



# DOWNLOAD SOLVED FINAL

PAST PAPERS BY WAQAR SIDDHU

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How many levels communication can be divided in?

**Levels of Communication**

There are five levels of communication:

1. Intrapersonal Communication
2. Interpersonal Communication
3. Mediated Communication
4. Person-to-Group Communication

Answer ( Please select your correct option )

**VuAnswers.com**

Six

5. Mass Communication

Five

Four

Three

Which one of the following statement defines environmental context of interpersonal communication?

Answer ( Please select your correct option )

VuAnswers.com

It concerns your reactions to the other person.

C

It deals with the psycho-social "where" you are communicating.

C

It is who you are and what you bring to interaction.

C

It deals with the physical "where" you are communicating.

Environmental context deals with the location, noise level, temperature, sea, environmental context

Made by: Waqar Siddhu

Telephone is an example of which form of communication?

Answer ( Please select your correct option )

VuAnswers.com

Mediated communication

Mass communication

Interpersonal communication

Intrapersonal communication

Made by: Waqar Siddhu

The degree to which you and others share common meanings for words will depend on:

Answer ( Please select your correct option )

VuAnswers.com

The extent to which you share common backgrounds and experiences

**The degree to which you and others share common meanings for words will depend on  
the extent to which you share common backgrounds and experiences**

The diversity of your backgrounds

The extent to which you share common approaches

None of the given options

Which one of the following is more capable of communicating nonverbally than any other part of the human body?

Answer ( Please select your correct option )

VuAnswers.com

One's voice



One's posture



One's facial area



One's facial area (eyes, eye brows, forehead, mouth, and chin) is more capable of communicating nonverbally than any other part of the human

One's gestures



Made by: Waqar Siddhu

Which of the following is **not** a demographic characteristic?

Answer ( Please select your correct option )

VuAnswers.com

- Sex
- Age
- Cultural background
- Attitude

demographics (the age, gender, occupation, income etc.)

Made by: Waqar Siddhu

Which of the following is the practice of altering the tone and/or pitch of voice to more clearly express or magnify meaning?

Answer ( Please select your correct option )

VuAnswers.com

Inflection

**Inflection.**

Proper inflection is the practice of altering the tone and/or pitch of voice to more clearly express or magnify meaning.

Articulation

Strength

Character

Made by: Waqar Siddhu

Which of the following is an irrational belief?

Answer ( Please select your correct option )

VuAnswers.com

A presentation must be perfect.

It is not possible to persuade the entire audience.

The worst is not likely to happen.

All of the given options

Made by: Waqar Siddhu

A primary factor to consider when deciding on the setting for a presentation is how to create:

Answer ( Please select your correct option )

VuAnswers.com

A noisy environment.

The greatest degree of comfort for the audience.

A primary factor to consider when deciding on the setting for a presentation is how to create the greatest degree of comfort for the audience.

Multicolored lighting arrangement.

A hot atmosphere.

All of the following are the elements of effective written communication, EXCEPT:

Answer ( Please select your correct option )

VuAnswers.com

Courtesy



Correctness



Conciseness



Cleanliness



The elements are:

1. Courtesy
2. Correctness
3. Conciseness
4. C

Made by: Waqar Siddhu

While preparing for effective business writing Planning Stage involves all of the following EXCEPT:

Answer ( Please select your correct option )

VuAnswers.com

Determine your purpose

Consider your reader

Determine the appropriate content

Choose your clothes

Which of the following method is generally preferred when presenting positive or good-news information?

Answer ( Please select your correct option )

VuAnswers.com

- Direct method

This method is generally preferred when presenting positive or good-news information because the reader is immediately given the information of greater interest.
- Indirect method
- Supporting method
- Sustaining method

Bpc is an abbreviation of which of the following?

Answer ( Please select your correct option )

VuAnswers.com

Blind photo copy



that case place the notation “bc,” “bcc,” or “bpc” for blind copy, blind carbon copy and  
blind photo copy

Blind paper copy



Blind person copy



Blind pasted copy



The courteous close of a direct request letter contains all of the following EXCEPT:

Answer ( Please select your correct option )

VuAnswers.com

A specific request

Information about how you can be reached

An expression of appreciation or goodwill

Information about your city

Request specific action in a courteous close

Close your message with three important elements:

1. A specific request, 2. Information about how you can

Made by: Waqar Siddhu

Which of the following is the most appropriate opening for an invitation to a fund-raising event?

Answer ( Please select your correct option )

VuAnswers.com

Explain the purpose of the event.



Give details of the event.



Extend the invitation.



Remind the recipient to bring a checkbook.



Made by: Waqar Siddhu

With the use of which of the following, we reason from specific evidence to specific evidence?

Answer ( Please select your correct option )

VuAnswers.com

Analogy

**Analogy** With analogy, you reason from specific evidence to specific evidence

Logic

Induction

Deduction

Where do cultural styles of audience in persuasion tend to differ?

Answer ( Please select your correct option )

VuAnswers.com

Differ in their responses to persuasive appeals

Differ in their levels of visible emotion

Differ in how they regard supporting materials

All of the given options

Which of the following is a guideline for writing sales letter?

Answer ( Please select your correct option )

VuAnswers.com

Place your clients' needs first

Listen to your clients

Emphasize features, not benefits

Place your clients' needs first and listen to your clients

Which of the following type of memorandum reports are written in order to give explanation for something, a change in procedure, an increase in budget, or perhaps reasons for resisting any new policy?

Answer ( Please select your correct option )

VuAnswers.com

Progress reports



Periodic reports



Justification reports



Application reports



Which of the following is defined as a one or two page summary of your skills, accomplishments, experiences, and education designed to capture a prospective employer's interest?

Answer ( Please select your correct option )

VuAnswers.com

Report



Resume



Application



Letter



All of the following are responsibilities of the interviewee to help make the interview a success, except:

Answer ( Please select your correct option )

VuAnswers.com

Covering your own agenda

Using secondary questions

Giving detailed answers

Correcting any misunderstandings

The vocabulary of informal writing is:

Answer / Please select your correct option )

VuAnswers.com

Less difficult

The vocabulary of informal writing is less difficult. Compare the following lists, noting the differences between the formal and informal usage

Tricky

Intricate

All of the given options

All of the following steps are found in the planning stage of business writing, EXCEPT:

Answer ( Please select your correct option )

VuAnswers.com

Determine your purpose

Consider your reader

Choose your idea

Proofreading

Order letters are comprised of all of the following distinct content components, except:

Answer ( Please select your correct option )

VuAnswers.com

Method of payment

C

Pertinent information about the items being ordered

C

Directions for shipping the merchandize

C

Quality report of the items

C

**Order letters are comprised of three distinct content components:**

- 1. Pertinent information about the items being ordered;**
- 2. Directions for shipping the merchandize, including desired receipt date (if appropriate) and the desired shipping location (if different from your address); and the**
- 3. Method of payment.**

"Tell the audience what you did, can do, or will do, rather than what you did not do, cannot do, or will not do". This technique is applied in:

Answer ( Please select your correct option )

VuAnswers.com

- Good news letter
- Direct-request letter
- Disappointing news letter
- Persuasive news letter

The term “Memo” stands for:

Answer ( Please select your correct option )

VuAnswers.com

- Memories
- Memorandum
- Message
- Massive

Which of the following is not true for emotions?

