**Intro to Business Communication - 2016 SLC**

1)  Select the sentence below that shows current or continuing action.

A) The accountant asked for a raise for her 10-year anniversary.

B) Will the audit be completed by next Wednesday?

C) The accountant balances the books each month.

D) The business students graduated before the other students.

2)  Select the declarative sentence below:

A) Did John write the check?

B) Betty voted in the last election.

C) Sign the contract, please.

D) I cannot find my gloves!

3)  This sentence suffers from what grammar error? “The week cost a lot of money he did not have to pay it”

A) incompleteness

B) fragment

C) run-on sentence

D) too wordy

4)  Which sentence below has incorrect agreement?

A) The company filed for their articles of incorporation.

B) Each one of the lawyers was sure he was guilty.

C) Neither one is really qualified for this job.

D) The legs of the dresser were unbalanced.

5)  Numbered street names ten or lower are written:

A) in figures except for One

B) entirely in words

C) entirely in figures

D) in words except for One

6)  Two barriers that may affect understanding and acceptance of others are:

A) encouraging feedback and diversity

B) ethnocentrism and stereotyping

C) enunciating and using simple English

D) tolerance and stereotyping

7)  You would be enunciating unclearly if you said which one below?

A) talking

B) wrote

C) gonna

D) what is it?

8)  Select the correct sentence that uses a reflexive pronoun.

A) Send it to Mikale or myself if you want an answer.

B) While the team managers met, the players themselves rewrote the playbook.

C) I cannot give me credit for this case.

D) The check needs to be signed by the president or yourself.

9)  What part of speech names a place?

A) adverb

B) preposition

C) conjunction

D) noun

10)  It’s a **lovely** film. The word “lovely” is what part of speech?

A) participle

B) adverb

C) verb

D) adjective

11)  Which sentence has the correct indefinite pronoun and verb?

A) Neither of the applicants are qualified for the position.

B) Neither of the applicants are more qualified than she.

C) Neither of the applicants is more qualified than they

D) Neither of the applicants is qualified for the position.

12)  Which sentence contains the correct use of the object of the preposition?

A) When was the shipment shipped to I?

B) When was the shipment shipped to us?

C) When was the shipment shipped to?

D) When was the shipment shipped to we?

13)  In which sentence is the word *after* used as a subordinating conjunction?

A) After the meeting, I contacted the client to discuss the changes.

B) We should discuss this matter after you have talked with your partner.

C) I will have time for that project after November 30.

D) I will call the customer after lunch.

14)  The furniture, as well as the brass, \_\_\_\_\_\_ polishing.

A) needs

B) need

C) neededs

D) knees

15)  Which sentence has the correct verb usage?

A) A number of customers are requesting refunds.

B) A number of our customers is refunds requesting?

C) A number of our customers is requesting refunds.

D) A number of customers is requesting refunds.

16)  Which sentence correctly uses an infinitive?

A) Unfortunately, I was unable to follow logically the teacher's explanation.

B) Unfortunately, I was unable logically to follow the teacher's explanation.

C) Unfortunately, I was unable to logically follow the teacher's explanation.

D) Unforunately, I was unable following the logic of the teacher's explanation.

17)  Brian and Jay will be in charge of the project while you and \_\_\_\_\_\_\_ are away at the meeting.

A) it

B) her

C) he

D) him

18)  To form the possessive of a noun with a pronounced *s*, which is the correctly written sentence?

A) Boots are not always the best on the beach.

B) Mens shoes are always too expensive.

C) Womens' fashions will move to the second floor.

D) Lisa's appointment has been scheduled for tomorrow.

19)  Select the plural form of potato.

A) potato

B) taters

C) tots

D) potatoes

20)  Which statement does **not** contain a dangling expression?

A) Eric informed Jason about the policy changes, but he doesn't like the changes.

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

C) During a trip to the Boston office, the auditor will review the financial reports.

D) While reviewing the corporate report, a few discrepancies were found.

21)  When will we know the results? This is an example of a(n):

A) declarative sentence

B) fragment

C) imperative sentence

D) interrogative sentence

22)  Which item below is a fragment?

A) Riding off with the wind at my back

B) The horse and rider were as one, riding off into the wind.

C) Future Business Leaders of America is the best organization!

D) Are you interested in buying another car?

