

SOFT SKILLS**ASSIGNMENT V, JULY-OCTOBER 2020****Full Marks: 15****I. Mark the following as True(T) or False (F):**

1. Semantic gap increases the chances of a communication breakdown. **T/F**
2. Ethical considerations should be ignored in a communication. **T/F**
3. Over assumption of facts can jeopardise a communication. **T/ F**
4. While using direct plan, a neutral tone should be used. **T/F**
5. The goal of business writing is to impress and not to express. **T/F**
6. Brevity is not advised in a business writing. **T/F**
7. The use of unfamiliar yet sophisticated words adds quality to a business writing. **T/F**
8. A circular is circulated only within an organization. **T/F**

II. *Given below are multiple choice questions having four options. Select the most suitable option(s) as your answer.*

1. Which among the following is/are a classification/s of communication breakdown?
 - A. Breakdown outside the organisation
 - B. Breakdown at the source**
 - C. Breakdown over the centre
 - D. Breakdown between people**
2. Use of words can have various implications. Hence, language during the communication can be termed as having:
 - A. An obituary code
 - B. An honorary code
 - C. An olfactory code
 - D. An arbitrary code**
3. Under which of the following do technical and objective messages come:
 - A. Mean media
 - B. Lean media**
 - C. Screen media
 - D. Rich media
4. Which among the following are the characteristics of persuasive writing?

- A. Explains opinions
 - B. Explains facts
 - C. Reader centred
 - D. Author centred
5. Which of the following attributes is best related to geographical pattern of writing used in an organization?
- A. Topical
 - B. Spatial
 - C. Casual
 - D. Chronology
6. Which among the following is/ are function(s) of a memo?
- A. To confirm
 - B. To ignore
 - C. To retort
 - D. To report
7. Which among the following is incorrect about a letter report?
- A. A letter report is longer than a memo.
 - B. A letter report is less formal than a memo.
 - C. A letter report and a memo differ in internal and external circulation.
 - D. A letter report has a complimentary close.
