

FINALTERM EXAMINATION

Spring 2010

ENG301- Business Communication (Session - 1)

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**Time: 90 min
Marks: 55**

Question No: 1 (Marks: 1) - Please choose one

----- is the process of drafting your message.

- ▶ **Composing**
- ▶ Editing
- ▶ Revising
- ▶ Reviewing

Question No: 2 (Marks: 1) - Please choose one

'AMS' is the abbreviation of:

- ▶ **Administrative Management Society**
- ▶ Alcholic Member Society
- ▶ Advanced Management Society
- ▶ Asian Management Society

Question No: 3 (Marks: 1) - Please choose one

How many basic divisions of a formal report are?

- ▶ Two
- ▶ **Three**
- ▶ Four
- ▶ Five

Question No: 4 (Marks: 1) - Please choose one

Unsolicited letters are written on ADIA plan which is ----- step approach.

- ▶ five
- ▶ two
- ▶ **four**
- ▶ one

Question No: 5 (Marks: 1) - Please choose one

Sales letters start with:

- ▶ An easy and effective way
- ▶ **An attention-getting device**
- ▶ Interesting news
- ▶ Buffer

Question No: 6 (Marks: 1) - Please choose one

-----is one of the members who monitors a committee's financial activities.

▶ **Treasurer**

- ▶ Advisory
- ▶ Controller
- ▶ Secretary

Question No: 7 (Marks: 1) - Please choose one

In which communication expressions are not encoded in words?

▶ **Non-verbal**

- ▶ Verbal
- ▶ Written
- ▶ Verbal and written

Question No: 8 (Marks: 1) - Please choose one

Personal space varies according to:

▶ Situation

▶ **Culture, status**

- ▶ Medium
- ▶ Channel

Question No: 9 (Marks: 1) - Please choose one

An applicant should show interest in the job during the which stage?

▶ Screening stage

▶ **Selection stage**

- ▶ Final stage
- ▶ First stage

Question No: 10 (Marks: 1) - Please choose one

BATNA stands for :

▶ Better acknowledged to narrative agreement.

▶ Best approach to a non related assignment.

▶ **Best alternative to a negotiated agreement**

▶ Best approach to a narrative agreement

Question No: 11 (Marks: 1) - Please choose one

While writing and presenting your Thesis or Dissertation, you go through many stages. First stage is:

▶ Preparing the Proposal

▶ Writing the Research Paper

▶ Making an outline

▶ **Thinking about It**

Question No: 12 (Marks: 1) - Please choose one

Proposal should be written in a :

▶ **Future tense.**

- ▶ Past tense
- ▶ Present tense
- ▶ Present continuous

Question No: 13 (Marks: 1) - Please choose one

The four basic purposes for giving a presentation are to inform, to persuade, to motivate, and which thing is missing?

▶ **To entertain**

- ▶ To instruct
- ▶ To have a good interaction
- ▶ To talk to others

Question No: 14 (Marks: 1) - Please choose one

Which one is national variable from the followings?

- ▶ Time
- ▶ Space
- ▶ **Economics**
- ▶ Food

Question No: 15 (Marks: 1) - Please choose one

Which of the following complimentary close is accurate in general letter writing?

▶ **Yours sincerely,**

- ▶ Sincerely,
- ▶ Yours respectfully,
- ▶ **All of the above**

Question No: 16 (Marks: 1) - Please choose one

Complaint letter should be called-----.

- ▶ persuasive letter
- ▶ **claim letter**
- ▶ inquiry letter
- ▶ sales letter

Question No: 17 (Marks: 1) - Please choose one

Minutes, which tell more of the story of what happened and who said what at a meeting are:

- ▶ Resolution minutes
- ▶ **Narrative minutes**
- ▶ Informal minutes
- ▶ Formal minutes

Question No: 18 (Marks: 1) - Please choose one

In which thing does a speaker do most of sending and a number of listeners do most of the receiving?

- ▶ Written tests
- ▶ **Oral presentation**

- ▶ Interview
- ▶ Group discussion

Question No: 19 (Marks: 1) - Please choose one

Which tests are designed to check competency or specific abilities of a candidate to perform a job?

- ▶ Psychological tests
- ▶ Drug tests
- ▶ **Job skills tests**
- ▶ General tests

Question No: 20 (Marks: 1) - Please choose one

In APA format, if you are directly quoting something in your research paper from another work, you will need to include the author's last name, year of publication, and the ----- for the reference.

- ▶ author's birth date
- ▶ **page number**
- ▶ name of book
- ▶ title page