
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>

Website Resources

- 12 Secrets of Effective Business Communication
<http://www.noupe.com/how-tos/12-secrets-of-effective-business-communication.html>
- Dale Carnegie Training
<http://www.dalecarnegie.com/>
- Get It Write
<http://www.getitwriteonline.com/archive/tips.htm>
- What is Business Communication?
http://www.managementstudyguide.com/business_communication.htm
- Your Dictionary - Education Articles & Resources
<http://education.yourdictionary.com/>

INTRODUCTION TO BUSINESS COMMUNICATION SAMPLE QUESTIONS

1. Which word below is **not** one of the eight parts of speech?
 - a. subject
 - b. noun
 - c. interjection
 - d. verb

Competency: Grammar

2. Which sentence contains a correct verb-preposition combination?
 - a. I wish this project were over with.
 - b. Did you agree with the president's statement?
 - c. The team always argues with something in the playbook.
 - d. He felt he could not agree with that plan.

Competency: Grammar

3. Select the sentence below that has the correct object of the preposition.
 - a. Who did you speak to?
 - b. I did see you at the meeting with he and she.
 - c. Did you send the check to myself?
 - d. With whom did you work on the FBLA project?

Competency: Grammar

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4. Decide which sentence below represents the present tense of the verb.
- a. They will have moved into their new apartment by June.
 - b. Javier talked to Saip yesterday also.
 - c. Saip is talking to his brother on the computer.
 - d. The brothers have written to each other several times.

Competency: Grammar

5. Determine the sentence below that shows a **correct** infinitive usage.
- a. To seriously write checks to pay bills is my method.
 - b. Joseph needs to carefully study the rules.
 - c. Raymond made the decision to train for the Olympics.
 - d. Taking care of business means to consistently work late hours.

Competency: Grammar

6. A proper punctuation mark to use after a salutation in a business letter is the:
- a. semi-colon
 - b. comma
 - c. colon
 - d. dash

Competency: Punctuation and Capitalization

7. What is the proper use of parentheses?
- a. remember the parentheses emphasizes the information
 - b. avoid other marks of punctuation in the paragraph
 - c. use them in pairs, not spacing after the opening or before the closing one
 - d. always place a mark of punctuation in front of the opening parenthesis

Competency: Punctuation and Capitalization

8. Select the sentence that shows proper capitalization.
- a. I spent a week in the City of Rome.
 - b. Did you eat French Fries for lunch today?
 - c. She owns a house in cook county in Georgia.
 - d. A popular website is Google which can be accessed on the Internet.

Competency: Punctuation and Capitalization

9. Before the advent of computers, to show the title of a complete work such as books, _____ was (were) often used.
- a. dashes
 - b. underlining
 - c. quotes
 - d. parentheses

Competency: Punctuation and Capitalization

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10. _____ and _____ are placed inside quotation marks.
- Italics; brackets
 - Question marks; exclamation marks
 - Periods; commas
 - Semi-colons; colons

Competency: Punctuation and Capitalization

11. Words that end in *sis* form plurals by:
- changing the word to another one that is easier
 - changing *sis* to *ses*
 - hyphenating each word
 - adding an apostrophe and *s*

Competency: Spelling

12. When a word begins with a vowel sound, use:
- a* before it
 - an* before it
 - write it as an event
 - write it as a route

Competency: Spelling

13. Applying the rule of *i* before *e* except after *c*, select the correctly spelled word.
- recieve
 - grief
 - retreive
 - decieve

Competency: Spelling

14. When you are **unsure** about word pronunciation and the dictionary shows two choices:
- the first one listed is the preferred pronunciation
 - realize that all words listed may not be appropriate in the business
 - decide if you want to review the syllables and the accent marks
 - alternate the two pronunciations to give variety

Competency: Spelling

15. Select the sentence below that provides the qualities of clear and concise.
- The manager said he should value your document.
 - Your partner should edit, proofread, edit, proofread, and revise your document to facilitate good grammar.
 - Your partner should edit and proofread your document.
 - Getting up in the morning, putting on your clothes, setting off to breakfast, and work on the lawn are the steps you should follow.

