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| **BUSINESS COMMUNICATION** | |
| |  |  | | --- | --- | | 1) | Written communication includes \_\_\_\_\_. | |  | A) interviews | |  | B) speeches | |  | C) reports and forms | |  | D) films | |  |
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| |  |  | | --- | --- | | 2) | Planning a successful meeting involves delegation or \_\_\_\_\_. | |  | A) using subgroups | |  | B) clarifying the purpose | |  | C) knowing your role | |  | D) assuring all participating parties is equal | |  |
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| |  |  | | --- | --- | | 3) | The \_\_\_\_\_ sets the effective tone for a paragraph. | |  | A) concept of minimization | |  | B) clear topic sentence | |  | C) effective transition | |  | D) relevant conclusion | |  |
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| |  |  | | --- | --- | | 4) | What is the advantage of collecting first-hand data? | |  | A) data can be gathered economically and efficiently | |  | B) return rates for online and mailed surveys are typically over 90 percent | |  | C) those who respond to online surveys exactly represent the overall population | |  | D) respondents can be relied on to respond openly and truthfully to anonymous surveys | |  |
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| |  |  | | --- | --- | | 5) | Which of the following is not common for employees when change takes place in the workplace? | |  | A) uncertainty | |  | B) exuberation | |  | C) anxiety | |  | D) resistance | |  |
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| |  |  | | --- | --- | | 6) | A brief introduction that describes your business, the problem that it solves, your target market, and financial highlights is the \_\_\_\_\_. | |  | A) industry analysis | |  | B) product plan | |  | C) marketing plan | |  | D) executive summary | |  |
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| |  |  | | --- | --- | | 7) | Which of the following is **not**an example of an irregular noun? | |  | A) men | |  | B) women | |  | C) pennies | |  | D) feet | |  |
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| |  |  | | --- | --- | | 8) | He called the security guard, and he checked the room for items, which have been stolen. This is an example of a \_\_\_\_ sentence. | |  | A) compound-complex | |  | B) complex | |  | C) simple | |  | D) compound | |  |
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| |  |  | | --- | --- | | 9) | Select the sentence in which the verb tenses are correct. | |  | A) I make a backup copy of my flash drive, and I lost that one too. | |  | B) I made a backup copy of my flash drive, and I lose that one too. | |  | C) I made a backup copy of my flash drive, and I lost that one too. | |  | D) I make a backup copy of my flash drive, and I lose that one too. | |  |
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| |  |  | | --- | --- | | 10) | Making a conscious effort to hear not only the words that another person is saying but, more importantly, the complete message being communicated is called \_\_\_\_\_. | |  | A) active listening | |  | B) secondary listening | |  | C) distraction | |  | D) passive listening | |  |
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| |  |  | | --- | --- | | 11) | PowerPoint presentations can be enhanced by all of the following **except** \_\_\_\_\_. | |  | A) add sound effects | |  | B) include music and sound effects to the presentation | |  | C) embed You Tube videos | |  | D) more text and less pictures | |  |
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| |  |  | | --- | --- | | 12) | We enjoyed carrot cake at the birthday party. The verb in this statement is \_\_\_\_\_. | |  | A) cake | |  | B) at | |  | C) enjoyed | |  | D) party | |  |
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| |  |  | | --- | --- | | 13) | Quotation marks are used \_\_\_. | |  | A) in titles | |  | B) in quotations from other people | |  | C) to emphasize technical terms | |  | D) all answers are correct | |  |
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| |  |  | | --- | --- | | 14) | Fill in the blank with the correct word. \_\_\_\_\_ shall I say is calling? | |  | A) Whom | |  | B) Whose | |  | C) Who | |  | D) Who’s | |  |
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| |  |  | | --- | --- | | 15) | \_\_\_\_ leaves a paper trail. | |  | A) Text messaging | |  | B) E-mail | |  | C) Face-to-face communication | |  | D) Telephone call | |  |

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| 1) | C |
| 2) | A |
| 3) | B |
| 4) | A |
| 5) | B |
| 6) | D |
| 7) | C |
| 8) | A |
| 9) | C |
| 10) | A |
| 11) | D |
| 12) | C |
| 13) | D |
| 14) | C |
| 15) | B |