Answer ( Please select your correct option )

VuAnswers.com

- Emotions are learned.
- Emotions are innate.
- Emotions are belief systems that guide our responses to feelings.
- Emotions help us to enact social roles.

Which of the following will fall in the category of social invitation letters?

Answer ( Please select your correct option )

VuAnswers.com

- Invitation for the farewell party of a faculty member
- Invitation for delivering a lecture on Labor Day
- Letter written for the booking of a hotel room
- All of the given options

Think of an invitation card of some wedding ceremony you have last seen. Which of the following type of information will more appropriately come under the heading of R.S.V.P?

Answer ( Please select your correct option )

VuAnswers.com

Muhammad Raza 0300999887



Pearl Continental Hotel, Lahore



Amna weds Amir



Sisters and Cousins



Made by: Waqar Siddhu

Which of the following is not among the essential parts of a letter?

Essential parts

- Letterhead • Date • Inside address • Salutation • Body • Complimentary close • Signature

Answer ( Please select your correct option )

VuAnswers.com

Complementary close

Post script

Date

Heading

The presenters who wish to instruct or teach should make the use of which of the following visual aid minimal?

Answer ( Please select your correct option )

VuAnswers.com

- Computer
- Video
- 35 mm slide
- Whiteboard

"The information you provide will be kept strictly confidential." This statement will be placed in which of the following sections of a letter?

Answer ( Please select your correct option )

VuAnswers.com

- Subject line
- In closing section
- In the opening section
- In the middle section

In writing good-news letters, what kind of opening should be followed?

**What characteristics do good-news letters possess?**

Good-news letters can be identified by the following characteristics:

1. Begin with the good news or main idea
2. Use a fast-start opening
3. Provide explanatory details or information of primary and secondary importance.
4. Incorporate a you-viewpoint
5. Incorporate an appropriate closing

Answer ( Please select your correct option )

VuAnswers.com

Fast-start opening



Slow- start opening



Could be started either way



Action oriented opening



Made by: Waqar Siddhu

Suppose some customer has ordered two dresses from your boutique through online shopping. Now you have to send an e-mail acknowledging his/her order. Which of the following sentences would you use to start your message?

Answer ( Please select your correct option )

**VuAnswers.com**

D The two party wear dresses you recently ordered have been sent to you through TCS

***Letters acknowledging orders***

The reasons for acknowledging an order are to inform the customer that his / her order has been received and that it has been shipped (or will be shipped), to express appreciation to the customer for his / her order, and to build goodwill.

C We appreciate having you as a new customer

C You will be interested to know that soon we are starting our separate section for ladies jewelry as well

C Our dresses always have a traditional tinge incorporating the latest fashion trends as well

**Made by: Waqar Siddhu**

"It's not what you say but how you say it." In this statement, "How" indicates towards the:

Answer ( Please select your correct option )

VuAnswers.com

Sender of the message

**Creating an audience-centered tone**

It's not what you say but how you say it.

C

Tone of the message

C

Receiver of the message

C

Length of the message

C

Made by: Waqar Siddhu

While writing a disappointing news letter, the tone of the message should convey all of the following, except:

Answer ( Please select your correct option )

VuAnswers.com

Firmness



Fairness



Goodwill



Malice



Which of the following sentences has courteous wording?

Answer ( Please select your correct option )

VuAnswers.com

You did not read my recent letter.

C

Please refer to my June 10 letter.

C

Why didn't you read my letter?

C

Read my new letter.

C

Which of the following is a written supplement that you can pass out to your audience to provide additional details or a summary of your presentation?

Answer ( Please select your correct option )

VuAnswers.com

35mm slides

Overhead transparencies

Flip chart

Handout

Made by: Waqar Siddhu

Delaying response to the letter can be severely damaging to which of the following relationships?

Answer ( Please select your correct option )

VuAnswers.com

Writer-Reader

Delaying a response can be severely damaging to the write-reader relationship.

Owner-Customer

Writer-Distributor

Reader- Owner

Which of the following is a drawback of using 'handout' as a supporting tool in presentation?

Answer ( Please select your correct option )

VuAnswers.com

Audience can prejudge the presenter or presentation.

- Handouts passed out in advance tend to cause attendees to prejudge the presenter. and/or the presentation.

They eliminate the need for note taking.

Information is available for late comers.

Provide an accurate record of the information being presented.

All of these are the qualities of conciseness, except:

Answer ( Please select your correct option )

VuAnswers.com

Stick to the purpose of the message.



Delete irrelevant words and rambling sentences.



Omit information obvious to the receiver; do not repeat at length what that person has already told you.



Avoid short introductions.



"The Dean decided" is more explicit than "A decision has been made". This statement refers to which of the following characteristics of concreteness?

Answer ( Please select your correct option )

VuAnswers.com

- Include as much specific information as possible
- Use of active rather than passive verbs
- Use of vivid, image-building words
- Use of Passive verbs in particular situations

"An accident took place at Wahdat road." The answer to which W out of 5Ws of a news story is missing in this statement?

Answer ( Please select your correct option )

VuAnswers.com

What



Which



Where



When



All of the following are **group task roles** that people have to play in group communication or group activity, except:

Answer ( Please select your correct option )

VuAnswers.com

Initiating or opinion seeking

Consensus seeking

Devil's advocate

Encouraging

Which of the following should be the quality of a good persuader?

Answer ( Please select your correct option )

VuAnswers.com

Good persuader assumes persuasion as a process of give and take.

C

Good persuader assumes persuasion as one-shot effort.

C

Good persuader relies solely on the arguments.

C

Good persuader assumes that persuasion is not a one time event.

D

All of the following is the way to avoid faulty logics in persuasive writing, except:

Answer ( Please select your correct option )

VuAnswers.com

Avoid logical support



Avoid attacking your opponent



Avoid begging the question



Avoid faulty analogies



While listening to the lecture, you hear the sounds of birds singing outside the class room and this distracts you from your conversation. What would you call it?

Answer ( Please select your correct option )

VuAnswers.com

- Feedback
- Psychological noise
- Physical noise
- Physiological noise

In which of the following ways input from associates can be helpful in anticipating questions from audience?

Answer ( Please select your correct option )

**VuAnswers.com**

They can help in guessing questions.

If they are more experienced they'll be able to guide better.

If the presenter is as experienced as associates, it is still beneficial to solicit input from others who are likely to be more objective. An effective means of doing so is to deliver the presentation to associates who role-play members of the prospective audience and make note of questions or concerns that occur to them.

If they are educated they'll be able to re-write the speech.

They can coordinate with the expected audience and then suggest questions.

Which of the following type of listening is used when we suspect that we may be listening to a biased source of information?

Answer ( Please select your correct option )

VuAnswers.com

- Empathic listening
- Critical listening
- Active listening
- Preferential listening

Which of the following is the purpose of outline?

Answer ( Please select your correct option )

VuAnswers.com

It helps put request to the information.

C

It serves as a model to check your work.

C

It serves as a guide from which to deliver your interview.

C

It serves as a model to check other's work

C

Which of the following includes a standardized vocabulary, with agreed-upon rules of pronunciation, syntax, and grammar.