Competency: Proofing & Editing

16. The Cs of good communication are commonly known as:

- a. clear, correct, concise,
- b. complete, consistent, and courteous
- c. comprehensive
- d. computer-friendly

Competency: Proofing & Editing

17. If you drop flabby expressions, unnecessary introductory words, get rid of redundant expressions, and eliminate useless words, your writing will be:

- a. cautious
- b. comprehensive
- c. complete
- d. more concise

Competency: Proofing & Editing

18. The following phrase is usually considered trite: "Thank you in advance". Which alternate below would you use instead?

- a. Let me thank you in advance
- b. Thanking you in advance, I am
- c. Thank you for
- d. I want to take the opportunity to thank you for

Competency: Proofing & Editing

19. Jargon is often known as:

- a. slang
- b. words that everyone can easily understand
- c. specialized vocabulary used by a business or industry
- d. inappropriate vocabulary that is sex biased

Competency: Word Definition and Usage

20. Those not familiar with English may be confused by words, phrases, or sentences, namely phrases or idioms as shown below; select the most confusing.

- a. Take this form to your manager
- b. Here is your assignment.
- c. "Push the envelope"
- d. Your interview will be at 2 pm.

Competency: Word Definition and Usage

21. Slang can confuse many people if unfamiliar with it. Select the slang statement.

- a. Got cha, let's like burn the midnight oil.
- b. Show me the real statistics.
- c. Let's take this to the manager to sign.
- d. Let's get behind the manager on this proposal.

Competency: Word Definition and Usage

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22. Proofread carefully all names and addresses because:
- a. most of us immediately dislike seeing our name misspelled
 - b. addresses are automated by the post office
 - c. addresses cannot be changed except by the postal office
 - d. names are an impersonal part of a letter

Competency: Word Definition and Usage

23. Human resources refer to the criteria about discrimination and its groups as:
- a. discrimination criteria
 - b. quid pro quo
 - c. sexual harassment studies
 - d. protected groups

Competency: Oral Communication Concepts

24. If the receiver senses a difference between the sender's verbal and nonverbal message, the receiver:
- a. will believe what he or she sees
 - b. may file a discrimination claim
 - c. may ask for a clarification once
 - d. will believe what he or she hears

Competency: Oral Communication Concepts

25. The first step to prepare for a presentation is to:
- a. secure materials for the presentation
 - b. determine the purpose
 - c. analyze the audience
 - d. organize and select visual aids

Competency: Oral Communication Concepts

26. A listening barrier can be anything that interferes in the process such as:
- a. physical distractions
 - b. hearing clearly
 - c. appropriate preparation
 - d. analyzing the process

Competency: Oral Communication Concepts

27. Reports usually
- a. include opinions of the author
 - b. evaluate how people will receive the report
 - c. include facts based on research
 - d. follow an agenda

Competency: Reading Comprehension

28. When presenting a feasibility study, your role is **not** to persuade the reader to accept the decision so:

- a. you will present the decision immediately
- b. look at the benefits briefly
- c. exclude the background to save time
- d. minimize any costs of the proposal

Competency: Reading Comprehension

29. In a report, visual aids should be acknowledged:

- a. as a source just as in other documentation of sources
- b. if the visual is a chart
- c. if the chart has a source note already on it
- d. only if the author requires it legally

Competency: Reading Comprehension

30. What is plagiarism?

- a. not likely to result in a lawsuit
- b. required to become a good researcher
- c. a legal option in research
- d. using someone's materials without giving credit

Competency: Reading Comprehension

Introduction to Business Communication Answer Key

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

Introduction to Parliamentary Procedure Answer Key

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

Introduction to Information Technology

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

Management Decision Making Answer Key

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