

INTRODUCTION TO BUSINESS COMMUNICATIONS

1. Choose a linking verb to complete this sentence.
Samantha Golden _____ a patient.
 - a. has been
 - b. annoyed
 - c. helped
 - d. called

Competency: Grammar

Task: Describe the types of verbs and demonstrate the six tenses.

2. Adverbs and infinitives offer a challenge when selecting the correct usage. Select the correctly written sentence.
 - a. We will need to scrutinize carefully each contract we receive.
 - b. We will need to carefully scrutinize each contract we receive.
 - c. We will carefully need to scrutinize each contract we receive.

Competency: Grammar

Task: Identify subjects, predicates, verbs, adverbs, pronouns, direct and indirect objects, and prepositional and infinitive phrases in sentences.

3. Which sentence is punctuated correctly?
 - a. Good grief Our team really lost that one.
 - b. Only one company, namely, ABC Plumbing, mailed a contract.
 - c. Oh did you see that baby zebra?

Competency: Punctuation & capitalization

Task: Determine appropriate use of periods, question marks, and exclamation points.

4. Select the correctly punctuated sentence.
 - a. Whoever wins wins, a new automobile.
 - b. Whoever, wins, wins, a new automobile.
 - c. Whoever wins, wins a new automobile.

Competency: Punctuation and capitalization

Task: Explain the use of commas, colons, semicolons.

5. Which of the following sentences is punctuated correctly?
 - a. For the holidays I'm going to Chicago, Illinois, to visit my grandparents.
 - b. For the holiday's, I'm going to Chicago, Illinois, to visit my grandparents.
 - c. For the holidays, I'm going to Chicago, Illinois to visit my grandparents.
 - d. For the holidays, I'm going to Chicago, Illinois, to visit my grandparents.

Competency: Punctuation and capitalization

Task: Recognize and correct problems in punctuation including commas, semicolons, and apostrophes.

6. Which sentence has the correctly used article?
- That has been an union issue for years.
 - I ate an orange.
 - The bell rang once a hour.

Competency: Spelling

Task: Illustrate the ability to correctly spell the words regularly used in writing.

7. Select the word that means to quote or mention.
- cite
 - site.
 - sight.

Competency: Word Definition and Usage

Task: Deduce the meanings of words and idiomatic phrases.

8. Select the correct sentence.
- She has lyed about her identity many times.
 - The housekeeper is lying a tablecloth on the table.
 - Her husband had already laid his glasses on the table.
 - Before she went to sleep, she had made it a point to lie her glasses on the table.

Competency: Word Definition and Usage

Task: Recognize common errors in word usage.

9. The body of a short, 20-minute presentation should focus on which one of the following
- approximately two to four main points
 - as many points as necessary to get your point across
 - up to ten main points
 - at least five to eight main points

Competency: Oral Communication Concepts

Task: Use proper techniques to make an oral presentation.

10. A problem-solving activity that requires all members of a group to contribute ideas is known as:
- clustering
 - norming
 - motivating
 - brainstorming

Competency: Oral Communication Concepts

Task: Express opinions and discuss issues positively and tactfully.

Introduction to Business Communications

- 1) A
- 2) A
- 3) B
- 4) C
- 5) D
- 6) B
- 7) A
- 8) C
- 9) A
- 10) D

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