23)  I \_\_\_\_\_ a little late for our conference.

A) mite

B) mitebe

C) may be

D) maybe

24)  Select the sentence that is correctly constructed.

A) With the table two legs are damged.

B) Too legs of the table was damaged in shipment.

C) Two legs of the table was damaged in shipment.

D) Two legs of the table were damaged in shipment.

25)  On vacation, Tara and George \_\_\_\_\_\_\_\_\_\_ and \_\_\_\_\_\_\_\_\_\_ everything they wanted.

A) have done, have seen

B) have done, seen

C) done, seen

D) done, have seen

26)  Choose the **incorrectly** punctuated sentence.

A) I need 75 cents for the metro.

B) Please give me 12 25 cent tokens to use on the toll road.

C) My customers would not give me 50 cents for that old printer.

D) Do you have 30 cents I can borrow?

27)  Select the sentence that shows proper capitalization.

A) She owns a house in cook county in Georgia.

B) Did you eat French Fries for lunch today?

C) A popular Web site is Google which can be accessed on the Internet.

D) I spent a week in the City of Rome.

28)  Select the one correctly written sentence containing numbers below:

A) 6 houses lost power during the storm in the 1960's.

B) Six apartments at 3190 Oak Street suffered $40,000 in damage from the storm.

C) The teacher ordered 6 pizzas, three salads, and 8 cupcakes for the class.

D) The lady works 1st shift which starts at 8:00 am.

29)  To set aside nonessential parts of sentences, to insert important information without interrupting the main message, or to emphasize part of a sentence, the \_\_\_ would be used.

A) colon

B) hyphen

C) dash

D) ellipsis

30)  A \_\_\_\_\_\_\_ is a proper mark to connect two independent clauses or to connect parts of a sentence that already have one or more commas.

A) dash

B) semi-colon

C) ellipsis

D) colon

31)  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ are used to form noun possessions, contractions, take the place of omitted letters or figures, or serve as the symbol for feet.

A) Single quotation marks

B) Brackets

C) Italics

D) Apostrophes

32)  Abbreviated words are usually followed by a:

A) period

B) dash

C) exclamation point

D) question mark

33)  Which one of the following sentences is punctuated correctly?

A) This paint does have some disadvantages. For example, a lengthy drying time.

B) This paint does have some disadvantages; for example, a lengthy drying time.

C) This paint does have some disadvantages: for example, a lengthy drying time.

D) This paint does have some disadvantages; for example a lengthy drying time.

34)  Which of the following sentences is punctuated correctly?

A) Carrie's garden has all native plants and the birds and insects flock to it.

B) Carrie's garden has all native plants, and the birds and insects flock to it.

C) Carrie's garden, has all native plants, and the birds and insects flock to it.

D) Carrie's garden has all native plants, and the birds, and insects flock to it.

35)  With the two of us attacking the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ are sure to solve it.

A) problem; we

B) problem we

C) problem, we

D) problem; We

36)  Which one of the following sentences correctly uses punctuation with quotation marks?

A) "I didn't see an actual alien D'Wayne said, "but Shawn did."

B) Mrs. Appleby reports "that she is taking a leave of absence."

C) Did she say, "May I go."

D) She said, "He said, 'Hurry up.'"

37)  Which sentence contains words that should be hyphenated?

A) I was assigned to call two thirds of the names on the list.

B) The capacity of that tank is 120 gallons.

C) The retaining wall should be eight feet high.

D) The proposal is convincing and well thought out.

38)  To show an intentional omission of quoted material, you would use the:

A) quotation mark

B) ellipsis

C) en dash

D) em dash

39)  She had earned a \_\_\_\_\_\_\_\_ as well as a law degree.

A) PhD.

B) Ph.d.

C) PHD

D) Ph.D.

40)  Which sentence is correctly punctuated?

A) At least ¾’s of the cake was gone by noon.

B) At least, three-fourths of the cake was gone by noon.

C) At least three-fourths of the cake was gone by noon.

D) At least three fourths of the cake was gone by noon.

41)  The new logo must be included on our company \_\_\_\_\_.

A) stationarie

B) stationairy

C) stationery

D) stationary

42)  The fifth item is the \_\_\_\_\_ topic on the agenda.

A) principle

B) principal

C) princepal

D) princeple

43)  Have you located an appropriate \_\_\_\_\_ for the construction?