Answer ( Please select your correct option )

VuAnswers.com

- Verbiage
- Communication
- Messaging
- Language

Whether it is in spelling,  
dictation, grammar, or pronunciation, an error immediately forces the r  
mistake

Made by: Waqar Siddhu

Asad thinks that he is very handsome and charming and can mesmerize any girl with his looks and attitude. This opinion of Asad about himself constitutes which of the following category of his self concept?

Answer ( Please select your correct option )

VuAnswers.com

Asad's social self



Asad's Physical self



Asad's Spiritual self



Asad's Intellectual self



Intrapersonal communication processes depend upon communicators all of the following qualities.  
EXCEPT':

Answer ( Please select your correct option )

**VuAnswers.com**

- Frame of reference
- Creativity
- Self-talk
- Dull approach



Made by: Waqar Siddhu

Which of the following is/are an example(s) of interpersonal communication?

Answer ( Please select your correct option )

**VuAnswers.com**

Dialogues

Small group discussions

All of the given options

Conversations

**Made by: Waqar Siddhu**

What is the one most common mistake that we make as communicators?

Answer ( Please select your correct option )

**VuAnswers.com**

To assume that the meaning we attach to a word will be the meaning everyone else attaches to the word.

To assume that communication cannot solve all problems.

To assume that effective communication can benefit organizations.

To assume that effective communication skills make a significant contribution to organizational cost reduction.

What does Communication breakdown mean?

Answer ( Please select your correct option )

VuAnswers.com

We have been ineffective in communication.

C

We have been effective in communication.

C

We have been helpful in communication.

C

We physically broke communication.

C

Made by: Waqar Siddhu

All of the following are correct about magazines **except**:

Answer ( Please select your correct option )

VuAnswers.com

Magazine articles tend to be shorter and more general.

C

Magazines are a type of periodical.

C

Magazines publish articles written for a general audience.

C

Articles in magazines usually include bibliographies.

C

Made by: Waqar Siddhu

All of the following are the main points that are kept in mind while developing thesis, EXCEPT:

Answer ( Please select your correct option )

**VuAnswers.com**

Clear

Logical

Equal in value

Ambiguity

Made by: Waqar Siddhu

Which one of the following is not the purpose of the Introduction of speech?

Answer ( Please select your correct option )

**VuAnswers.com**

Adapting to the audience

Establishing your rapport or credibility with the audience

Closing your thesis

Getting the audience's attention

Made by: Waqar Siddhu

Which one of the following pattern is especially effective if the audience already knows that the problem exists?

Answer ( Please select your correct option )

**VuAnswers.com**

Problem/solution order

Cause/effect order



Deductive order

Inductive order

Made by: Waqar Siddhu

Where does immediacy come from during a presentation?

Answer ( Please select your correct option )

**VuAnswers.com**

Looking at your notes

Standing

Dressing with authority

Making eye contact



Made by: Waqar Siddhu

While determining the order of the topics, one should review the outline, keeping all of the following questions in mind EXCEPT:

Answer ( Please select your correct option )

**VuAnswers.com**

Are the ideas of equal importance presented in a parallel manner?

C

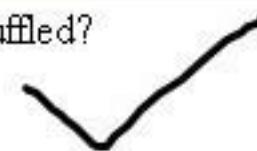
Is the sequence of the topics appropriate for the development method I am using?

C

Is the sequence of the topics likely to add clarity to my message?

C

Are related topics properly shuffled?



Made by: Waqar Siddhu

Which of the following is the informal report used to communicate with individuals outside an organization?

Answer ( Please select your correct option )

VuAnswers.com

- Letter
- Memo
- Periodical
- Magazine

Which of the following is true about goodwill messages?

Answer ( Please select your correct option )

VuAnswers.com

- Seemingly informative
- Presented to change attitudes
- Presented to change behaviors
- All of the given options



The suggested plan for a sales letter includes all of the following elements, EXCEPT:

Answer ( Please select your correct option )

**VuAnswers.com**

An opening that could detract the reader's attention



A section that captures the reader's interest in the product or service you are selling

A section designed to establish desire and conviction on the part of the reader

A courteous, action-oriented closing

Which of the following type of memorandum reports are written in order to give explanation for something, a change in procedure, an increase in budget, or perhaps reasons for resisting any new policy?

Answer ( Please select your correct option )

**VuAnswers.com**

Progress reports

Periodic reports

Justification reports

Application reports

Which one of the following is not a fallacy about resume?

Answer ( Please select your correct option )

**VuAnswers.com**

The purpose of a resume is to list all your skills and abilities.

C

The more good information you present about yourself in your resume, the better.

C

If you want a really good resume, have it prepared by a resume service.

C

The objective of a resume is to kindle the employer interest and generate an interview.

C



Made by: Waqar Siddhu

When you receive a discourteous letter that incorrectly accuses you, the wisest approach is to:

Answer ( Please select your correct option )

**VuAnswers.com**

Reply in a courteous manners



Be offensive



Be defensive



None of the given options



Which of the following is not suggested for an appropriate ending of business writing (request letters)?

Answer ( Please select your correct option )

**VuAnswers.com**

State who is to perform the desired action if the action is to be performed by someone other than the reader.

Include reader-benefit material, if appropriate.

Avoid the inclusion of negative information in the ending.

Keep the ending paragraph as long as circumstances allow.



Made by: Waqar Siddhu

Which of the following are also called periodicals?

Answer ( Please select your correct option )

**VuAnswers.com**

Stories

Articles

Bibliography

Serials



Made by: Waqar Siddhu

Which of the following is of primary importance in writing disappointing news letters?

Answer ( Please select your correct option )

**VuAnswers.com**

- Be specific
- Use a fast-start opening
- Provide explanatory details or information of primary and secondary importance.
- Negative personal expressions are avoided



The direct method is adopted at organizing stage of effective business writing for which of the following purposes?

Answer ( Please select your correct option )

**VuAnswers.com**

Presenting a general statement



not sure

Presenting an evidence



Communicating a negative message or bad-news



Conveying facts



Beginning and closing paragraphs of the message at the drafting state are very important due to which of the following reasons?

Answer ( Please select your correct option )

**VuAnswers.com**

They are likely to be carefully scrutinized by the reader.



They provide introduction to the topic.

They conclude the topic under discussion.

They help the reader to spend more time to decide.

All of the following do's can be followed in preparing disappointing-news messages EXCEPT:

Answer ( Please select your correct option )

**VuAnswers.com**

Make reader action easy, if appropriate.

C

Use sales-promotion material whenever appropriate.

C

Use company policy as the reason for justifying the refusal



C

Offer suggestions to prevent a recurrence of the problem situation.

C

Made by: Waqar Siddhu

Which of the following is not a type of Memorandum Reports?

Answer ( Please select your correct option )

**VuAnswers.com**

Progress reports

Periodic reports

Justification reports

Application reports



Made by: Waqar Siddhu

Memos may be used for:

Answer ( Please select your correct option )

**VuAnswers.com**

Personnel transfers, meetings, or policy changes



Reporting

Press Summary

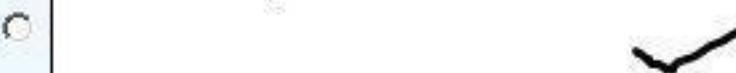
Bibliographies

Which of the following is not true for emotions?

Answer ( Please select your correct option )

**VuAnswers.com**

Emotions help us to enact social roles.



