

Name \_\_\_\_\_

Final Exam Number \_\_\_\_\_

1. Chapter 1 - Test Your Knowledge

- a. 1-1
- b. 1-2
- c. 1-3

2. Explain how “coding” affects the communication model.

3. What is the difference between “listening” and “hearing”?

4. List and discuss briefly the 4 categories you should think about before starting to write or type a single word in business communications?

5. Chapter 3 Test Your Knowledge

- a. 3-1

6. What is difference between Direct and Indirect approach in writing style?

7. Handbook of Grammar ( page 601) ( just write answer A or B)

- a. Sentence 6
- b. Sentence 7
- c. Sentence 8
- d. Sentence 9
- e. Sentence 10

8. List and Define advantages and disadvantages of 3 types of Mediums

9. Chapter 6 ( rewrite the sentence)

- a. 6-29 A and C
- b. 6-31 B and D
- c. 6-33 A and E

10. Chapter 9

- a. 9-3
- b. 9-14 ( ignore the part about online classrooms)
- c. 9-16

11. Once a team has been selected to perform some service for a client, they will be asked to put together a proposal to perform that work. What is the most important feature in a proposal and discuss why; from the team's perspective as well as from the owners perspective? ( I went over and over this )

12. What 'type' of numbering is used in the Table of Contents for the Executive Summary?

13. Chapter 17

- a. 17-3

14. Chapter 18

- a. 18-4
- b. 18-6

15. Chapter 19

- a. 19-7