

Business Communication - I

F.Y.B.M.S-Sem I

Name of the teacher – Ms.Bhavika Khadapkar

1. _____ is the process of sharing and exchanging ideas and information.
 - a. Communication
 - b. Talks
 - c. Message
 - d. Chats

2. Communication can be of 2 types inter personal and _____.
 - a. mass communication
 - b. one way communication
 - c. group communication
 - d. Team communication

3. The process of deciphering the message is called as _____.
 - a. Decoding
 - b. Encoding
 - c. Understanding
 - d. Misunderstanding

4. The _____ of the receiver is based on his understanding of the message.
 - a. Memory
 - b. Intelligence
 - c. Feedback
 - d. Encode

5. _____ is the final link in the process of communication.
 - a. Sender
 - b. Feedback
 - c. Receiver
 - d. Message

6. When the receiver agrees to sender's feedback it is termed as _____ feedback.
 - a. negative
 - b. group
 - c. positive
 - d. peer

7. When feedback is given immediately after sending the message it is termed as _____ feedback.

- a. Negative
 - b. Delayed
 - c. Immediate
 - d. Positive
8. When feedback is provided through words or gestures it is termed as _____ feedback.
- a. Formal
 - b. Peer
 - c. Oral
 - d. Positive
9. When receiver disagrees to the sender it is termed as _____ feedback.
- a. Positive
 - b. oral
 - c. negative
 - d. formal
10. A feedback given in response to official demands is called as _____ feedback.
- a. Informal
 - b. Formal
 - c. descriptive
 - d. informal
11. _____ feedback provides the assessment of the person who communicates.
- a. Prescriptive
 - b. evaluative
 - c. group
 - d. formal
12. _____ feedback provides information about interpersonal dynamics within a group.
- a. individual
 - b. task
 - c. relational
 - d. formal
13. _____ feedback focuses on how well the group is performing.
- a. Individual
 - b. Relational
 - c. Group
 - d. Positive
14. Communication should result in an _____ response.
- a. lengthy

- b. verbal
 - c. understanding
 - d. oral
15. Message can make use of both _____ and _____ symbols.
- a. verbal and non verbal
 - b. visual and non visual
 - c. audible and inaudible
 - d. understanding and non understanding
16. _____ affects the choice of medium.
- a. cost factor
 - b. beauty factor
 - c. strategy
 - d. Feedback
17. _____ communication takes place among the people working on different levels of line of authority.
- a. Diagonal
 - b. Vertical
 - c. Horizontal
 - d. Cross
18. _____ communication flows from higher to lower authorities
- a. downward
 - b. upward
 - c. horizontal
 - d. diagonal
19. _____ communication flows from lower to higher level.
- a. Downward
 - b. Upward
 - c. Horizontal
 - d. Cross
20. Upward communication is also called as _____ communication.
- a. downstream
 - b. two way
 - c. upstream
 - d. diagonal

21. In _____ employees are given freedom to enter the cabin of the superior and talk without hesitation.
- social gathering
 - suggestion box
 - open door policy
 - meetings
22. In _____ employees are free to suggest improvements in the plans, policies and working of the organization.
- complaint box
 - suggestion schemes
 - social gatherings
 - meetings
23. The communication which takes place within the personnels of same department is called as _____ communication.
- Diagonal
 - Horizontal
 - Upward
 - Downward
24. _____ communication encourages a combination of vertical communication and horizontal communication.
- Diagonal
 - Downward
 - Horizontal
 - Grapevine
25. The secondary channel of communication in organization is called as _____ communication.
- Grapevine
 - Vertical
 - Downward
 - Upward
26. In _____ information passes from one person to another and then to another and so on.
- single strand
 - cluster chain
 - gossip chain
 - probability