A) cit

B) sight

C) site

D) cite

44)  When writing a report, you come across the opportunity to use amounts or numbers. Select the correct definition and usage below.

A) Use numbers or amounts interchangeably.

B) Use amounts to indicate items that can be counted and numbers for items that can't be counted.

C) Use exact figures whichever way the situation indicates.

D) Use numbers with plural nouns and items that can be counted; use amounts with singular nouns and things that can't be counted.

45)  Select the sentence with the correct hyphenation and meaning.

A) The cost to re-cover the chair is more than the price of it.

B) The computer system has a plan to re-cover the lost documents.

C) Every company needs a plan to re-cover data.

D) The cost to recover the chair is more than the original price of it.

46)  A suffix is added at the end of words. When one syllable words end in y preceded by a vowel:

A) change the y to i and add the suffix

B) retain the y when the suffix is added

C) double the y when a suffix is added

D) drop the y when the suffix is added

47)  Which sentence uses "affect" correctly?

A) Smoking effects the smoker as well as others.

B) The company affected a new insurance policy.

C) The government policy showed a higher effect on the city than expected.

D) Will the work we do affect our success rate for the projects?

48)  Burial ground, graveyard:

A) cemetery

B) cemmetery

C) cematery

D) cemetary

49)  Which sentence is punctuated correctly?

A) Please send a check to Larry Thomas Sr.

B) Please send a check to Larry thomas Sr.

C) Please send a check to Larry Thomas Sr,.

D) Please send a check to Larry Thomas, Sr.

50)  Which word is correct?

A) purmenent

B) permanent

C) pirmanent

D) permanant

51)  How many of the following words are misspelled?  
business, transfered, transferrable

A) 3 words

B) 1 word

C) 2 words

D) 0 words

52)  How many errors are in the following line?  
"Oh, what a beautiful day!" Mary said to herself.

A) 2 errors

B) 1 error

C) 3 errors

D) 0 errors

53)  In a reference, volume numbers and page numbers are separated by:

A) commas

B) dashes

C) colons

D) periods

54)  Choose the correctly punctuated sentence.

A) Half the purchase price is due on delivery of the goods, the balance is due in 60 days.

B) Half the purchase price is due on delivery of the goods; the balance in 60 days.

C) Half the purchase price is due on delivery of the goods the balance, in 60 days.

D) Half the purchase price is due on delivery of the goods; the balance, in 60 days.

55)  Choose the correctly punctuated sentence.

A) This is the best, though not the shortest, way to get there.

B) This is the best though not the shortest, way to get there.

C) This is the best, though not the shortest way, to get there.

D) This is the best, though not the shortest way to get there.

56)  Choose the **incorrectly** punctuated sentence.

A) The classes' opinions were predictable according to their grade levels.

B) Jan's and Terry's ice cream is the best.

C) The boss's suit was brand new

D) The students' papers were distributed among the class.

57)  From a managerial point of view, which is better advice?

A) Allow the administrative assistant to sign the manager's name to correspondence.

B) Spot check documents for accuracy before signing them.

C) Read all documents carefully before signing them.

D) Leave proofreading to the administrative help.

58)  STET is the proofreading symbol for:

A) move to top

B) subject and tense change

C) let it stand

D) add a space

59)  Which one of the following is **not** appropriate advice for effective revising and proofreading?

A) Revise your documents until you cannot see any additional ways to improve them.

B) Allow others to review your document and help revise your work.

C) Attempt to see things from your reader's perspective rather than from your own.

D) Remember that allowing others to proof your work is not helpful because you are the best judge of the accuracy of your writing.

60)  The rules for numbers include each of the following **except**:

A) spell numbers nine and below out

B) don’t start a sentence with a number

C) spell indefinite numbers

D) spell numbers in time when using a.m. or p.m.

61)  Loaded language should **not** be used in business correspondence. Which one of the following is **not** an example of loaded language?

A) soft

B) old

C) strutted

D) ousted

62)  John is never at a loss for words; however, he is  \_\_\_\_\_\_\_\_\_ to speak before a large group.

A) averse

B) adverse

C) negative

D) Harmful

63)  A common error in word usage is to:

A) use an electronic dictionary to check pronunciation

B) look up words in a thesaurus

C) misuse or mispronounce words such as affect or effect

D) write correct sentences

64)  \_\_\_\_\_\_\_\_\_\_is the study of the meaning of words.

