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. fourtieth
   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