27. _____ is the chain in which one person obtains information and transmits to other.
- single strand
 - cluster chain
 - gossip chain
 - probability
28. _____ is the unofficial channel which spreads distorted messages and rumors.
- Grapevine
 - Vertical
 - Diagonal
 - Horizontal
29. _____ is the art of influencing the mind of the listener.
- Motivation
 - Persuasion
 - Morale
 - Information
30. _____ is an unpleasant or dangerous consequence that may follow one's action.
- Warning
 - Advise
 - Counselling
 - Education
31. Raising morale helps boost _____.
- Confidence
 - Values
 - Culture
 - Ethics
32. Encouraging employees to perform is called as _____.
- Advise
 - Motivation
 - Counselling
 - Education
33. _____ is a specialized and organized form of advice.
- Counselling
 - Motivation
 - Warning
 - Information

34. Verbal communication is classified as _____ and _____.
- oral and written
 - posture and gesture,
 - silence and visuals
 - kinesics and proxemics
35. _____ communication implies communication through mouth.
- Oral
 - Written
 - Kinesics
 - Symbols
36. Oral communication is preferred when communication is of _____ nature.
- Temporary
 - Permanent
 - Verbal
 - Non verbal
37. _____ is the study of body movements.
- Gestures
 - Proxemics
 - Silence
 - Kinesics
38. _____ is the study of space around us.
- Gestures
 - Proxemics
 - Silence
 - Kinesics
39. _____ communication is more expensive.
- Written
 - Oral
 - Grapevine
 - Face to face
40. _____ communication serves as a legal evidence.
- Written
 - Oral
 - Grapevine
 - Face to face

41. The _____ machine is called as FAX machine.
- Fascimile
 - Xerox
 - Scanner
 - Mobile
42. _____ invented telephone.
- Alexander Graham bell
 - Charles Babbage
 - Henry Fayol
 - J. Stacy Adam
43. When an employee repetitively makes mistakes _____ gives him a chance to correct.
- Motivation
 - Morale
 - Warning
 - Education
44. Computer was invented by _____.
- Adam Smith
 - Charles Babbage
 - Joseph Henry
 - Henry Fayol
45. _____ is an extension of the Short Message Service - SMS.
- Internet
 - Multimedia Message – MMS
 - Email
 - Chat
46. The movement of hands, arms, legs, head and shoulders is called as _____.
- gestures
 - proxemics
 - kinesics
 - dynamics
47. _____ communicates man's emotions and attitudes like affection, dislike anger, etc.
- Gestures
 - body language
 - facial expressions
 - space

48. Speech is great but _____ is greater.
- Silence
 - Kinesics
 - Proxemics
 - Signs
49. The signaling of short and long sounds on electric current is called as _____
- Landline
 - Telegraph
 - mobile phone
 - computer
50. Speech is silver but silence is _____
- uranium
 - gold
 - platinum
 - silver
51. The introduction of transistors instead of vaccum tubes witnessed the _____ generation of computers.
- first
 - second
 - third
 - fourth
52. _____ generation of computers aim to solve high complex problems
- third
 - fourth
 - fifth
 - first
53. _____ involves sending messages via tele communication links.
- internet
 - website

- c. email
 - d. blogs
54. Speech, conferences are a form of _____ communication.
- a. Face – to -face
 - b. Body language
 - c. Non verbal
 - d. Written
55. Memos, blogs are a form of _____ communication.
- a. Face – to -face
 - b. Body language
 - c. Non verbal
 - d. Written
56. 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?
- a. Diagonal
 - b. vertical
 - c. horizontal
 - d. grapevine
57. 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?
- a. Diagonal
 - b. vertical
 - c. horizontal
 - d. grapevine
58. Mr.Jatin working as a junior marketing executive in the marketing department of XYZ Ltd contacted to senior sales executive Mr.Yatin from sales department to discuss about launch of new product. Which channel of communication was utilized in this scenario?
- a. Diagonal
 - b. vertical
 - c. horizontal
 - d. grapevine