Emotions are learned.



Emotions are innate.



Emotions are belief systems that guide our responses to feelings.



Almost every customer who makes a claim is emotionally involved; therefore which of the following is usually the best approach for a refusal?

Answer ( Please select your correct option )

**VuAnswers.com**

Callous method



Indirect method



Direct approach



Both direct and indirect approach



**Made by: Waqar Siddhu**

All of the following should be mentioned while writing a speaking invitation letter, except:

Answer ( Please select your correct option )

**VuAnswers.com**

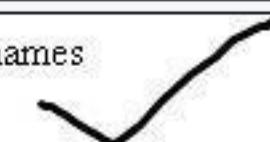
Name of the group before which the presentation will be made

C

The topic of the presentation

C

List of audience's names



not sure

C

Amount of honorarium

C

Made by: Waqar Siddhu

In which of the following approaches we place our main idea in the opening of the letter?

Answer ( Please select your correct option )

**VuAnswers.com**

Direct approach



Indirect approach



Simple approach



Liberal approach



Which of the following contains the background information and the primary request in a direct inquiry letter?

Answer ( Please select your correct option )

**VuAnswers.com**

The middle section

The opening section



The closing section

Subject line

Made by: Waqar Siddhu

"The information you provide will be kept strictly confidential." This statement will be placed in which of the following sections of a letter?

Answer ( Please select your correct option )

**VuAnswers.com**

In closing section



In the opening section



In the middle section



Subject line



**Made by: Waqar Siddhu**

Which of the following sections of direct and indirect-inquiry letters may not vary much from one another?

Answer ( Please select your correct option )

**VuAnswers.com**

The opening section

The closing section

The explanatory sections



None of the given options

Made by: Waqar Siddhu

The suggested plan for a letter in which information about a job applicant is requested includes all of the following elements, except:

Answer ( Please select your correct option )

**VuAnswers.com**

An opening that mentions the name of the person who has given the reader's name as a reference.

C

A list of questions that you would like to have answered.

C

A rude & inappropriate closing.



A brief discussion of the common duties of the job for which the applicant has applied.

C

Made by: Waqar Siddhu

Which of the following is a document that contains a summary of relevant job experience and education?

Answer ( Please select your correct option )

**VuAnswers.com**

Appointment letter

Resume



Resignation letter

Leave Application

Made by: Waqar Siddhu

The well written resume may include a persuasively arranged summary of all of the following, except:

Answer ( Please select your correct option )

**VuAnswers.com**

Name & address

Information of family tree

Career and education

Experience, skills and accomplishments

**Made by: Waqar Siddhu**

All of the following qualities are sought by employer while evaluating resume of an applicant, except:

Answer ( Please select your correct option )

**VuAnswers.com**

The person possesses strong communication skills

The person has standards of excellence



The person can think in terms of result

The person can show sign of progress

**Made by: Waqar Siddhu**

"We are pleased to inform you that you have been appointed as a lecturer in the Virtual University of Pakistan." The above mentioned statement can be best placed in:

Answer ( Please select your correct option )

**VuAnswers.com**

Good-news letters



Disappointing- news letters

Speaking invitation letters

Direct request letters

**Made by: Waqar Siddhu**

One of the indispensable qualities of letters of congratulation is:

Answer ( Please select your correct option )

**VuAnswers.com**

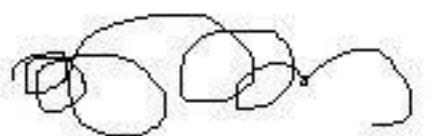
- Sincerity
- Verbose Language
- Trite stilted phrases
- Exaggeration

Farhan went to attend a presentation on business communication but started feeling drowsy before the presentation was over. Which of the following could be a reason behind his drowsiness?

Answer ( Please select your correct option )

VuAnswers.com

Proper room temperature



ap hi kro

Exceptional speaking skills of the presenter

Size of the audience

Long presentation

Made by: Waqar Siddhu

Nonverbal cues can enhance one's interview performance. Which of the following will fall in the category of non verbal cues?

Answer ( Please select your correct option )

**VuAnswers.com**

Facial expressions

Eye contact

Body language

All of the given options



**Made by: Waqar Siddhu**

Nonverbal cues can enhance one's interview performance. Which of the following will fall in the category of non verbal cues?

Answer ( Please select your correct option )

**VuAnswers.com**

Facial expressions

Eye contact

Body language

All of the given options



Made by: Waqar Siddhu

Which of the following sentences has courteous wording?

Answer ( Please select your correct option )

**VuAnswers.com**

You did not read my recent letter.

Please refer to my June 10 letter.



Why didn't you read my letter?

Read my new letter.

**Made by: Waqar Siddhu**

Which of the following is a good replacement of word 'Spokesman' to avoid gender bias in writing?

Answer ( Please select your correct option )

**VuAnswers.com**

Spokesperson

Narrator

Presenter



Spokeswoman

Made by: Waqar Siddhu

Which of the given statements shows racial bias?

Answer ( Please select your correct option )

**VuAnswers.com**

"His black assistant speaks more clearly than he does."



"His assistant speaks more clearly than he does".

"His assistant speaks more clearly than every one in the organization"

"His assistant manager speaks more clearly than he does".

**Made by: Waqar Siddhu**

Which of the following is the most inexpensive visual aid for a presentation?

Answer ( Please select your correct option )

**VuAnswers.com**

Computer



Video



Flip chart



35 mm slides



**Made by: Waqar Siddhu**

"The Jeep is in the garage that he broken". The given sentence lacks which of the following qualities of effective written communication?

Answer ( Please select your correct option )

VuAnswers.com

Coherence



Unity



Emphasis

mujye lagta ha



Correctness



Made by: Waqar Siddhu

In order to achieve conciseness in writing, short names are used after using the full names. What would be the suitable short name for "Business Communication Center" out of the following options?

Answer ( Please select your correct option )

**VuAnswers.com**

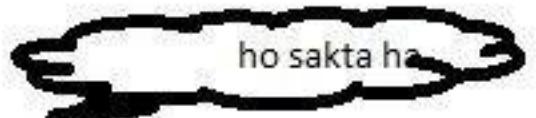
Communication Center



Business Center



Buisness communication



Communication in buisness



Made by: Waqar Siddhu

If someone is striving for completeness in writing, all the following guidelines should be kept in mind, except:

Answer ( Please select your correct option )

**VuAnswers.com**

Provide all necessary information.

C

Answer all questions asked.

C

Give something extra, when desirable.

C

Give answers of only relevant questions

C



Made by: Waqar Siddhu

All of the following are the characteristics of an authoritarian leader, except:

Answer ( Please select your correct option )

**VuAnswers.com**

Policy decisions are taken by the leader

C

Considerable status difference exists between leader and members

C

Leader and members function as peers

✓

C

Constant direction is considered necessary by the leader for goal achievement

C

**Made by: Waqar Siddhu**

Which of the following voice qualities can distract audience members?

Answer ( Please select your correct option )

VuAnswers.com

Vocal emphasis

C

Pleasant voice quality

C

Variation in speed

C

Monotone delivery

C



Made by: Waqar Siddhu

Which type of communication it would be when subordinates update their superiors by telling them about problems in the workplace?

