**Business Communication - 2016 SLC**

1)  Instead of condemning the grapevine, an effective manager will

A) realize it has no good points and does not amount to much anyway.

B) use it for information that needs to be disseminated quickly.

C) develop a message system to replace it

D) use it to pass along information that will detect the guilty ones and then put a note in the mailboxes to stop using the grapevine.

2)  Putting your hand on the shoulder of a coworker or supervisor may be interpreted as

A) sexual harassment.

B) an obvious habit of a lonely person.

C) an attention getting habit.

D) a friendly gesture.

3)  Which phrase below points out the proper usage of bias-free language?

A) The salesperson and the police officer discussed the situation.

B) The airline hired two additional stewardesses.

C) At the luncheon the executives and their wives were guests.

D) Several firemen responded to the alarm.

4)  The mode used to send a message is the

A) Feedback

B) Channel

C) Receiver

D) Sender

5)  The legal right of someone, usually the author or artist, to use or reproduce a work is called

A) Copyright

B) Trademark

C) Plagiarism

D) Ethics

6)  At the end of the meeting, the leader should

A) Not distract participants by mentioning a date for the next meeting

B) Review assignments and deadlines for future work

C) In great detail, restate what has been covered

D) Thank participants because attending meetings is part of their job requirement

7)  The most important part of formal minutes from meeting

A) A report of the motions in exact wording and actions taken on motions

B) Identification of members present

C) The recitation of announcements

D) The call to order and adjournment procedure and time notation

8)  The communication process includes all of the following **except**

A) the receiver.

B) the sender.

C) the feedback.

D) the form.

9)  Which sentence does **not** support the following topic sentence?  
Not everyone enjoys shopping at malls, especially during the holidays.

A) The holiday season seems to start earlier every year.

B) Some shoppers would rather drive to one-of-a-kind specialty stores.

C) Many feel that malls are too homogeneous and repetitious.

D) Other shoppers feel trapped in the crowded parking lots.

10)  An application letter should be organized as a

A) special letter.

B) good news message.

C) persuasive message.

D) routine message.

11)  Information should be gathered and shared to enable a business to carry out its main goal:

A) enable employees to take home the extra money available

B) check up on feedback in the grapevine

C) to make a profit

D) avoid overspending on expenses

12)  The first stage in conversations is the:

A) exchange

B) greeting

C) introduction

D) closing

13)  You can reduce oral miscommunication among cross-cultural audiences by:

A) using simple English and speaking slowly, enunciating carefully

B) discussing politics and religion easily with sensitivity

C) using humor to make a point

D) discussing holidays such as Christmas and Thanksgiving

14)  The first action most businesses take for damage control with customers is to:

A) ignore it and it will go away

B) call the customer to cancel the account  
 C) call the customer to explain and apologize if needed

D) deny the issue happened and blame the customer

15)  Perhaps the best-known part of informal communication is known as the:

A) virtual communication system

B) social network

C) formal communication system

D) grapevine

16)  Memos and letters usually do **not** have justified right margins because

A) memos have unstandardized margins.

B) plain paper is usually used for letters and memos.

C) research shows that “ragged-right” margins are easier to read.

D) letters usually must be standardized.

17)  In paraphrasing, it doesn’t matter how many words you use, you still need to acknowledge the

A) name of the magazine only.

B) date of the information only.

C) source, date, and writer of the information.

D) supervisor who assigned the project.

18)  Fair use for teaching and research does **not** require getting the author’s written permission to use the material that is copyrighted if the work used is

A) for a competitor.

B) not for profit and a small portion of the material.

C) for sale.

D) for writing a book for profit.

19)  A difference between informational and analytical reports is that informational reports

A) include very little analysis.

B) present few facts.

C) are always informal reports.

D) are memo reports and are very formal.

20)  Of the options below, which is the first step in planning a message?

A) Determine the main idea

B) Select supporting details

C) Identify the objective

D) Adjust the message for the receiver

21)  When planning a report

A) Develop a timeline before collecting the data

B) Analyze the data before developing a timeline

C) Begin by drawing conclusions for the report

D) Begin by collecting the data

22)  Informal reports always have which three main parts?

A) Opening, conclusions, and recommendations

B) Body, conclusions, and closing

C) Opening, body, and conclusions

D) Opening, body, and closing

23)  What is the purpose of a transition word or phrase?

A) To indicate the message is coming to an end

B) To introduce a new idea

C) To indicate the relationship between one thought and the next

D) To show who or what performs the action of the verb

24)  Which of the following is not a step in the editing process?