59. Mr. A informed Mr. B about the recent loss that LTC Ltd has suffered which was actually a rumor that Mr. A heard from someone else. Mr.B further passed the rumor to Mr.C and Mr.C further passed to Mr.D. Which Grapevine chain of communication is utilized over here ?
- Single Strand
 - Probability
 - Gossip
 - Cluster
60. Mr. A was spreading the rumor in the organization to all the employees that organization is going to shut down soon and employees were blindly listening to him. Which Grapevine chain of communication is utilized over here?
- Single Strand
 - Probability
 - Gossip
 - Cluster
61. 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
62. Businessman thrive on _____ for running business
- Education
 - Motivation
 - Morale
 - Information
63. _____ is an important objective of communication to keep the stakeholders updated about organization's status.
- Education
 - Motivation
 - Morale
 - Information

64. _____ channel of communication is utilized to boost the morale of employees.
- Horizontal
 - Downward
 - Upward
 - Diagonal
65. _____ channel of communication is utilized to boost the morale of employees.
- Horizontal
 - Downward
 - Upward
 - Diagonal
66. _____ is the prime objective of communication
- Information
 - Education
 - Morale
 - Persuasion
67. _____ means to put a guard about a possible dangerous consequence.
- Information
 - Warning
 - Morale
 - Persuasion
68. _____ orders are issued when the subordinates have to follow specific procedures and operational instruction.
- Written
 - Oral
 - Discretionary
 - Operational
69. _____ is the last step in communication of orders.
- Planning
 - Follow up
 - Appraisal
 - Action

70. Employees in ABC LTD are being trained about the new Software the organization is going to purchase to meet daily work needs. Which objective of communication is being fulfilled over here?
- Information
 - Education
 - Morale
 - Persuasion
71. It was found that employees in ABC Ltd are not reporting to work on time. Which objective of communication should be used to rectify this?
- Education
 - Motivation
 - Information
 - Orders and Instructions
72. 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
73. Which amongst the following is an advantage of oral communication?
- Emotion
 - Confused speech
 - Saves money
 - No legal validity
74. Which amongst the following is a disadvantage of oral communication?
- Time saving
 - Quick feedback
 - flexibility
 - No legal validity
75. Which amongst the following is a disadvantage of written communication?
- Expensive
 - Legal evidence
 - Corporate image
 - Wide circulation

76. Which amongst the following is an advantage of written communication?
- Time consuming
 - Expensive
 - Problem of feedback
 - Wide circulation
77. Which amongst the following conveys non-verbal clues about your personality?
- Posture
 - Signs
 - Silence
 - Dressing and grooming
78. Which amongst the following are conventional rules of social behavior or professional conduct?
- Values
 - Morals
 - Ethics
 - Etiquettes
79. Which amongst the following is a telephone etiquette?
- Arrive before the time
 - Be impatient
 - Let the caller hang up first
 - Interrupt the caller
80. 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
81. Ms. Rashmi HR manager of KTC Ltd welcomed the new marketing executive in organization. Which handshake etiquette should she follow?
- Rashmi should initiate the handshake
 - Rashmi should do handshake in a left and right direction
 - Rashmi should wait for new executive to initiate the handshake
 - Rashmi should initiate handshake in between the conversation

82. Your colleagues are having a personal talk in the cubicle next to you. Which etiquette should you follow in this scenario?
- Over hear the conversation purposely
 - Record their conversation
 - Shout them to keep quiet
 - Do not hear their conversation and pay attention to your work
83. Which amongst the following is a cubicle etiquette?
- Keeping cubicle untidy
 - Overhearing others conversation
 - Entering anyone cubicle without permission
 - Not indulging in any kind of grooming in the cubicle
84. Which amongst the following is a office etiquette?
- Wearing causals
 - Avoid yelling or talking loudly
 - Having disputes with people
 - Talking loudly
85. Mr.Laksh CEO of KTC LTD has organized a business meal for the employees of his company. Which is the first business meal etiquette that he is supposed to follow?
- Arrive at the venue before the scheduled time and arrival of other guests.
 - Be late
 - Do not reserve the table
 - Eat before the arrival of guests
86. Mr. Shyam is planning a business meal for his employees. Which important etiquette he needs to follow while planning the meal?
- Ascertaining his guest list
 - Dressing appropriately
 - Sending invitations only to half of the guests
 - Consuming alcohol
87. Ms. Yogita is attending a business meal hosted by her manager. Which important business etiquette should she follow during the meal?
- Being impolite with staff
 - Arriving late
 - Wait for the host to sit down at the table first
 - Start eating in a hap hazard manner