Answer ( Please select your correct option )

**VuAnswers.com**

Upward



Horizontal

Downward

Lateral

Made by: Waqar Siddhu

Which of the following type of listening is used when we suspect that we may be listening to a biased source of information?

Answer ( Please select your correct option )

**VuAnswers.com**

Empathic listening



Critical listening



Active listening



Preferential listening



Made by: Waqar Siddhu

The two basic categories of symbols in any spoken language are:

Answer ( Please select your correct option )

**VuAnswers.com**

Verbal and nonverbal



Spoken and unspoken

Loud and soft

Natural and synthetic

Which of the following channel of communication is used when we wish to have full control over receiver's concentration?

Answer ( Please select your correct option )

**VuAnswers.com**

Person-to-person



Telephone

E-mail

Instant messages

Made by: Waqar Siddhu

Intrapersonal communication includes:

Answer ( Please select your correct option )

**VuAnswers.com**

What we think

Way we think

Way we communicate with ourselves

All of the given options

**Made by: Waqar Siddhu**

The imprecise way people use the word “communication” has given rise to a/some misconception/s, which is/are:

Answer ( Please select your correct option )

**VuAnswers.com**

Meanings are in words

C

All of the given options

correct

C

Communication solves all problems

C

Communication breakdowns

C

**Made by: Waqar Siddhu**

What is the one most common mistake that we make as communicators?

Answer ( Please select your correct option )

**VuAnswers.com**

To assume that the meaning we attach to a word will be the meaning everyone else attaches to the word.

correct

To assume that communication cannot solve all problems.

To assume that effective communication can benefit organizations.

To assume that effective communication skills make a significant contribution to organizational cost reduction.

Made by: Waqar Siddhu

Which of the following is a process of sending back to the speaker what you as a listener think the speaker meant, both in content and in feelings?

Answer ( Please select your correct option )

VuAnswers.com

- Empathic listening
- Critical listening
- Active listening
- Preferential listening

correct

Made by: Waqar Siddhu

While talking on telephone a disturbance in the line might make the receiver miss an important part of the message. What kind of communication barrier it will be?

Answer ( Please select your correct option )

**VuAnswers.com**

Badly Expressed Message

Poor Retention

Inattentive Listening

Loss in Transmission

correct

**Made by: Waqar Siddhu**

Which of the following is usually related to environmental factors that affect the communication?

Answer ( Please select your correct option )

VuAnswers.com

Listener barrier

Sender barrier

Physical barrier

Resistance

correct

Made by: Waqar Siddhu

Which one of the following is not the purpose of the Introduction of speech?

Answer ( Please select your correct option )

VuAnswers.com

- Adapting to the audience
- Establishing your rapport or credibility with the audience
- Closing your thesis
- Getting the audience's attention

correct

Made by: Waqar Siddhu

Which one of the following is a speech pattern that organizes material according to how it is put together or where it is located?

Answer ( Please select your correct option )

VuAnswers.com

- Spatial pattern
- Chronological pattern
- Topical pattern
- Effect-cause pattern

correct

Made by: Waqar Siddhu

Which one of the following is a method of arranging information by dividing it into parts?

Answer ( Please select your correct option )

VuAnswers.com

- Spatial pattern
- Chronological pattern
- Topical pattern
- Logical pattern

correct

Made by: Waqar Siddhu

A primary factor to consider when deciding on the setting for a presentation is how to create:

Answer ( Please select your correct option )

**VuAnswers.com**

A noisy environment.

The greatest degree of comfort for the audience.

correct

Multicolored lighting arrangement.

A hot atmosphere.

**Made by: Waqar Siddhu**

When visuals are designed for a presentation, they should not be used to:

Answer ( Please select your correct option )

**VuAnswers.com**

Take the place of words

C

Eliminate vagueness

C

Simplify complex information

C

Emphasize important points

C

**Made by: Waqar Siddhu**

Diagrams are excellent for conveying all of the following, except:

Answer ( Please select your correct option )

**VuAnswers.com**

- Information about size
- Information about shape
- Information about structure
- Information about audience

All of the following statements about groups are true, EXCEPT:

Answer ( Please select your correct option )

**VuAnswers.com**

- Group members strive to achieve some common purpose.
- Group members influence and are influenced by one another.
- Group members are interdependent.
- Group members must interact face-to-face.

Which of the following method of outlining speech is generally preferred for negative news messages?

Answer ( Please select your correct option )

VuAnswers.com

Direct method

Indirect method

Supporting method

Sustaining method

Made by: Waqar Siddhu

All of the following suggestions help improve the effectiveness of the opening paragraph of business writing, EXCEPT:

Answer ( Please select your correct option )

**VuAnswers.com**

Make sure the beginning is appropriate for the reader.

Make sure the beginning is inappropriate for the situation.

Use a fast-start beginning rather than a slow beginning.

Keep the beginning paragraph fairly short.

To say a clear no or writing a straight refusal in a disappointing news letter all of the following techniques are useful, EXCEPT:

Answer ( Please select your correct option )

**VuAnswers.com**

De-emphasize the disappointing-news

C

Use a conditional statement

C

Tell the audience what you did, can do, or will do, rather than what you did not do, cannot do, or will not do

C

Use a non-courteous tone

C

**Made by: Waqar Siddhu**

When it comes to writing disappointing news letters all of the following are correct, except:

Answer ( Please select your correct option )

**VuAnswers.com**

Avoid the use of negative words or phrases.

C

Avoid making suppositions that are not likely to occur.

C

Avoid a meaningless closing.

C

Avoid a neutral or buffered opening.

C

**Made by: Waqar Siddhu**

In a letter that makes a persuasive request, which of the following is correct about a specific request?

Answer ( Please select your correct option )

**VuAnswers.com**

Should be vague so that the receiver is not certain as to what is being requested.

C

Stated in the first sentence

C

Stated before details of the request are given

C

Stated after details of the request are given

C

Made by: Waqar Siddhu

Which of the following sentence beginnings would be best to use in a persuasive request?

Answer ( Please select your correct option )

**VuAnswers.com**

We think it would be good if you ...

C

We need you to give ...

C

Will you please ... ?

C

It would be appreciated if you ...

C

**Made by: Waqar Siddhu**

When asking for a raise, which one among the following is important to remember?

Answer ( Please select your correct option )

**VuAnswers.com**

Effort is to be rewarded

C

Non-cash benefits may be of value if a raise is not feasible

C

The length of employment is a great bargaining tool in asking for a raise

C

Emotional appeals can help in getting a positive response to the request

C

Made by: Waqar Siddhu

Which of the following may decrease your chances of getting a raise?

Answer ( Please select your correct option )

**VuAnswers.com**

- When your argument is based on longevity in an organization
- When the organization cannot easily replace you
- When you have volunteered and handled additional responsibilities successfully
- When you have a good relationship with your boss

Where do cultural styles of audience in persuasion tend to differ?

Answer ( Please select your correct option )

**VuAnswers.com**

Differ in their responses to persuasive appeals

C

Differ in their levels of visible emotion

C

Differ in how they regard supporting materials

C

All of the given options

C

**Made by: Waqar Siddhu**

Which of the following is correct about coercion, persuasion and manipulation in persuasive messages?