A) Making sure your font size, bold, italics, and spelling are all correct

B) Making sure the transitions between paragraphs are smooth

C) Making sure the paper is organized properly

D) Making sure your paragraphs have a topic sentence

25)  There are \_\_\_\_\_\_\_ acceptable letter formats.

A) 5

B) 4

C) 2

D) 3

26)  One way to overcome format concerns when sending an email survey is to:

A) embed it in a document

B) enlist the help of a statistician

C) quantify all the questions

D) send it as an attachment

27)  When conducting online research, you may use a(n):

A) bibliography before you start your research

B) source such as the company president

C) search engine such as Google

D) print document in the library

28)  The abuses of memos and e-mail include all of the following **except**:

A) written for quickness

B) written by a committee

C) writing too frequently

D) writing to gain attention

29)  Copyright laws for original works of authorship apply to written works as well as:

A) U.S. government documents

B) art, music, and photographs

C) instant messages

D) email messages

30)  Which type of report is based on a periodic analysis of a company's accounts and financial records?

A) status report

B) audit report

C) periodic report

D) plan of action

31)  To improve readability, you may use these three basic techniques:

A) the main idea, the secondary research, and color.

B) italics, numbers, and bold.

C) lists, graphics, and headings.

D) lists, bold, and italics.

32)  As a general rule, the term *graphics* refers to

A) charts and tables.

B) any visual aid that has a reference.

C) photographs and illustrations.

D) Internet data.

33)  A type of reading speed that is an attempt to understand by reading the heads and the first sentence of each paragraph is known as

A) editing.

B) proofreading.

C) skimming.

D) scanning.

34)  To improve your reading comprehension, one helpful technique is to

A) take notes or highlight while reading.

B) read in a dim light so you can concentrate better.

C) skim the material quickly.

D) read quickly without concern for meaning.

35)  To become a better listener, and improve critical listening and reading,

A) concentrate on listening and taking notes to review and evaluate.

B) judge the speaker as he or she begins to speak at the podium.

C) sit near the exit in order to escape the speaking session quickly.

D) listen and take notes quickly to allow an early judgment of the material to be true or false.

36)  A chart element that identifies the items the bars in a chart represent is called a

A) Value axis

B) Label

C) Legend

D) Source line

37)  Which type of visual aid should be used in a document to show detailed information and exact figures?

A) Legend

B) Photograph

C) Table

D) Flowchart

38)  Which technique will NOT make your message easier to skim?

A) Researching the topic using a variety of sources

B) Including charts and graphs

C) Using headings and subheadings

D) Using bullets rather than narrative

39)  A sans serif typeface would be best for

A) Both the headings and the text of a report

B) The text of a report

C) The headings in a report

D) Elements such as footnotes and endnotes

40)  Since directions describe an object, they should be written so that the reader:

A) gets a general idea of how it works eventually

B) can read only the conclusion

C) can ignore the introduction to the directions

D) understands the purpose from the clear, specific title

41)  Each section of a report is abbreviated with emphasis on findings, conclusions, and recommendations when you:

A) analyze the parts

B) restate the information

C) define the vocabulary used

D) write a review

42)  Which one of the following is a clue word that would identify an opinion versus a fact written in a business article?

A) validated

B) believe

C) known

D) confirmed

43)  When initially reading a document for content, which question should **not** be considered?

A) Are any words or groups of words repeated?

B) Are there any missing words?

C) Are the margins correct?

D) Does the material make sense?

44)  An effective document design can be accomplished with software to aid in:

A) comprehension

B) composing headings

C) using enumeration

D) developing frequent images

45)  A type of graph that shows relationships between different data series is a(n):

A) bar graph

B) line diagram

C) insertion point

D) histogram

46)  Which one of the following is **not** true about possessive nouns?

A) Possessive nouns will end with an apostrophe.

B) Possessive nouns most often are paired with nouns.

C) The possessive form of a noun is formed by adding an apostrophe (') or an apostrophe and s ('s).

D) Possessive nouns show that something is owned or possessed.

47)  A perfect tense verb describes action regarding a time period in the future, in the past, or from past to present. Which sentence below is in the present perfect tense?

A) Jamie has worked in every division since 2011.

B) By next Tuesday, students will have studied all the words in the book.

C) Betsy had painted every week until last week.

D) Betsy will have painted every week since last week.