88. You have been invited to a business meal by your manager. Which important business etiquette should you follow at the end of the business meal?
- Take away the forks and napkins with you.
 - Thank the host for inviting you
 - Turn off your cell phone
 - Consume too much of alcohol
89. 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
90. Which amongst the following is a business meal etiquette that the host needs to follow while planning the meal?
- Don't be late
 - Reserve the table ahead of time
 - Don't consume too much of alcohol
 - Thank the host
91. A _____ types of internet line is directly connected to the servers and is quite expensive.
- Dial up
 - Lease
 - Website
 - Modem
92. A _____ page is a basic HTML page that remains the same for all users until the developer changes the content by editing the code behind the page.
- Static
 - Un static
 - Dial up
 - Simple
93. A _____ page contains customized content depending on who the user is.
- Static
 - News feed
 - Dynamic
 - Blog

94. A _____ is a way of collating and distributing news from different sources.
- Static
 - News feed
 - Dynamic
 - Blog
95. A _____ is a factor that confuses, disturbs, diminishes or interferes with communication.
- Temperature
 - Time
 - Noise
 - Medium
96. Communication gets affected if there is a _____ in communication system.
- Goodness
 - Problem
 - Disturbance
 - Broadness
97. Communication gap between two people working in two different shifts is which type of physical barrier to communication?
- Noise
 - Temperature
 - Time and Distance
 - Humidity
98. Physical barriers are also known as _____ barriers to communication?
- Ecological
 - Environmental
 - Social
 - Psychological
99. A teacher is teaching in a class however there is lot of noise from outside which is disturbing the class. Which type of communication barrier exists in this scenario?
- Semantic
 - Language
 - Psychological
 - Physical

100. Workers in factory aren't able to understand the communication made to them through the use of charts or maps. Which type of communication barrier is present in such scenario?
- Semantic
 - Language
 - Psychological
 - Physical
101. Ms. Sawant is unable to communicate on daily basis with her sister Ms. Swati as she resides in U.S.A and the former in India due to the difference of time zone in both the countries. Which type of communication barrier is present in such scenario?
- Semantic
 - Language
 - Psychological
 - Physical
102. Which barriers occur due to differences in meaning attached to the words?
- Semantic
 - Cultural
 - Psychological
 - Physical
103. Misinterpretation of words is which type of barrier to communication??
- Semantic
 - Cultural
 - Psychological
 - Physical
104. Ms. Leela was called to motivate the tribal women in one of the places through her speech. When she started with her speech the tribal women were unable to understand her language. Which type of communication barrier is present in such scenario?
- Semantic
 - Cultural
 - Psychological
 - Physical

105. The customer was unable to use the jargons that the shopkeeper was using while selling goods to him. Which type of communication barrier is present in such scenario?
- Semantic
 - Cultural
 - Psychological
 - Physical
106. Which is a specialized or technical language that creates barrier in communication?
- Technological
 - Jargon
 - HTML
 - CC
107. _____ 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
108. The barriers existing in the minds of person are known as _____ barriers.
- Physical
 - Cultural
 - Social
 - Personal
109. A student is sitting in a classroom in a very relaxed manner and teacher misunderstands it as he is not attentive in the lecture. Which type of socio-psychological barrier is this?
- Poor retention
 - Emotions
 - Closed minded
 - Different perceptions