Answer ( Please select your correct option )

**VuAnswers.com**

Are three separate categories

C

Are loosely connected

C

Are blended into each other

C

Are unrelated

C

**Made by: Waqar Siddhu**

Which of the following is defined as a one or two page summary of your skills, accomplishments, experiences, and education designed to capture a prospective employer's interest?

Answer ( Please select your correct option )

**VuAnswers.com**

Report

Resume

Application

Letter

**Made by: Waqar Siddhu**

All of the following are responsibilities of the interviewee to help make the interview a success, except:

Answer ( Please select your correct option )

**VuAnswers.com**

Covering your own agenda

Using secondary questions

Giving detailed answers

Correcting any misunderstandings

**Made by: Waqar Siddhu**

To begin a disappointed newsletter with a negative information, \_\_\_\_\_ a negative situation.

Answer ( Please select your correct option )

**VuAnswers.com**

Eases

Reduces

Complicates

Relieves

**Made by: Waqar Siddhu**

The letters written to book some place like room, hall etc are called:

Answer ( Please select your correct option )

VuAnswers.com

Informal social invitation letters

Reservation letters

Claim letters

Order letters

Made by: Waqar Siddhu

Which of the following method is the best approach for refusing a claim?

Answer ( Please select your correct option )

**VuAnswers.com**

Direct method

Callous method

Straight method

Indirect method

**Made by: Waqar Siddhu**

Knowing the related background information will enable a writer to “pitch” his message to the target audience. Relate this statement to one of the following steps of the Planning Stage of effective business writing?

Answer ( Please select your correct option )

**VuAnswers.com**

Determine your purpose

Consider your reader

Choose your idea

Determine the appropriate content

**Made by: Waqar Siddhu**

The direct method is adopted at organizing stage of effective business writing for which of the following purposes?

Answer ( Please select your correct option )

**VuAnswers.com**

Presenting a general statement

C

Presenting an evidence

C

Communicating a negative message or bad-news

C

Conveying facts

C

**Made by: Waqar Siddhu**

"Careful outlining is helpful as it improves the clarity of your message." Outlining is done at which of the following stages of business writing?

Answer ( Please select your correct option )

VuAnswers.com

- Planning
- Pre-planning
- Organizing
- Drafting

Which of the following is a message written to use within the organization?

Answer ( Please select your correct option )

VuAnswers.com

Memorandum

Letter

Application

Report

Made by: Waqar Siddhu

Mentioning date and time is of immense importance in all of the following types of letters, except:

Answer ( Please select your correct option )

**VuAnswers.com**

Speaking Invitation Letters

Social Invitation Letters

Reservation Letters

Letters requesting Favors

**Made by: Waqar Siddhu**

Which of the following contains the background information and the primary request in a direct inquiry letter?

Answer ( Please select your correct option )

**VuAnswers.com**

The middle section

The opening section

The closing section

Subject line

**Made by: Waqar Siddhu**

"The information you provide will be kept strictly confidential." This statement will be placed in which of the following sections of a letter?

Answer ( Please select your correct option )

VuAnswers.com

- Subject line
- In closing section
- In the opening section
- In the middle section

All of the following are forms of good-news letters, except:

Answer ( Please select your correct option )

**VuAnswers.com**

- Letters granting adjustments
- Letters acknowledging orders
- Letters granting favors
- Letters rejecting requests

A letter that acknowledges an order should preferably begin with:

Answer ( Please select your correct option )

**VuAnswers.com**

Information about the status of the customer's order

C

Thanking the customer for his/her trust

C

Personal introduction of the sender

C

Providing information about company's other products or services

C

The first and the foremost key to choose the best approach for disappointing-news messages is to analyze the:

Answer ( Please select your correct option )

**VuAnswers.com**

Audience members



Intensity of the situation



Ethical considerations



All of the given options



**Made by: Waqar Siddhu**

A good buffer in a disappointing news letter should express all of the following, except:

Answer ( Please select your correct option )

**VuAnswers.com**

Your appreciation for being thought of

Your attention and concern to the reader's request

Your apology for not being able to fulfill the request of the reader

Your understanding of the reader's needs

Which of the given statements shows racial bias?

Answer ( Please select your correct option )

**VuAnswers.com**

- "His black assistant speaks more clearly than he does."
- "His assistant speaks more clearly than he does".
- "His assistant speaks more clearly than every one in the organization"
- "His assistant manger speaks more clearly than he does".

All of these are some basic truths about human nature that help writers to humanize their business messages, except:

Answer ( Please select your correct option )

**VuAnswers.com**

People are self-centered

C

People are defensive

C

People expect courtesy

C

People are hostile

C

**Made by: Waqar Siddhu**

In an effective writing Emphasis stands out in two positions i.e. at/in:

Answer ( Please select your correct option )

**VuAnswers.com**

The beginning and the end

The lead and the body

The middle and the body

The body and the end

**Made by: Waqar Siddhu**

Which of the following is the example of concreteness?

Answer ( Please select your correct option )

VuAnswers.com

He got a good score in his MBA Program.

C

His GPA in 2000 was 3.9 on a four point scale.

C

He got highest score in his MBA Program.

C

He received 3.9 grade in his study program.

C

All of the following are **group task roles** that people have to play in group communication or group activity, except:

Answer ( Please select your correct option )

VuAnswers.com

Initiating or opinion seeking

Consensus seeking

Devil's advocate

Encouraging

Made by: Waqar Siddhu

All of the following are the characteristics of an authoritarian leader, except:

Answer ( Please select your correct option )

**VuAnswers.com**

- Policy decisions are taken by the leader
- Considerable status difference exists between leader and members
- Leader and members function as peers
- Constant direction is considered necessary by the leader for goal achievement

Ex-President General Pervez Musharraf's decision of removing Chief Justice of Pakistan Iftakhar Muhammad Chudary from his office on March 9, 2007 can be considered which of the following style of leadership?

Answer ( Please select your correct option )

**VuAnswers.com**

Authoritarian

Laissez-Faire

Democratic

Popular

**Made by: Waqar Siddhu**

All of the following is the way to avoid faulty logics in persuasive writing, except:

Answer ( Please select your correct option )

**VuAnswers.com**

Avoid logical support

Avoid attacking your opponent

Avoid begging the question

Avoid faulty analogies

**Made by: Waqar Siddhu**

Which type of communication it would be when subordinates update their superiors by telling them about problems in the workplace?

Answer ( Please select your correct option )

**VuAnswers.com**

Upward

Horizontal

Downward

Lateral

**Made by: Waqar Siddhu**

Listening process Does Not involve which of the following actions?

Answer ( Please select your correct option )

VuAnswers.com

Hearing

Filtering

Remembering

Feed back

Made by: Waqar Siddhu

In which of the following ways input from associates can be helpful in anticipating questions from audience?

Answer ( Please select your correct option )

**VuAnswers.com**

They can help in guessing questions.

C

If they are more experienced they'll be able to guide better.

C

If they are educated they'll be able to re-write the speech.

C

They can coordinate with the expected audience and then suggest questions.

C

After listening to Ayesha's long speech, Beenish told her what she understood from her long talk. Which form of listening it will be?

