

## **Business Communication**

- 1) Choose the correct statement regarding communication.
- a. In communicating with others, a key to receiving honest feedback is the receiver's attitude.
  - b. In communicating with others, a key to receiving honest feedback is to carefully observe all receivers.
  - c. In communicating with others, a key to receiving honest feedback is evaluation of the environment in which the message was given.
  - d. In communicating with others, a key to receiving honest feedback is the sender's attitude.

**Competency:** Communication concepts

- 2) Which type of a report would a local school system issue to the state board if it had to correct some deficiencies?
- a. plan of action
  - b. status report
  - c. audit report
  - d. periodic report

**Competency:** Written and report applications

- 3) Which of the following sentences contains all of the five Ws for written communication?
- a. American Cancer Society volunteers will meet at the Extension Building on Monday at 6 p.m.
  - b. The school will conduct a tour of the new addition on Thursday.
  - c. While on the cruise ship, we met with six other traveling companions at 5:30 p.m. each evening to discuss our next day's itinerary.
  - d. Current employees should report at 8 a.m. on Monday for a meeting concerning insurance.

**Competency:** Reading comprehension

- 4) Identify the type of phrase underlined in the following sentence.  
During their lifetime, American Indians often use several different names.
- a. gerund
  - b. adverb
  - c. infinitive
  - d. adjective

**Competency:** Grammar

- 5) Proofreading methods include all of the following **except**:
- a. use the print screen key
  - b. use spell/grammar check
  - c. read backwards
  - d. compare drafts

**Competency:** Editing and Proofreading

- 6) Select the appropriate word which means "every two years" for the following sentence.  
Within our global organization, each national company holds its own sales conference on a yearly basis; an international sales conference is scheduled on a \_\_\_\_\_ basis.
- a. biannual
  - b. twice yearly
  - c. biennial
  - d. semiannual

**Competency:** Word definition and usage

- 7) Choose the correct sentence.
- a. The court's decision in this case will not affect the established legal precedent.
  - b. The entire family will be effected by his death.
  - c. It will be months before we can assess the full affect of the damage from the storm.
  - d. She effects a pretentious manner.

**Competency:** Word definition and usage

8) Proofread the following sentences for punctuation errors. Which one is correct?

- a. We are planning to see "Mamma Mia in a few weeks.
- b. Without a doubt, he is performing much better than we anticipated
- c. You must have a current up-to-date passport to travel on a cruise.
- d. I am pleased, Robert that you are doing so well in college.

**Competency:** Punctuation and capitalization

9) Choose the incorrectly spelled word.

- a. reservoir
- b. congratulations
- c. fortieth
- d. feuding

**Competency:** Spelling

10) Flaming, when referring to e-mail messages, means

- a. sending a message composed in anger.
- b. sending a message which contains too many emoticons.
- c. sending unsolicited material that the receiver may deem to be junk mail.
- d. sending the same message to many people.

**Competency:** Digital communication

**ANSWER KEY**

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