110. XYZ LTD was conducting a training for the employees for their self-development and exploring new opportunities in their career. All the managers of various departments decided to take advantage of it except Mr.B saying that he knows everything and need no new knowledge. Which kind of personal barrier is existing in his mind?
- Poor retention
 - Emotions
 - Closed minded
 - Different perceptions
111. Manager of the production department gave oral instructions to the employees about the new usage of new machinery to be implemented however few of the employees could not retain all the instructions given. Which type of communication barrier is existing in this scenario?
- Physical
 - Socio-psychological
 - Cultural
 - Technological
112. Mr.Ram working as a manager in the marketing department of LPG LTD was supposed to brief his new executives but due to some personal conflicts he vented out his anger on the new executives while briefing on a petty issue and the briefing could not be completed. Which type of communication barrier is existing in this scenario?
- Physical
 - Socio-psychological
 - Cultural
 - Technological
113. _____ means to distort in writing.
- Jargons
 - Emotions
 - Filtering
 - Slanting
114. The scenario where the sender of the message is manipulating the information in a way that it appears more favorable to the receiver is known as _____.
- Filtering
 - Distortion
 - Slanting
 - Jargons

115. Students were asked to write an essay on “Effects of Covid-19 on Indian economy.” However, they wrote down things which were not connected to the odea of the given topic. Which kind of personal barrier is this?
- Filtering
 - Rambling
 - Impatience
 - Emotions
116. Unsolicited communication is which type of communication barrier?
- Physical
 - Cultural
 - Semantic
 - Personal
117. Space, food and dressing is which type of communication barrier?
- Physical
 - Cultural
 - Semantic
 - Personal
118. Maintaining all the communication instruments in good working condition is a way to overcome which of the communication barrier?
- Physical
 - Cultural
 - Semantic
 - Personal
119. Employees were informed during the meeting they should avoid making much of noise and speak patiently so that the messages can be communicated effectively. This method is adopted to overcome which of the following communication barriers?
- Physical
 - Cultural
 - Semantic
 - Personal
120. 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

121. Which amongst the following is a way to overcome semantic barrier of communication?
- Choosing the richest media for communication
 - Being aware of own state of mind
 - Avoid usage of jargons
 - Decreasing physical distractions
122. 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 she 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
123. Which of the below way can be used to overcome cultural barrier?
- Choosing the richest media for communication
 - Being aware of own state of mind
 - Avoid usage of jargons
 - Recognizing the diversity and ethnicity of people and respecting it
124. Which amongst the following is a tip for effective communication?
- Usage of jargons
 - Usage of barriers
 - Usage of too many emoticons
 - Being open minded
125. Which amongst the following is an advantage of good listening?
- Develops poor relations
 - Leads to barriers
 - Helps to share experience
 - Doesn't help in decision making
126. Which amongst the following is an obstacle to effective listening?
- Decision making
 - Sharing information
 - Obtain information
 - Marginal listening

127. Which amongst the following is a tip for effective listening?
- Fake listening
 - Dislike of speaker
 - Preconceived notions
 - Putting speaker at ease
128. Which type of listening is also referred as content listening?
- Discriminative
 - Evaluative
 - Empathetic
 - Appreciative
129. Which type of listening is also referred as critical listening?
- Discriminative
 - Evaluative
 - Empathetic
 - Appreciative
130. Which type of listening is also referred as active listening?
- Discriminative
 - Evaluative
 - Empathetic
 - Appreciative
131. Which listening motivates the speaker to express his ideas, views, opinions in a convenient manner?
- Discriminative
 - Evaluative
 - Empathetic
 - Appreciative
132. Listening is said to be a _____.
- Passive skill
 - Positive act
 - Difficult skill
 - Unnecessary skill

133. Effective speakers _____ for a moment before an important point.
- Smile
 - Frown
 - Scream
 - Pause
134. Listening is a _____ effort by the receiver to perceive and understand the message.
- Unconscious
 - Conscious
 - Passive
 - Active
135. Which amongst the following is an important business ethic?
- Decreases productivity
 - Diminishes value
 - Creates goodwill in market
 - Decreases customer loyalty
136. Which amongst the following trait displays integrity at workplace?
- Speaking rudely
 - Displaying honesty in work
 - Misleading people
 - Being unpunctual
137. _____ is about building sustainable business which needs healthy economies, markets and communities.
- Corporate social responsibility
 - Corporate governance
 - MBO
 - Email
138. Which amongst the following is a key driver for CSR?
- Mistrust
 - Transparency and trust
 - Decreased public expectations
 - Marketplace