Answer ( Please select your correct option )

**VuAnswers.com**

Empathic listening

Critical listening

Active listening

Preferential listening

Made by: Waqar Siddhu

All of these are the purposes of introduction in thesis except:

Answer ( Please select your correct option )

VuAnswers.com

- Getting the audience's attention
- Introducing your target audience
- Adapting to the audience
- Establishing your rapport or credibility with the audience

Types of media used to direct information upward are:

Answer ( Please select your correct option )

**VuAnswers.com**

Reports, interoffice memos and supervisor subordinate conferences



Letters, newspapers and radio

Newspapers, books and interoffice memos

TV, radio and wall chalking

Which of the following statement about communication is correct?

Answer ( Please select your correct option )

**VuAnswers.com**

The meaning we associate with a word will be shared by those with whom we communicate.



Effective communication skills make a significant contribution to organizational cost reduction.

Meanings cannot be subjective.

All of the given options

What does Communication breakdown mean?

Answer ( Please select your correct option )

**VuAnswers.com**

We have been ineffective in communication.



We have been effective in communication.



We have been helpful in communication.



We physically broke communication.



In USA, maintaining eye contact while talking with elders show confidence, in Pakistan, it shows disrespect. What does this example depict?

Answer ( Please select your correct option )

**VuAnswers.com**

The interpretation of body language is same worldwide.

C

The interpretation of body language is global.

C

The interpretation of body language is universal.

C

The interpretation of body language is not universal.



Made by: Waqar Siddhu

If our stock of words is poor, forcing us to fumble and bumble as we attempt to express our ideas, our ability to communicate will be limited. What type of communication barrier it would be?

Answer ( Please select your correct option )

**VuAnswers.com**

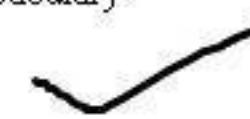
Over-communication



Lack of interest



Inadequate vocabulary



Poor listening



Made by: Waqar Siddhu

Words that have more than one meaning are called:

Answer ( Please select your correct option )

VuAnswers.com

Jargon



Equivocal terms



Trigger words



Biased language



Which of the following is not a way to get electronic periodical indexes?

Answer ( Please select your correct option )

**VuAnswers.com**

CD-ROM



World Wide Web



Online systems



Journals



Made by: Waqar Siddhu

When a quotation is quite long for the introduction of speech, it is suggested that the presenter may:

Answer ( Please select your correct option )

**VuAnswers.com**

Use it as it is at the beginning of the presentation



Use it as it is at the conclusion of the presentation

Paraphrase the quotation to avoid confusion and/or boredom

Decide not to take advantage of the quotation

Which of the following is the skill of speaking in distinct syllables?

Answer ( Please select your correct option )

VuAnswers.com

Articulation



Fillers



Inflection



Monotone delivery



Q&A is an abbreviation of which of the following?

Answer ( Please select your correct option )

**VuAnswers.com**

Quest and availability



Question and answer



Question and anticipation



Query and audience



Which of the following is NOT an advantage of using presentation software?

Answer ( Please select your correct option )

**VuAnswers.com**

The presenter can organize a set of notes for himself/herself

C

Special effects, such as transitions and animation can be used

C

Only those who attend can ever see the presentation

C

Handouts based on speaking notes can be prepared

C



Made by: Waqar Siddhu

Which one of the following must be done once an exhibit is shown to the audience?

Answer ( Please select your correct option )

**VuAnswers.com**

It should be removed after it has been discussed



It should be unlabelled



It should be left in view until another exhibit can be shown



It should contain varied wording (horizontal, diagonal, and vertical)



All of the following are considered as some basic truths about human nature that help us humanize our business messages, EXCEPT:

Answer ( Please select your correct option )

**VuAnswers.com**

People are self-centered



People are defensive



People are perfect



People expect courtesy



Made by: Waqar Siddhu

All of the following are the characteristics of concrete writing EXCEPT:

Answer ( Please select your correct option )

**VuAnswers.com**

Specific



Definite



Vivid



Vague



Made by: Waqar Siddhu

While determining the order of the topics, one should review the outline, keeping all of the following questions in mind EXCEPT:

Answer ( Please select your correct option )

**VuAnswers.com**

Are the ideas of equal importance presented in a parallel manner?

Is the sequence of the topics appropriate for the development method I am using?

Is the sequence of the topics likely to add clarity to my message?

Are related topics properly shuffled?



Made by: Waqar Siddhu

All of the following suggestions help improve the effectiveness of the opening paragraph of business writing, EXCEPT:

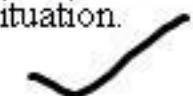
Answer ( Please select your correct option )

**VuAnswers.com**

Make sure the beginning is appropriate for the reader.

C

Make sure the beginning is inappropriate for the situation.



C

Use a fast-start beginning rather than a slow beginning.

C

Keep the beginning paragraph fairly short.

C

Made by: Waqar Siddhu

Which of the following is the informal report used to communicate with individuals outside an organization?

Answer ( Please select your correct option )

VuAnswers.com

Letter

Memo

Periodical

Magazine

The direct plan can be used for:

Answer ( Please select your correct option )

**VuAnswers.com**

- Sales messages
- Request refusals
- Claims
- None of the given options

Which statement would be the best close for an adjustment letter?

Answer ( Please select your correct option )

**VuAnswers.com**

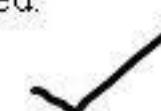
We regret the trouble that the faulty keyboard caused you.

C

Your new keyboard is being air expressed to you.

C

Your business is appreciated.



You may be interested in upgrading your internal memory with our inexpensive chips.

C

**Made by: Waqar Siddhu**

What type of goodwill message is most likely to use an RSVP?

Answer ( Please select your correct option )

**VuAnswers.com**

Condolence



Invitation



Appreciation



Holiday greeting



Made by: Waqar Siddhu

Which of the following is true about goodwill messages?

Answer ( Please select your correct option )

**VuAnswers.com**

Seemingly informative



Presented to change attitudes



Presented to change behaviors



All of the given options



Made by: Waqar Siddhu

Which definition matches the term "deduction"?

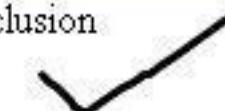
Answer ( Please select your correct option )

**VuAnswers.com**

Reasoning from specific evidence to a general conclusion

C

Reasoning from a generalization to a specific conclusion



C

Reasoning from a vivid personal narrative

C

Reasoning from a variety of evidence

C

What do motivational appeals refer to?

Answer ( Please select your correct option )

VuAnswers.com

Psychological needs



Values



Emotions



All of the given options



Made by: Waqar Siddhu

In a letter that makes a persuasive request, which of the following is correct about a specific request?

Answer ( Please select your correct option )

**VuAnswers.com**

Should be vague so that the receiver is not certain as to what is being requested.

C

Stated in the first sentence

C

Stated before details of the request are given

C

Stated after details of the request are given

C

In a persuasive message, how opposing ideas should be treated?

Answer ( Please select your correct option )

**VuAnswers.com**

Cited, then refuted



Ignored



Mentioned only when necessary



Not mentioned



**Made by: Waqar Siddhu**

Where do cultural styles of audience in persuasion tend to differ?

Answer ( Please select your correct option )

**VuAnswers.com**

Differ in their responses to persuasive appeals



Differ in their levels of visible emotion



Differ in how they regard supporting materials



All of the given options



Made by: Waqar Siddhu

Which of the following type of memorandum reports are written in order to give explanation for something, a change in procedure, an increase in budget, or perhaps reasons for resisting any new policy?

