

Business Answers keys By Bhavy Sharma

1. Business letter produce immediate effect because they are

(a) Interesting (b) Brief (c) Formal (d) Informal

Ans. D

2. Communication is a

(a) one way process (b) two way process (c) three way process (d) four way process

Ans. B

3. Communication starts with

(a) Encoding (b) Sender (c) Channel (d) Feedback

Ans. B

4. On the -----it is possible to get immediate feedback

(a) letter (b) e-mail (c) telephone (d) fax

Ans. C

5. The communication process is complete only when the receiver sends----

(a) positive feedback (b) negative feedback (c) either positive or negative feedback (d) none of these

Ans. C

6 Downward communication flow from----- to -----

(a) Upper to lower (b) lower to upper (c) Horizontal (d) Diagonal

Ans. A

7. Horizontal communication takes place between

(a) superior to subordinates (b) subordinates to superior (c) employee with same status (d) none of these

Ans. C

8. The formal greeting with which a business letter begins is called

(a) Reference (b) Subject (c) Salutation (d) Body copy

Ans. C

9. The following are non verbal communication

(a) facial expression (b) appearance (c) posture (d) all of these

Ans. D

10. The following is the permanent records for business

a) business letter b) Ledgers (c) production report (d) none of these

Ans. A

11. Body of a letter is divided into -----parts

(a) one (b) two (c) three (d) four

Ans. C

12. Describe the grapevine as a communication pattern

(a) Diagonal b) informal c) serial (d) verbal

Ans. B

13. The following is (are) the most effective's ways of communication

(a) verbal (b) non verbal (c) written (d) all of the above

Ans. C

14. The ____ of the business letter is called layout

a) body (b) content c) pattern (d) all the above

Ans. C

15. Which of the following term Communication is derived from

a) communicating (b) communicate (c) communis (d) none of these

Ans. C

16. Form letter are also known as

(a) circular letter (b) formal letter (c) bad news letter (d) persuasive sales letters

Ans. D

17. Good business letter are characterized by the following personal quality of the writer

(a) seriousness (b) sincerity (c) formality d) humour

Ans. B

18 .A fax message wrongly delivered as a wrong number is dialed creates -----type of barriers communication

(a) semantic b) language (c) physical (d) socio- psychological

Ans. C

19. Oral communication requires that both parties should be present and attentive at the same time

(a) oral (b) written (c) mass (d) graphic

Ans. A

20. Organization connected by electronic network -----is the most effective method of communication

(a) intercom (b) public address system (c) fax (d) email

Ans. D

21. Intranet operates through

(a) email (b) LAN (c) WAN (d) internet

Ans. B

22. Order letter can be divided into three groups first order,----- order and routine

(a) rescue (b) cancellation (c) repeat (d) trial

Ans. C

23. Which of the following is the written method for internal communication

(a) Intercom (b) fax (c) face to face (d) public address system

Ans. B

24. Which one not comes in C7

(a) courtesy (b) completeness (c) clarity (d) complication

Ans. D

25. It is not possible to communicate, unless there is

(a) a common symbol (b) a common understanding of the symbols (c) a common understanding (d) a common thought

Ans. B

26. Information does not include

(a) Data (b) emotion (c) files (d) facts and figures

Ans. B

27. We shall give you a discount on order of RS 50000 / or more within the same calendar month. This sentence can form----- letter

(a) Quotation request (b) quotation reply (c) inquiry (d) none of these

Ans. B

28. The term communis word derived from

(a) greek (b) latin (c) Chinese (d) English

Ans. B

29. Communication is the task of imparting ____

a) Training b) Information c) Knowledge d) Message

Ans. D

30. Goals helps us to -----

a) Communicate b) Work c) Success d) Motivate

Ans. C

Short Answer Type

1. Importance of Group Discussion and Mock Interview:

Group Discussion:

- Skill Development: Enhances communication, interpersonal, and critical thinking skills.
- Perspective Building: Allows individuals to view a topic from various perspectives.
- Decision-Making: Promotes collaborative decision-making and problem-solving.

Mock Interview:

- Preparation: Helps individuals prepare for real job interviews.
- Feedback: Provides constructive feedback on communication skills, confidence, and interview techniques.
- Confidence Building: Boosts confidence and reduces anxiety in actual interview situations.

Points to Keep in Mind While Conducting a Meeting:

- Agenda: Define a clear agenda for the meeting.
- Time Management: Stick to the allotted time.
- Active Participation: Encourage everyone to contribute.
- Clarity: Communicate ideas clearly and concisely.
- Respect: Foster an environment of mutual respect.
- Feedback: Allow for feedback and discussion.
- Follow-Up: Summarize key points and plan for follow-up actions.

2. Difference Between Oral and Written Communication:

Oral Communication:

- Medium: Spoken words.
- Feedback: Immediate.
- Flexibility: Can be informal and spontaneous.
- Clarity: Subject to interpretation.

Written Communication:

- Medium: Written words.
- Feedback: Takes time.
- Formality: Generally more formal.
- Clarity: Can be more precise and less prone to misinterpretation.

3. Report and Various Types:

Report:

- Definition: A formal document that provides information, analysis, and recommendations on a specific topic.
- Purpose: Conveys information in a structured format.

Types of Reports:

- Analytical Reports: Present analysis and findings.
- Research Reports: Summarize research findings.
- Business Reports: Address business-related issues.
- Technical Reports: Detail technical information.
- Financial Reports: Present financial data.

