

id	Question	Ans1	Ans2	Ans3	Ans4
1	While writing a letter _____ words must be used.	Long	Lengthy	Rude	Short
2	While writing a letter _____ words make message clear and complete.	Curve	Concrete	Confidence	Classy
3	The _____ resume minimizes job title and employment chronology.	Chronological	Functional	Clerical	Clear
4	The word post script comes from the Latin word_____.	Post cryptum	Past cryptum	Post screen	Post scriptum.
5	_____ refers to the regards or respect which the writer wants to convey to the reader.	Body of letter	Reference number	Signature	Complimentary close
6	CDMA is the short form of _____	Cellular division multiple access	Code division multiple access	Clear division multiple access	Clean division multiple access
7	A teacher in a class was annoyed by a student who was un attentive and started asking questions to him which resulted in incomplete explanation to the topic she had selected for the day. Which method should sha have used to avoid this personal barrier of communication?	Being aware of own state of mind	Avoid use of jargons	Avoid making demands from receiver who doesn't have interest to listen	Setting aside time for important topics
8	_____ invented telephone.	Alexander Graham bell	Charles Babbage	Henry Fayol	J. Stacy Adam
9	_____ takes place when a person or a group of person attribute different meaning to a word or a phrase used by some other person or a group of persons.	Jargons	Semantic issues	By passed instructions	One - way instruction
10	_____ means to keep in mind where the receiver's interest lies.	Conciseness	Consideration	Clarity	Completeness
11	_____ refers to the name and address of the sender in a business letter.	Salutation	Complementary close	Letterhead	CV
12	_____ must always reflect your individuality.	Letter	Resume	Education	Experience
13	Which listening motivates the speaker to express his ideas, views, opinions in a convenient manner?	Appreciative	Discriminative	Evaluative	Empathetic

14	“I have been fortunate enough to make a number of presentations during my college days.” This type of sentence is written in which letter?	Job appointment	Job resignation	Job acceptance	Job application
15	The _____ resume includes elements of both chronological and functional resume.	Functional	Mix	Clerical	Postal
16	The traditional resume is known as _____ resume.	Clerical	Chronological	Closure	Clear
17	Computer system works in 3 ways input - _____ - output	Process	Calculation	System	Mode
18	Telegram has been in use for more than _____ years.	130	150	140	160
19	Listening is said to be a _____	Passive skill	Positive act	Difficult skill	Unnecessary skill
20	Which type of listening is also referred as active listening?	Discriminative	Evaluative	Empathetic	Appreciative
21	Communication can be of 2 types inter personal and _____	mass communication	one way communication	group communication	Team communication
22	Mr. A was gossiping with Mr.B and Mr.C about his manager. Mr. B was later gossiping about the same with Mr. E and Mr. F and Mr. F gossiped about the same with Mr. L and Mr.M. Which grapevine channel of communication is present in this scenario?	Single strand	Probability	Gossip	Cluster
23	Managers of all departments in ABC Ltd decided to held a meeting to discuss about the ongoing issues they are facing in the organization. Which channel of communication is present in this scenario?	Diagonal	vertical	horizontal	grapevine
24	_____ is an important objective of communication to keep the stakeholders updated about organization’s status.	Education	Motivation	Morale	Information

25	Mr. Jatin was found to be spreading rumors in the LPG LTD which could cause potential losses to the company. Which objective of communication should be used in this scenario?	Orders	Warning	Education	Morale
26	Which amongst the following is a key driver for CSR?	Mistrust	Marketplace	Decreased public expectations	Transparency and trust
27	Which advertising is used to promote banned products, like cigarettes and alcohol in disguise of another product?	Direct advertising	Indirect advertising	Media	Surrogate advertising
28	“Your CTC salary will be Rs.5,00,0000.” This type of sentence is written in which letter?	Job appointment	Job resignation	Job acceptance	Job application
29	A letter of _____ is written when an employee wants to leave the organization.	Job appointment	Job resignation	Job acceptance	Job application
30	_____ sentences are preferred in official correspondences.	Complex	Composite	Mix	Simple
31	_____ waste consists of human anatomical wastes such as tissues, organs, body parts and etc.	E-waste	Domestic	Solid	Bio medical
32	Which amongst the following is a way to overcome physical barrier of communication?	Spoiling the communication instruments	Increasing physical distractions	Choosing the richest media to send out the message	Not planning the meeting
33	_____ feedback provides information about interpersonal dynamics within a group.	individual	task	relational	formal
34	The process of deciphering the message is called as _____	Decoding	Encoding	sending	Misunderstanding
35	_____ is the process of sharing and exchanging ideas and information.	Communication	Talks	Message	Chats
36	Communication should result in an _____ response.	lengthy	verbal	understanding	oral
37	In _____ employees are given freedom to enter the cabin of the superior and talk without hesitation.	social gathering	suggestion box	open door policy	meetings

38	_____ is a specialized and an organized form of advice.	Counselling	Motivation	Warning	Information
39	_____ is the study of body movements.	Gestures	Proxemics	Silence	Kinesics
40	The _____ machine is called as FAX machine	Fascimile	Xerox	Scanner	Mobile
41	_____ communicates man's emotions and attitudes like affection, dislike anger, etc.	Gestures	body language	facial expressions	space
42	Speech is silver but silence is _____	uranium	gold	platinum	silver
43	Memos, blogs are a form of _____ communication.	Face – to -face	Body language	Non verbal	Written
44	XYZ Ltd formulated new employment policy and the top management passed on the policy details to middle level to lowest level of the organization. Which channel of communication is utilized in this scenario?	Diagonal	vertical	horizontal	grapevine
45	When feedback is given immediately after sending the message it is termed as _____ feedback.	Negative	Delayed	Immediate	Positive
46	A feedback given in response to official demands is called as _____ feedback.	Informal	Formal	descriptive	informal
47	_____ affects the choice of medium.	cost factor	beauty factor	strategy	Feedback
48	Upward communication is also called as _____ communication.	downstream	two way	upstream	diagonal
49	Ms.Seema was chewing gum while having a official conversation over the phone? Which business etiquette did she miss to follow in this scenario?	Handshake etiquette	Telephone etiquette	Talk etiquette	Email etiquette
50	Which amongst the following is a business meal etiquette that the guest need to follow during the meal?	Avoid consuming alcohol	Dress appropriately	Thank the host	Arrive on time