A) Pragmatics B) Thematics C) Linguistics D) Semantics

65)  While visiting the Mojave \_\_\_\_\_\_\_\_\_\_\_\_, I stopped at a restaurant and had an apple dumpling for \_\_\_\_\_\_\_\_\_\_\_\_.

A) Dessert, dessert B) Desert, desert C) Desert, dessert D) Dessert, desert

66)  These are milder words or phrases used to blunt the effect of more direct or unpleasant words.

A) slang B) jargon C) euphemisms D) informal

67)  They climbed to the mountain \_\_\_\_\_\_.

A) peak

B) pike

C) piked

D) peek

68)  Since you recently moved to a new office, does your company \_\_\_\_\_\_\_\_\_\_\_ reflect your new address and phone number?

A) Stationairy

B) stationery

C) Stationiry

D) stationary

69)  The correct word division for “motivated” is:

A) mo-ti-vat-ed

B) mo-tivat-ed

C) moti-vat-ed

D) moti-vated

70)  Dana wants to \_\_\_\_\_\_\_\_\_\_ your company that she will do whatever it takes to keep your business.

A) ensure

B) insure

C) assure

D) essure

71)  A message that meets the requirements of any law is a(n):

A) legal message

B) informal message

C) formal message

D) downward message

72)  Which phrase contains vague words?

A) a #10 envelope

B) just a few pieces

C) 3 boxes of pens

D) 5 containers of paperclips

73)  When referring to indefinite pronouns, using him or his is inappropriate because:

A) indefinite pronouns have definite reference to people

B) it excludes women

C) sensitive communicators discriminate against men

D) sexist or other gender-biased pronouns are acceptable

74)  Sexual harassment can be present in:

A) only men's behavior

B) a supervisor who asks an employee to complete an application for employment

C) a hostile environment or quid pro quo situation

D) only women's behavior

75)  A hostile environment can result from

A) welcome discussions of work schedules B) situations pertinent only to employees, not visitors

C) men instead of from women D) comments or jokes

76)  When speaking to a small group, what must you keep in mind?

A) politics is an important consideration

B) office titles are insignificant at a meeting

C) age, gender, and profession are not as important as often thought

D) the company will have workers who will know more or less than you do so you will lose credibility

77)  Most of the information you present in a presentation will be in the

A) conclusion B) references C) middle D) opening

78)  A conclusion should:

A) not begin with words such as "in conclusion"

B) avoid lowering the voice and pausing as a method

C) probably avoid having a change in the stance at the podium

D) not catch the audience by surprise

79)  Building good relationships, solving problems, ensuring understanding are all factors resulting from:

A) ineffective speech elements B) effective listening C) nonverbal communication D) inappropriate timing

80)  Which one is **not** considered gender neutral?

A) hand-made B) artificial C) manufactured D) man-made

81)  Knowing the audience means to:

A) establish personal relationships with the general public B) identify their ages, incomes, occupations, and gender

C) understand the presentation room logistics D) understand the topic you will present

82)  Communication can flow within an organization

A) horizontally, vertically, or diagonally. B) inside or outside departments only.

C) just vertically in most organizations. D) Just horizontally in most organizations.

83)  Randall, an advertising campaign specialist, is making a presentation to decision makers at his firm on marketing a new sports nutrition product, Crealean, for building muscle. What would be the most effective presentation visual for him to use?

A) a handout in black and white showing his presentation slides

B) an electronic presentation outlining specific marketing strategies

C) a person who has used the product

D) a model of the product

84)  Acknowledgments, questions, and comments are included in:

A) little feedback B) verbal feedback C) too much feedback D) nonverbal feedback

85)  The sender of a message may ask questions about the audience (receiver). Which question would give the sender the best information?

A) What is the purpose of the message? B) How much time does the reader or listener spend on reading or listening to messages?

C) Who is the receiver?

D) Does the receiver have long or short hair?

86)  The normal reading rate is\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ with a \_\_\_\_\_\_\_\_ comprehension level.

A) 300 words a minute, 50 percent B) 100-150 words a minute, 75 percent C) 200-220 words a minute, 75 percent

D) 400 words a minute, 50 percent

87)  What is used to summarize a long report, proposal, or business plan?

