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QUESTION BANK

CLASS :- B.C.A-I SEM-I

Subject Name :- Business Communication

1. Communication is the task of imparting _____.
a. Training b. Information c. Knowledge d. Message
2. Body of a letter is divided into _____ parts.
a. 1 b. 2 c. 3 d. 4
3. The following is (are) the most effective ways of communication.
a. Verbal b. Non verbal c. Written d. All of the above
4. The _____ of business letter is called layout.
a. Body b. Content c. Pattern d. All of the above
5. The ability to communicate effectively is _____.
a. a hard skill b. a soft skill c. a medium skill d. not a skill at all
6. Letters are a primary channel of communication for delivering message
a. Inside an organization. b. Outside an organization.
c. Inside and outside an organization.
d. that need to reach the recipient immediately
7. Horizontal communication takes place between _____.
a. Superior to subordinate b. Subordinate to Superior
c. Employees with the same status d. None of these
8. The _____ is the person who transmits the message
a. Receiver b. driver c. sender d. cleaner
9. _____ is the person who notices and decodes and attaches some meaning to a message.
a. Receiver b. driver c. sender d. cleaner
10. Our dress code is an example of _____ communication.
a. Verbal b. nonverbal c. written d. spoken
11. _____ communication includes body language, facial expressions etc.
a. Nonverbal b. verbal c. letter d. notice
12. The message may be misinterpreted because of _____.

- a. Barriers b. Distortions c. Distractions d. Noise
13. In oral communication there is a possibility of immediate _____.
- a. Reaction b. Response c. Refection d. Reset
14. _____ Listening means learning through conversation.
- a. Evaluative b. Appreciative c. Dialogic d. Empathetic
15. Another name for receiver is _____.
- a. Sender b. Encoder c. Decoder d. Transmitter
16. A smile is an example of _____ feedback.
- a. Oral b. No c. Written d. Non-verbal
17. When a person receives a message, it is their responsibility to provide the sender:
- a. Nonverbal Clues b. Feedback c. Perception d. Self-Concept
18. _____ is actively paying attention.
- a. Hearing b. Nonverbal communication
c. Listening d. Verbal communication
19. The method used to communicate a message (text, talking, writing, etc)
- a. Communication b. Channel
c. Correspondence d. Colloquialism
20. _____ is NOT an external business written communication.
- a. Complaint letter b. Curriculum Vitae
c. Memo d. Enquiries letter
- 21) The letter of acknowledgement _____
- A) Provides a record
B) Shows courtesy
C) Avoids misunderstanding
D) Serves all the above purposes
- 22) _____ may be less important for small business
- A) letter-writing B) Telephone C) E-mail D) Fax
- 23) The inside address is typed _____
- A) Right hand side B) left hand side.C) Right hand bottom.
D) last.

24) The most important part of the letter is.....

- A) the heading
- B) date
- C) body of the letter
- D) post script

25) The American style of writing the date in business letter starts with

A) day B) month C) year D) time.

26) The British style of writing the date in business letter starts with

A) date B) Month C) year D) time

27) The public letters are also called

A) Social Letters B) Private Letters C) circular letters D) None of these

28) is written to seek information from other organizations.

- A) Letter of Application
- B) A letter of Inquiry
- C) Letter of Claim
- D) None of these

29) Communication through exchange of letters is known as.....

- A) Oral Communication
- B) telephone
- C) Correspondence
- D) None of these

30) We communicate our feelings and thoughts to our friends and relatives through letters and this communication is called

- A) Personal Correspondence
- B) Business Correspondence.
- C) Both
- D) None of these

31) A businessman also writes and receives letters in day to –day transactions , which may be called

- A) Personal Correspondence
- B) Business Correspondence.
- C) Both
- D) None of these

32) When writing business letter,.....is normally written on the right side corner after the heading.

- A) Salutation
- B) Body of the letter
- C) date
- D) Subject

33) Communication is a _____

- A) one way process.
- B) two way process.
- C) three way process.
- D) four way process.

34) A circular Letter is a form of _____

- A) oral communication.
- B) face-to-face communication.
- C) Written communication.
- D) visual communication.

35) Business letter must possess the quality of _____

- A) coherence. B) incompleteness. C) faultiness. D) jargons.

36) _____ report can be denied at any time.