139. Which advertising is used to promote banned products, like cigarettes and alcohol in disguise of another product?
- Direct advertising
 - Indirect advertising
 - Media
 - Surrogate advertising
140. _____refers to creations of the minds like inventions, literary and artistic work.
- Advertising
 - Intellectual properties
 - CSR
 - CPR
141. The dumping of electronic items is known as _____.
- Dumping of domestic waste
 - Dumping of social waste
 - Dumping of group waste
 - Dumping of e-waste
142. _____ waste consists of human anatomical wastes such as tissues, organs, body parts and etc.
- E-waste
 - Domestic
 - Solid
 - Bio medical
143. _____ piracy refers to unauthorized replication of music cassettes that flood the market on launch of new music.
- Music
 - Dance
 - Instrument
 - General
144. _____ - refers to employment of children at a workplace which deprives the children of their childhood.
- Labour
 - Young labour
 - Child labour
 - Piracy

145. GSM is the short form of _____
- Global system for mobile communication
 - Glass system for moderate communication
 - Glitch system for mobile communication
 - Gold system for mobile communication
146. CDMA is the short form of _____
- Cellular division multiple access
 - Code division multiple access
 - Clear division multiple access
 - Clean division multiple access
147. SMS is a short form of _____.
- Short message service
 - Save messages service
 - Sweet message service
 - Slang message service
148. _____ is a telegraphic dispatch or a message sent by telegraph.
- Mobile
 - Telephone
 - FAX
 - Telegram
149. Telegram has been in use for more than _____ years
- 130
 - 140
 - 150
 - 160
150. Computer system works in 3 ways input - _____ - output
- Process
 - Calculation
 - System
 - Mode

151. _____ refers to communication in writing.
- Message
 - Correspondence
 - Encoding
 - Decoding
152. The need of the communication to convey all the facts required by the audience is known as _____.
- Conciseness
 - Consideration
 - Clarity
 - Completeness
153. A communication that is time and cost saving and highlights the main message is _____ communication.
- Conciseness
 - Consideration
 - Clarity
 - Completeness
154. _____ means to keep in mind where the receiver's interest lies.
- Conciseness
 - Consideration
 - Clarity
 - Completeness
155. _____ implies emphasizing on a specific message or goal at a time rather than trying to achieve too much at once.
- Conciseness
 - Consideration
 - Clarity
 - Completeness
156. _____ communication generates a special tone in their writing and specific.
- Conciseness
 - Consideration
 - Courtesy
 - Completeness

157. _____ in business wiring means usage of proper grammar, punctuations and spellings.
- Conciseness
 - Consideration
 - Correctness
 - Completeness
158. _____ attitude means writing a business letter with a positive attitude towards the receiver.
- Me
 - Us
 - You
 - I
159. A good business letter should have a _____ appearance.
- Great
 - Beautiful
 - Pleasing
 - Appealing
160. _____ refers to the name and address of the sender in a business letter.
- Salutation
 - Complementary close
 - Letterhead
 - CV
161. Proper _____ must be kept on the left and right hand side of a letter.
- Margin
 - Paper
 - Letterhead
 - Text
162. As far as possible letters must be folded with _____ folds.
- Minimum
 - Maximum
 - Less
 - Neutral

163. While writing a letter _____ words must be used.
- Long
 - Lengthy
 - Rude
 - Short
164. While writing a letter _____ words make message clear and complete.
- Curve
 - Concrete
 - Confidence
 - Classy
165. Which amongst the following is a tip for sentence construction?
- Business jargon
 - Framing long sentence
 - Avoid unnecessary phrases
 - Aim at unity
166. _____ refers to date, month and year in a business letter.
- Salutation
 - Date
 - Subject line
 - Body of letter
167. _____ helps for filing and referencing to both the parties for a letter.
- Inside address
 - Reference number
 - Date
 - Salutation
168. _____ refers to the greetings to the addressee.
- Inside address
 - Reference number
 - Date
 - Salutation