48)  Select the item that identifies the sentence.

Before we introduce a new product, we field test it for at least six months.

A) Compound sentence

B) Compound-complex sentence

C) Simple sentence

D) Complex sentence

49)  Which sentence uses correct abbreviation styles?

A) We purchased a lot on the Southwest corner of Main and Union Streets.

B) The company has large landholdings in the Southwest.

C) She received CPR training at the babysitting clinic.

D) She ordered a five by seven inch photo from the photographer.

50)  Which sentence is correct?

A) I saw two truck drivers get into a fistfight while jogging down the street.

B) Neither Mr. Wing nor his employees have reached their goal.

C) I appreciated you shipping the order so promptly.

D) Neither the employees nor Mr. Wing has reached his goal.

51)  Which sentence is correct?

A) There are alot of leaves in our yard that need to be raked.

B) I am anxious to hear about your new house.

C) I will keep you appraised of the reactions from the school board members.

D) The plain was almost three hours late.

52)  Which sentence is correct?

A) The hush hush venture was extremely difficult to investigate.

B) We offer service around the clock.

C) The CEO made budget cuts across-the-board.

D) The bumper to bumper traffic caused him to be late for the meeting.

53)  Which sentence is correct?

A) After coming out of a coma, the police officer asked the driver what caused the accident.

B) Putting the issue of costs aside, production delays need to be discussed.

C) The owner of the painting that has been stashed away in the attic for the past hundred years has decided to auction it off.

D) Having studied your cost estimates, a few questions occur to me about your original assumptions.

54)  Identify the adverb in the following sentence:  
That dealership will give you a really good buy on a Wrangler.

A) good

B) really

C) dealership

D) Wrangler

55)  Identify the prepositions in the following sentence: The ball fell to the ground and rolled under the porch.

A) ground, porch

B) fell, rolled

C) to, under

D) to, the

56)  Choose the grammatically correct sentence.

A) Everybody wrote their own script for the play.

B) The committee will select their new meeting site.

C) Will told Simmons that he couldn't not go to work.

D) Most of the students spent their time studying for the test.

57)  What \_\_\_\_\_\_\_\_\_\_ drink did you order?

A) kind of

B) kind have

C) kind of a

D) kind'a

58)  \_\_\_\_\_\_\_\_\_\_\_\_\_ going on vacation in July to Hawaii.

A) There

B) Their

C) They'r

D) They're

59)  A perfect tense verb describes action regarding a time period in the future, in the past, or from past to present. Which sentence below is in the present perfect tense?

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60)  Which sentence is grammatically correct?

A) Our employees are considerate of we supervisors.

B) Who is going to prepare the handouts for distribution?

C) Jessica possesses neither tact or honesty.

D) Give the extra food to whomever can use it.

61)  Which sentence contains a misplaced modifier?

A) I suspect that my assistant accidentally dropped the report I had been drafting in the wastebasket.

B) Here are some helpful suggestions from our hotel security staff for protecting your valuable possessions.

C) One of our assistant vice presidents has serious credit problems and has been referred to a personal finance counselor.

D) Lincoln wrote the Gettysburg Address on the back of an envelope while traveling to Gettysburg.

62)  Identify the sentence structure of the following sentence. *The manager will interview the applicants, but the president will sign their contracts.*

A) complex

B) simple

C) compound-complex

D) compound

63)  Being that the meeting starts in an hour, we must leave immediately.   
Corporate headquarters is being moved to Seattle.

A) Only the first sentence is grammatically correct.

B) Both sentences are grammatically incorrect.

C) Only the second sentence is grammatically correct.

D) Both sentences are grammatically correct.

64)  In which sentence does a compound adjective modify a common noun?

A) Cari Anne is matter-of-fact about her advancement.

B) John's medical office is farther away from the hospital than it should be.

C) The well-dressed young woman applied for the position.

D) The efficient secretary made the appointment for her employer.

65)  One of the following sentences contains an error/errors.

A) He is good as Shawn at playing ball.

B) Which of the two girls is more likely to win?

C) Let's divide the candy between the two children.

D) How about that?

66)  Using proofreaders’ marks, the editor circled the 3 and Ave. in the phrase 3 stores on Fifth Ave. in the document. When you key it, you would

A) center them

B) single space them

C) spell out three and Avenue

D) delete them

67)  When writing copy, which of the following word/words should be avoided?

A) attachment

B) as per your request

C) convenient

D) enclosed

68)  If you are reviewing a proofread document to re-key it, how would you enter The Wall Street Journal?