A) abstract B) executive summary C) PowerPoint® presentation D) summary paragraph

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

A) exclude the background to save time B) you will present the decision immediately C) look at the benefits briefly

D) minimize any costs of the proposal

89)  Placement of visuals in a written report should be:

A) divided between two or more pages B) as close as possible on the page where the visual is introduced

C) randomly shown along with the captions D) according to the writer's preference

90)  Readability formulas:

A) note that it is better to write above the reading level of the audience than below it

B) include the Gunning-Fog, Flesch-Kincaid, and Dale-Chall

C) provide a way to discriminate against the reader of the materials

D) show how to rate the level of reading comprehension for the writer

91)  When preparing a research report, you may be able to:

A) avoid proofreading the report and send it out as a draft B) choose a formal or informal writing style

C) choose a style that includes slang, outdated expressions, or clichés

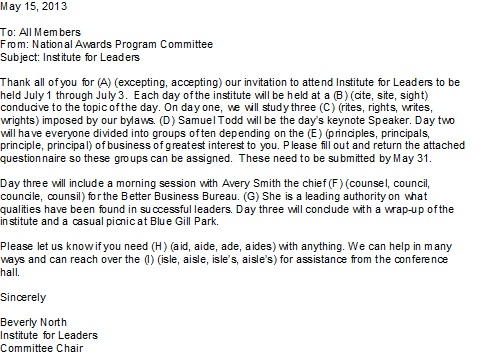
D) decide that an informal report does not include inclusive language

92)  Ineffective speech characteristics present a barrier to listening:

A) that are easier to overcome than written messages B) are all nonverbal

C) such as dialects, pronunciations, and speech impairments D) because it is more likely to be a comfortable situation

Use for questions 93, 94, 95, 97, and 99



93)  What is the correct word choice for E?

A) principal B) principles C) principals D) principle

94)  Which is the correct spelling for H?

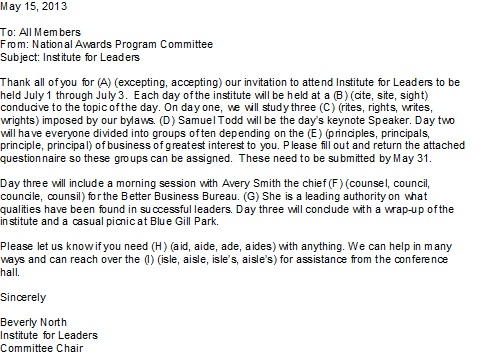
A) aidae B) aide C) aid D) ade

95)  Which is the correct word choice for I?

A) aisle’s B) isle’s C) isle D) aisle

96)  The reader should consider the source of any information. The source of this information is:

A) questionable B) reliable C) somewhat reliable D) not reliable

97)    
The correct terminology for F is:

A) counsil

B) counsel

C) council

D) councile

98)  Which one of the following visual elements is **not** recommended for business documents?

A) clip art

B) tables and graphs

C) jargon

D) lines and borders

99)  The important parts of this correspondence are:

A) committee chair, committee chair contact information, and dates

B) three-day event, keynote speakers, and dates of conference

C) dress code, picnic is casual, and dates

D) contact information, speakers, and dates

100)  Hong's memo that describes new steps for merchandise returns should use which one of the following techniques for emphasis?

A) talking heads

B) phrases

C) numbered list

D) bulleted list

2016 SLC Intro to Business Communication Key

|  |  |
| --- | --- |
| 1) | C |
| 2) | B |
| 3) | C |
| 4) | A |
| 5) | B |
| 6) | B |
| 7) | C |
| 8) | B |
| 9) | D |
| 10) | D |
| 11) | D |
| 12) | B |
| 13) | B |
| 14) | A |
| 15) | A |
| 16) | A |
| 17) | C |
| 18) | D |
| 19) | D |
| 20) | C |
| 21) | D |
| 22) | A |
| 23) | C |
| 24) | D |
| 25) | A |
| 26) | B |
| 27) | C |
| 28) | B |
| 29) | C |
| 30) | B |
| 31) | D |
| 32) | A |
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| 89) | B |
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| 92) | C |
| 93) | B |
| 94) | C |
| 95) | D |
| 96) | B |
| 97) | B |
| 98) | C |
| 99) | B |
| 100) | C |