169. _____ helps to sort out the letters and immediately the receiver may come to know the purpose of letter.
- Subject line
 - Reference number
 - Date
 - Salutation
170. The _____ contains the subject matter of letter.
- Body of letter
 - Reference number
 - Signature
 - Complimentary close
171. _____ refers to the regards or respect which the writer wants to convey to the reader.
- Body of letter
 - Reference number
 - Signature
 - Complimentary close
172. _____ in a letter reveals the identity of sender.
- Post script
 - Reference number
 - Signature
 - Complimentary close
173. If the writer wants to insert additional matter after the completion of the letter, then such matter is written by indicating _____.
- Post script
 - Reference number
 - Signature
 - Complimentary close
174. The documents sent along with the letters are known as _____.
- Post script
 - Reference number
 - Enclosures
 - Complimentary close

175. The _____ refers to arrangement of different parts of a business letter.
- Methods
 - Layout
 - ID
 - Letterhead
176. In the _____ layout of letter all the parts are structured towards left side.
- Full block
 - Modified
 - Semi-modified
 - Hanging
177. In the _____ layout of letter all the parts are structured towards left side except date and complimentary close.
- Full block
 - Modified
 - Semi-modified
 - Hanging
178. The word post script comes from the Latin word_____.
- Post cryptum
 - Past cryptum
 - Post screen
 - Post scriptum.
179. _____ sentences are preferred in official correspondences.
- Complex
 - Composite
 - Mix
 - Simple
180. A letter of _____ is written when an individual is seeking for a job.
- Job application
 - Job resignation
 - Job appraisal
 - Job design

181. When a letter of application is written in reply to an advertisement by the employer in a newspaper its is known as _____ letter.
- Formal
 - Solicited
 - Informal
 - Unsolicited
182. When a letter of application is written in response to a information received about the job from a informal source it is known as _____ letter.
- Formal
 - Solicited
 - Informal
 - Unsolicited
183. _____ in a bio-data includes the applicant's name, address, age, number and etc.
- Title
 - Education
 - Personal details
 - Experience
184. _____ in a bio-data includes the major courses, study, degrees completed by the applicant.
- Title
 - Education
 - Personal details
 - Experience
185. _____ in a bio-data includes positions held, title of positions, nature of work done and salaries drawn by applicant.
- Title
 - Education
 - Personal details
 - Experience
186. A letter of _____ must possess expression of thanks for the offer.
- Job appointment

- b. Job resignation
 - c. Job acceptance
 - d. Job design
187. A letter of _____ is written when an employee wants to leave the organization.
- a. Job appointment
 - b. Job resignation
 - c. Job acceptance
 - d. Job design
188. Writing a letter of acceptance on being selected is a _____ move.
- a. Positive
 - b. Negative
 - c. Functional
 - d. Methodological
189. A resume is accompanied by _____ letter.
- a. Enclosure
 - b. Covering
 - c. Clearance
 - d. Format
190. "I have been fortunate enough to make a number of presentations during my college days." This type of sentence is written in which letter.
- a. Job appointment
 - b. Job resignation
 - c. Job acceptance
 - d. Job application
191. "I will now be joining ABC Ltd which is closer to my new address." This type of sentence is written in which letter.
- a. Job appointment
 - b. Job resignation
 - c. Job acceptance
 - d. Job application
192. "I am grateful for your offer." This type of sentence is written in which letter.
- a. Job appointment
 - b. Job resignation

- c. Job acceptance
- d. Job application

193. "Your CTC salary will be Rs.5,00,0000." This type of sentence is written in which letter.

- a. Job appointment
- b. Job resignation
- c. Job acceptance
- d. Job application

194. _____ must always reflect your individuality.

- a. Letter
- b. Resume
- c. Education
- d. Experience

195. A _____ letter is written while appointing candidate for a selected position in the organization.

- a. Job appointment
- b. Job resignation
- c. Job acceptance
- d. Job application