A) italicize it

B) key it in 14 point Times New Roman

C) key in all caps

D) key it bold

69)  Which of the following is **not** a proofreading technique?

A) Rely only on the spelling and grammar checker on your computer

B) Read slowly

C) Read aloud

D) Read the paper backwards

70)  Which of the following terms is obsolete?

A) now

B) received

C) as you requested

D) permit me to say

71)  \_\_\_\_\_\_\_\_ is probably the most important quality of your speaking voice.

A) Volume

B) Rate

C) Enunciation

D) Tone

72)  Listening may be more challenging than reading because

A) the listener will be able to control the speed of delivery.

B) listening is a lost skill.

C) he or she may read more often than he or she listens.

D) the listener may have only one chance to hear the message.

73)  Active listening has a purpose which may be informative, evaluative, emphatic, or

A) attitudinal.

B) casual.

C) reflective.

D) relaxed.

74)  Posture, facial expressions, and gestures are examples of

A) verbal symbols.

B) nonverbal symbols.

C) the sender’s habits in communicating.

D) the communication meaning.

75)  The characteristics of the audience can help you prepare your speech such as their ages, culture, income, etc., which are called

A) demographics.

B) anecdotes.

C) an impromptu speech opportunity.

D) delivery mode.

76)  During a speech, important nonverbal symbols you should relate to are posture, facial expressions, gestures, and

A) eye contact.

B) feedback.

C) visual aids.

D) several umms and ahs.

77)  In your relationship with coworkers

A) Share all work-related information, even that which is confidential

B) Using tact is not important

C) You should be fair and honest

D) Never admit that you made a mistake

78)  Which of the following statements about interview posture is most accurate?

A) Change positions often and gesture very frequently to convey high energy

B) Sit erect, leaning forward slightly to show interest and confidence

C) Relax back into your chair, slouching slightly, to demonstrate self-assurance.

D) Lean forward and rest your arms on the desk or table before you to indicate control

79)  If an interviewer asks you to describe your biggest weakness, which of the following is the best strategy for your response?

A) Respectfully explain to the interviewer that the question is illegal.

B) Explain that you don’t have any major weaknesses.

C) Describe a weakness so that it sounds like a strength, such as saying that you drive yourself too hard.

D) Explain the weakness in depth; doing so will convince the interviewer of your honesty.

80)  The first step to receiving the message is to:

A) remember the message and prepare an answer

B) respond to the message

C) hear the message and recognize its purpose

D) decode the message

81)  You want to improve your pronunciation skills. Which of the following is most practical for business communicators?

A) Hire a professional speech coach.

B) Listen carefully to educated people.

C) Don't worry about it. Everyone mispronounces certain words, and doing so won't hurt you professionally.

D) Practice sounding enthusiastic when you speak.

82)  If you know the audience is going to be interested but neutral:

A) present compelling reasons to help them accept your message

B) give them many details to get them engaged quickly

C) let them ask questions first

D) dismiss their fears with a short joke

83)  When speaking before a very small group, it is better to

A) wait until the end of the presentation for all questions or comments.

B) include everything in your speech so that no questions or comments are necessary.

C) answer questions or comments on a one-on-one basis after the presentation.

D) allow questions or comments during the presentation.

84)  A long speech lasts from:

A) 20 minutes to more than an hour

B) 5 minutes to more than an hour

C) 15 minutes to more than an hour

D) 10 minutes to more than an hour

85)  Speakers are advised to avoid uptalk. Uptalk is defined as:

A) emphasizing or stressing certain words to change the meaning of the message.

B) speaking in an upbeat manner even in serious situations.

C) using a consistently high pitch, rate, and volume when speaking.

D) using a rising inflection at the end of a sentence, which makes statements sound like questions.

86)  You are writing a paper. Identify the words or acromyns below that should never be divided at the end of a line:

A) planned, AFL-CIO

B) AFL-CIO

C) bacteria, itinerary

D) planned, freight

87)  The high school \_\_\_\_\_\_\_\_\_ reminded the student of the \_\_\_\_\_\_\_\_ of good attendance.

A) Principale, principle

B) Principle, principale

C) Principal, principle

D) Principle, principal

88)  Which sentence uses progressive emphasis?

A) The board of trustees has studied the drop in enrollment.

B) The board is preparing a five-point plan to increase enrollment.

C) The board's plan will be published in the next newsletter.