- A) oral . B) Written . C) Business . D) formal

37) Telephonic conversation is a.....

- A) Oral communication.
- B) non-verbal communication.
- C) visual communication.
- D) written

37) Salutation

- A) comes above inside address.
- B) begins at left hand margin of the letter.
- C) comes at the end of the letter.
- D) comes in body of the letter.

38) _____ is an important element in all business letters.

- A) Subject & reference.
- B) Salutation.
- C) Signature & complimentary close.
- D) All above

39) Examples of oral communication _____

- A) letter. B) e-mail. C) telephone. D) fax.

40) Which one is not a component of a business letter.

- A) envelope. B) Salutation. C) Subject. D) Complimentary close.

41) The inside address should be written.....

- A) Below the salutation.
- B) Above the heading.
- C) Above the salutation.
- D) Above the date.

42) A report given by a secretary to the Marketing Director may be called as _____

- A) formal. B) Informal. C) oral. D) personal.

43) A _____ is also known as a 'cover letter'

- A) Resume B) Curriculum vitae C) Application letter D) Sales letter

44) Which of the following combination is /are example/s of written communication?

- A) Letters and voicemail
- B) Reports and email
- C) Circulars and voicemail
- D) All of the above.

45)has led to the usage of new means of business correspondence such as E-mail or Fax.

- A) Modernization B) Traditional C) revolution D) None of these

46) In business Correspondence,element that normally appear in every letter are fixed location on the sheet.

- A) Six B) Seven C) Eight D) Nine

47) In business Correspondence,.....is given on the left hand corner after the heading.

A) Date B) Signature C) Salutation D) Reference Number

48) Circular letters are sent out on the occasions of.....

A) Change in Address. B) Opening of New Departments

C) Introducing a New Product D) All of the above

49) An appeal is the _____

A) Theme B) Image C) Color D) Information

50) A business report is document that provides information and sometimes analysis to assist a business in making informed decisions

A) Written B) Oral C) informal D) special

51) In an e-mail subject line should beand

A) Vague and long B) Specific and informative

B) Catchy and casual D) None of the above

52) In e-mails "cc" stands for.

A) Casual Communication B) Complimentary Close

C) Carbon Copy D) None of these

53) Business fax and e-mails should haveset up.

A) Informal B) Formal C) Impressive D) None of these

Q.2) Give reasons or Short answer type questions (Each carries 5 marks)

1) Explain in brief Objectives of Communication.

2) Describe in brief Verbal Communication.

3) Explain Importance of listening in communication.

4) Explain in brief active and Passive listening.

5) Describe essentials of business letter.

6) Explain forms of business letter.

7) What are the guidelines for effective listening.

8) Explain in brief business presentations.

9) Explain E-Mail correspondence.

10) Explain formal and Informal Communication.

Q.3) Broad answer questions (Each Questions carries 10 Marks)

1) Explain types of business letters.

2) What is communication? Explain process of Communication.

3) What is Listening? Explain barriers to effective listening.

4) What do you mean by Communication? Explain barriers to effective Communication.

- 5) What is Listening? Explain the difference between hearing and Listening.
- 6) Describe Active and Passive listening.
- 7) Describe various delivery methods used in presentations.
- 8) Explain different strategies used for effective presentations.
- 9) What is communication? Explain how to overcome barriers Of Communication.
- 10) Explain Use of audio-Visual aids in Presentations.
- 11) What is business letter? Explain parts of business letter.
- 12) Describe forms of Business Communication.
- 13) Explain Business and Seminar Presentations.
- 14) Explain Barriers and how to overcome barriers of communication?

Q.4) Write Short Notes On (Each Question Carries 5 Marks)

- 1) Communication
- 2) Listening
- 3) Seminar Presentations
- 4) Business Presentations
- 5) Types Of communication
- 6) Verbal and Non Verbal Communication.
- 7) Formal Communication
- 8) Barriers in Effective listening
- 9) E-Mail Correspondence
- 10) Process of Communication
- 11) Objectives of Communication
- 12) Importance of Listening
- 13) Grapevine
- 14) Listening Process
- 15) Essentials of Business letters
- 16) Tenders and Sales Complaint
- 17) Quotaions and Tenders
- 18) Passive listening
- 19) Active Listening
- 20) Business letter