4. Complain Letters:

Complaint Letters:

- Purpose: Express dissatisfaction or raise concerns about a product or service.
- Drafting: Clearly state the issue, provide details, and suggest resolutions.
- Importance: Allows organizations to address and rectify customer concerns, improving customer satisfaction.

5. Video Conferencing and Its Advantages:

Video Conferencing:

- Definition: Virtual meeting using audio and video technology.

- Advantages:
 - Cost-Effective: Reduces travel expenses.
 - Time-Saving: Eliminates travel time.
 - Global Collaboration: Enables meetings with participants from different locations.
 - Visual Communication: Allows non-verbal cues.

6. 7 Cs of Communication:

7 Cs of Communication:

- Clearness: Communicate in a clear and straightforward manner.
- Conciseness: Convey the message with brevity.
- Concreteness: Be specific and provide details.
- Coherence: Ensure logical flow and organization.
- Courtesy: Be polite and considerate.
- Correctness: Use accurate and appropriate language.
- Completeness: Provide all necessary information.

Long Answer Type

1. Brief Comments:

a) Communication Barriers:

- Definition: Barriers that hinder the effective exchange of information.
- Types: Physical barriers, psychological barriers, semantic barriers, organizational barriers.
- Impact: Leads to misunderstanding, confusion, and distortion of the intended message.
- Overcoming: Active listening, clear expression, feedback, cultural awareness.

b) Internet for Communication:

- Role: Facilitates global communication.
- Advantages: Instantaneous communication, cost-effective, vast information access.
- Challenges: Security concerns, misinformation, digital divide.
- Applications: Email, social media, video conferencing, online collaboration.

c) Media of Oral Communication:

- Definition: Communication using spoken words and non-verbal cues.
- Types: Face-to-face communication, telephonic communication, video conferencing.
- Advantages: Immediate feedback, non-verbal cues, personal touch.
- Limitations: Lack of documentation, potential for miscommunication.

2. Define:

A) Word Processor:

- Definition: Software used for creating, editing, and formatting text documents.
- Functions: Text editing, formatting, spell-check, document storage.
- Example: Microsoft Word, Google Docs.

B) Dictaphone:

- Definition: A device for recording and transcribing spoken words.
- Usage: Dictation, voice recording, transcription of notes.
- Application: Business meetings, legal proceedings.

C) Video Conferencing:

- Definition: Virtual meeting using audio and video technology.
- Features: Real-time communication, screen sharing, collaborative tools.
- Advantages: Reduced travel costs, global collaboration, enhanced communication.

3. Importance Explanation:

A) Email:

- Efficiency: Instant communication.
- Documentation: Provides a written record.
- Convenience: Anytime, anywhere communication.

B) Teleconferencing:

- Cost-Effective: Reduces travel expenses.
- Global Collaboration: Connects participants worldwide.
- Time-Saving: Eliminates travel time.

C) Voicemail:

- Message Storage: Records and stores voice messages.
- Accessibility: Messages can be retrieved at the recipient's convenience.
- Communication Continuity: Ensures important messages are not missed.

D) FAX:

- Document Transmission: Facsimile transmission of documents.
- Speed: Faster than traditional mail.
- Legacy Usage: Still used for certain legal and business communications.

4. (a) Main Principle of Effective Listening:

- Active Listening: Fully concentrating, understanding, responding, and remembering.
- Empathy: Understanding the speaker's perspective.
- Feedback: Providing feedback to ensure understanding.
- Avoiding Distractions: Minimizing external and internal distractions.

(b) Essentials of a Good Business Letter:

- Clarity: Clearly state the purpose.
- Conciseness: Be brief and to the point.
- Formality: Maintain a professional tone.
- Structure: Organize content logically.
- Correctness: Ensure accurate grammar and spelling.
- Courtesy: Use polite language.

5. (a) Written Communication:

Definition: The exchange of information in written form.

Merits:

- Permanent Record: Provides a lasting record.
- Clarity: Allows for precise communication.
- Formality: Suitable for formal communication.

Limitations:

- Lack of Feedback: Limited immediate response.

- Time-Consuming: Slower compared to oral communication.
- Impersonal: May lack the personal touch.

(b) Verbal and Non-verbal Communication:

- Verbal: Involves spoken or written words.
- Non-Verbal: Includes gestures, body language, facial expressions.
- Importance: Non-verbal cues enhance or complement verbal communication.
- Misinterpretation: Misalignment between verbal and non-verbal cues can lead to misunderstanding.

6. Letter Draft for Order Cancellation:

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Date]

[Vendor/Company Name]

[Address]

[City, State, Zip Code]

Subject: Order Cancellation

Dear [Recipient's Name],

I trust this letter finds you well. I am writing to inform you regretfully that I must cancel the order placed with your company on [date]. The order reference number is [order number].

After careful consideration, I have decided to cancel the order due to [mention specific reasons, such as changes in requirements, budget constraints, or other relevant factors]. I appreciate your understanding in this matter.

I kindly request you to confirm the cancellation and provide details regarding any applicable refund process. Additionally, please update me on any necessary steps I need to take to complete this cancellation.

I appreciate your prompt attention to this matter and hope for a smooth resolution. I look forward to future opportunities to engage with your company.

Thank you for your understanding.

Sincerely,

[Your Full Name]

[Your Signature]