D) The board identified enrollment as its chief concern.

89)  Which sentence contains an example of poor enunciation?

A) I'm so frustrated. I keep gettin' put on hold when I call ABC Computers.

B) The Human Resource Manager has scheduled two interviews today for the position of Sales Associate.

C) Winter months are so dreary, gray, and damp with snow and rain.

D) Statistics clearly show our sales strategy is working.

90)  **Pale** is to **pail** as **so** is to:

A) see

B) thus

C) go

D) sew

91)  Which one of the following sentences uses the correct punctuation?

A) Last week, "Ms. Jones stated: I will speak with the director about that; but I have not received any advice."

B) "Last week, Ms. Jones stated: “I will speak with the director about that;” but I have not received any advice.

C) Last week Ms. Jones stated, I will speak with the director about that, but I have not received any advice.

D) Last week, Ms. Jones stated, “I will speak with the director about that”; but I have not received any advice.

92)  Febuary 21, 2005/Mr. Johnson Shank/9,200 Lakeview Drive/Foley, AL 365350626

A) 3 or more errors

B) 1 error

C) 0 errors

D) 2 errors

93)  Proofread the following sentences for errors in the use of the comma. One of the sentences is correct. Which one?

A) The trip to Ireland not the trip to France is my choice, Susie.

B) I am happy, Karla that you were hired.

C) The law requires people to hold a genuine up-to-date license to practice medicine.

D) Above all, this program must be revamped.

94)  Choose the sentence with incorrect capitalization.

A) The state of Alaska is the largest state in the Union.

B) New York State also is called the Empire state.

C) Next year, we plan to return to the States.

D) Washington State entered the Union in 1889.

95)  Which of the sentences is **correct**?

A) Although eight people toured the city with a guide, six people decided to tour without a guide.

B) 20 women registered for the class but only 17 attended.

C) By 2009 4000 students will attend the seminar.

D) Genoa has 2500 citizens, 876 of whom moved to the city in the last 2 years.

96)  Identify the one incorrectly spelled word

A) Yesses

B) Slippage

C) Clannish

D) Foggy

97)  Which sentence does NOT contain a spelling error.

A) The maintenance man was dependent on his fellow workers to assist him.

B) She gave timely advise to the contestents in the competition.

C) The gentleman at the retirement home was a descendent of President Harry Truman.

D) The student had difficulty writing capitol letters in the cursive style.

98)  Which word is incorrectly spelled?

A) conference

B) correspondence

C) changeable

D) congradulations

99)  Which of the following is **not** accurate?

A) E-mail is like a telephone call or person-to-person conversation.

B) Don't write anything you wouldn't want your boss, your family, or a judge to read.

C) E-mail creates a permanent record that often remains even when a file is deleted.

D) Any e-mail message is a corporate communication that can be used against you or your employer.

100)  E-mail messages on the job should:

A) avoid misleading subject lines

B) contain friendly subject lines such as *Hi* or *Hello*

C) contain jokes and humor to convey a tone of friendliness

D) be typed in all capitals or in all lowercase for efficiency and consistency

2016 SLC Business Communication Key

|  |  |
| --- | --- |
| 1) | B |
| 2) | A |
| 3) | A |
| 4) | B |
| 5) | A |
| 6) | B |
| 7) | A |
| 8) | D |
| 9) | A |
| 10) | C |
| 11) | C |
| 12) | B |
| 13) | A |
| 14) | C |
| 15) | D |
| 16) | C |
| 17) | C |
| 18) | B |
| 19) | A |
| 20) | C |
| 21) | A |
| 22) | D |
| 23) | C |
| 24) | A |
| 25) | D |
| 26) | D |
| 27) | C |
| 28) | A |
| 29) | B |
| 30) | B |
| 31) | C |
| 32) | A |
| 33) | D |
| 34) | A |
| 35) | A |
| 36) | C |
| 37) | C |
| 38) | A |
| 39) | C |
| 40) | D |
| 41) | B |
| 42) | B |
| 43) | C |
| 44) | A |
| 45) | A |
| 46) | A |
| 47) | A |
| 48) | D |
| 49) | B |
| 50) | B |
| 51) | D |
| 52) | B |
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| 87) | C |
| 88) | B |
| 89) | A |
| 90) | D |
| 91) | D |
| 92) | A |
| 93) | D |
| 94) | B |
| 95) | A |
| 96) | A |
| 97) | A |
| 98) | D |
| 99) | A |
| 100) | A |