon
 - c. a large profit
 - d. these 6 ingredients
 10. Words can be concrete or abstract. Select the concrete word.
 - a. privacy
 - b. value
 - c. efficiency
 - d. telephone
 11. Select the word that means to be mentally awake.
 - a. conscious
 - b. conscience
 12. If you felt sure of yourself in passing an exam, you would be:
 - a. confident
 - b. confidant
 13. When you need to discuss items that can be counted, you use the word:
 - a. less
 - b. fewer
 14. Your contractor indicated the old house would be:
 - a. razed
 - b. raised
 15. Oral presentations are often enhanced by software such as:
 - a. database software
 - b. spreadsheet software
 - c. word processing software
 - d. presentation software
 16. Planning, writing, and revising are the three main stages of the:
 - a. practice session
 - b. writing process
 - c. audience participation
 - d. spell check

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17. Which sentence contains an error in the use of a preposition?
- The director was accompanied by two assistants.
 - The driver took us in a newly developed office park.
 - I will be available every morning except Friday.
 - That hotel is not convenient to the conference site.
18. Which sentence makes a comparison?
- This company is also more productive than any company of its size.
 - The atmosphere at this company is more friendlier than the atmosphere where I worked previously.
 - In addition, the benefits here are better than Cromwell Company.
 - The employees here are the friendliest employees that I have ever met.
19. Which of the following sentences is punctuated correctly?
- The mens room is just around the corner.
 - The mens' room is just around the corner.
 - The men's room is just around the corner.
 - The men room is just around the corner.
20. Which word in this sentence is a preposition?
The data that you requested last Friday should arrive in tomorrow's mail.
- that
 - mail
 - in
 - last
21. Which one of the following sentences is punctuated correctly?
- For the holidays, I'm going to Chicago, Illinois to visit my grandparents.
 - For the holiday's, I'm going to Chicago, Illinois, to visit my grandparents.
 - For the holidays I'm going to Chicago, Illinois, to visit my grandparents.
 - For the holidays, I'm going to Chicago, Illinois, to visit my grandparents.
22. Randy is very _____ that does **not** mean he is always right.
- intelligent, but
 - intelligent; But
 - intelligent; but
 - intelligent but
23. In which sentence is the word *near* used as an adjective?
- We will probably find the store map near the entrance.
 - Since the holidays are near, we must finish the road repair as quickly as possible.
 - The new headquarters is near my uncle's office.
 - If you sit near me in the meeting, I will introduce you to the others.
24. Which of the following sentences is punctuated correctly?
- Stacy's car which is twelve years old still runs just fine.
 - Stacy's car, which is twelve years old still runs just fine.
 - Stacy's car, which is twelve years old, still runs just fine.
 - Stacy's car, which is twelve years old, still runs just fine.
25. Which verb completes this sentence correctly?
By the time the company expanded, James _____ there for three years.
- had worked
 - worked
 - will be working
 - will have worked

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26. Which one of the following organization techniques is recommended by speech experts?
- a. Preview the topic, develop the main points, and thank the audience.
 - b. Repeat your main points in the introduction, body, and conclusion.
 - c. Use no formal structure because it makes the speech too stiff.
 - d. State the topic in the introduction, a thesis in the body, and your main points in the conclusion.
27. You have analyzed your audience and believe that audience members will be hostile. What should you avoid during your presentation?
- a. visual aids and startling statistics
 - b. objective data and expert opinions
 - c. a question-and-answer period
 - d. a delivery style that includes direct eye contact or slow, even speech
28. A colleague mentioned that she had trouble understanding your most recent presentation to the staff because you spoke too quickly. What should you focus on during your next presentation?
- a. volume
 - b. uptalk
 - c. pitch
 - d. rate
29. The body of a short, 20-minute presentation should focus on:
- a. up to ten main points
 - b. as many points as necessary to get your point across
 - c. at least five to eight main points
 - d. approximately two to four main points
30. Your boss has just told you that you speak in a monotone when you give sales presentations. What do you need to work on?
- a. pronunciation
 - b. pitch
 - c. voice quality
 - d. volume

Hospitality Management Answer Key

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

Introduction to Business Answer Key

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

Introduction to Business Communication Answer Key

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

Introduction to Parliamentary Procedure Answer Key

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

Introduction to Technology Concepts Answer Key

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