Answer ( Please select your correct option )

**VuAnswers.com**

Progress reports



Periodic reports



Justification reports



Application reports



Which of the following emphasizes a list of skills and accomplishments, identifying employers and academic experience in subordinate sections?

Answer ( Please select your correct option )

**VuAnswers.com**

Functional resume



Chronological resume



Logical resume



Emotional resume



"His GPA in 2000 (MBA) was 3.9 on a four point scale." Which of the following is a correct and more concrete form of this statement?

Answer ( Please select your correct option )

VuAnswers.com

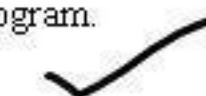
His GPA was 3.9 on a four point scale.

C

His GPA was good in 2000.

C

He got a good score in his MBA Program.



C

All of the given options

C

Made by: Waqar Siddhu

The purpose of your message will determine:

Answer ( Please select your correct option )

**VuAnswers.com**

How much you need to know about your reader.

C

How much you need to know about your idea.

C

How much you need to know about the background of your letter.

C

All of the given options



Which of the following is NOT the stage of effective business writing?

Answer ( Please select your correct option )

VuAnswers.com

Planning Stage



Organizing Stage



Drafting Stage



Body Composition Stage



Made by: Waqar Siddhu

The letters written to book some place like room, hall etc are called:

Answer ( Please select your correct option )

VuAnswers.com

Informal social invitation letters

Reservation letters

Claim letters

Order letters

Improper formulation and presentation of message refers to which of the following barrier?

Answer ( Please select your correct option )

**VuAnswers.com**

Loss in Transmission



Badly Expressed Message



Differing status



Prejudice



Made by: Waqar Siddhu

Which of the following is a reference to a source used in an article, essay, book, etc?

Answer ( Please select your correct option )

**VuAnswers.com**

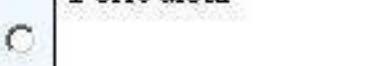
Citation



Serial



Periodical



Comment



Which of the following do's must be followed in preparing disappointing-news messages?

Answer ( Please select your correct option )

**VuAnswers.com**

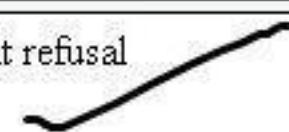
Apologize for the action you are taking.

C

Use an accusatory tone.

C

Consider using an implicit refusal rather than an explicit refusal.



Using company policy as the reason for justifying the refusal.

C

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"Capitalize on what you can do for the reader rather than what you cannot do". It is often needed in which of the following situations?

Answer ( Please select your correct option )

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When writing good news message

C

When writing disappointing-news message



When writing persuasive message

C

When writing direct-request message

C

**Made by: Waqar Siddhu**

"Recommendations and conclusions are presented before the facts and findings." In effective business communication, the statement is virtue of one of the following options. Relate the statement to the correct option?

Answer ( Please select your correct option )

**VuAnswers.com**

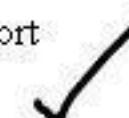
Progress Report



Investigative Report



Justification Report



Secret Report



**Made by: Waqar Siddhu**

Think of an invitation card of some wedding ceremony you have last seen. Which of the following type of information will more appropriately come under the heading of R.S.V.P?

Answer ( Please select your correct option )

**VuAnswers.com**

Muhammad Raza 0300999887



Pearl Continental Hotel, Lahore

Amna weds Amir

Sisters and Cousins

Made by: Waqar Siddhu

As a writer you need to imagine all the ways in which a request might be understood and accepted, by:

Answer ( Please select your correct option )

**VuAnswers.com**

Using nasty and vulgar wording

C

Careful use of words



Using difficult words which cannot be understood by recipient

C

Providing as much irrelevant information as you can

C

Which of the following techniques can be used to make people not to lose their focus due to videos incorporated in presentations?

Answer ( Please select your correct option )

**VuAnswers.com**

By keeping the videos short



By making the videos lengthy and narrative

By incorporating only colorful videos

By adding rock music in the background

Which of the following is typically the first document of a job seeker that a potential employer encounters with and is used to screen applicants?

Answer ( Please select your correct option )

**VuAnswers.com**

Resignation letter



Appointment letter



Resume



Leave Application



While writing a disappointing news letter, the tone of the message should convey all of the following, except:

Answer ( Please select your correct option )

**VuAnswers.com**

Firmness



Fairness



Goodwill



Malice



Made by: Waqar Siddhu

Delaying response to the letter can be severely damaging to which of the following relationships?

Answer ( Please select your correct option )

**VuAnswers.com**

Writer-Reader



Owner-Customer



Writer-Distributor



Reader- Owner



Made by: Waqar Siddhu

Which of the following is a good replacement of word 'Spokesman' to avoid gender bias in writing?

Answer ( Please select your correct option )

**VuAnswers.com**

Spokesperson



Narrator



Presenter



Spokeswoman



Made by: Waqar Siddhu

Which of the given statements shows racial bias?

Answer ( Please select your correct option )

**VuAnswers.com**

"His black assistant speaks more clearly than he does."



"His assistant speaks more clearly than he does".

"His assistant speaks more clearly than every one in the organization"

"His assistant manager speaks more clearly than he does".

Made by: Waqar Siddhu

Which of the following is a drawback of using 'handout' as a supporting tool in presentation?

Answer ( Please select your correct option )

**VuAnswers.com**

Audience can prejudge the presenter or presentation.



They eliminate the need for note taking.

Information is available for late comers.

Provide an accurate record of the information being presented.

Which of the following is the example of concreteness?

Answer ( Please select your correct option )

VuAnswers.com

He got a good score in his MBA Program.

C

His GPA in 2000 was 3.9 on a four point scale.

C

He got highest score in his MBA Program.

C

He received 3.9 grade in his study program.

C

Suppose you've been given a project by your company along with 7 persons as your team members. Being a Laissez-faire leader which of the following approach will you adopt for decision making?

Answer ( Please select your correct option )

**VuAnswers.com**

You'll take decisions independently.

C

You'll consult your team members and then take all your decisions keeping an upper hand.

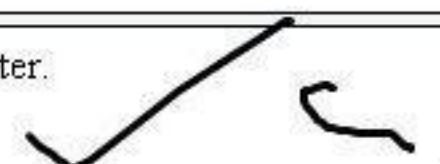
C

You'll leave it to your members to take decisions and will provide guidance if they ask.

C

You'll hold meeting with your team and jointly take decision on any matter.

C



Made by: Waqar Siddhu

When speaking to an international audience which of the following points must be kept in mind?

Answer ( Please select your correct option )

**VuAnswers.com**

Avoid using handouts



Speak louder than usual



Address the listeners more informally than usual



Make your presentation highly structured



Made by: Waqar Siddhu

All of these are included in the citation Except:

Answer ( Please select your correct option )

**VuAnswers.com**

Introduction



Article title



Journal or magazine title



Volume number of the journal or magazine



**Made by: Waqar Siddhu**

Suppose some guests arrive at your home and you welcome them by saying “its good to see you after a long time”. But your tone of voice and facial expressions are depicting unhappiness on their arrival. In this situation the tone of voice and facial expressions are depicting which of the following aspect of the message?

Answer ( Please select your correct option )

VuAnswers.com

Content



Context



shi nhi pata

Noise



Idea



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