

U.G. 4th Semester Examination - 2022**ENGLISH****[HONOURS]****Course Code : BENGSEHT 405****Course Title : Business Communication**

Full Marks : 50

Time : 2 Hours

The figures in the right-hand margin indicate marks.

Answer **all** the following questions by choosing the correct alternative out of four options: $2 \times 25 = 50$

1. Learning to communicate with others is key to
 - a) eliminating all of your listeners' physiological noise
 - b) never being misunderstood
 - c) establishing rewarding relationships
 - d) winning the approval of everyone around you
2. The term 'communis' derived from ____ word.
 - a) Greek
 - b) Latin
 - c) Chinese
 - d) English

3. Which of the following is a quick and clear method of communication?
 - a) e-mail
 - b) notices/posters
 - c) fact-to-face informal communication
 - d) business meetings
4. The two broad areas of communication are:
 - a) Oral and written communication
 - b) Verbal and written communication
 - c) Verbal and non-verbal communication
 - d) Oral and non-verbal communication
5. Communication between HR manager and salesman is an example of:
 - a) Horizontal communication
 - b) Lateral communication
 - c) Diagonal communication
 - d) Vertical communication
6. Orders and directives are the example of:
 - a) Downward communication
 - b) Upward communication
 - c) Diagonal communication
 - d) Horizontal communication

[Turn Over]

7. Communication between HR manager and Finance manager is an example of:
- a) Downward communication
 - b) Upward communication
 - c) Diagonal communication
 - d) Horizontal communication
8. Placement of purchase order to supplier of material is _____ communication.
- a) Vertical communication
 - b) Horizontal communication
 - c) Internal communication
 - d) External communication
9. Communication problems otherwise known as
- a) Enquire b) Barriers
 - c) Encoding d) Decoding
10. Horizontal communication flows through _____.
- a) Face-to-face discussion
 - b) Telephonic talk
 - c) Periodical meeting
 - d) All the above

11. Gestural communication is a _____.
- a) Non-Verbal Message
 - b) Direct conversation
 - c) Oral communication
 - d) Written
12. Visual communication are dependent on what factors?
- a) Signs, symbols and pictures
 - b) Text messages
 - c) Posture
 - d) Body language
13. What is the final step in the communication cycle?
- a) Encoding b) Decoding
 - c) Feedback d) Receiving
14. The process in which the receiver interprets and understands the message is called _____.
- a) Decoding b) Encoding
 - c) Feedback d) None of these

15. Which type of words should be used for good communication?
- a) Acronyms b) Technical
c) Jargons d) Simple
16. The envelope indicated that there was, _____ but in fact there was only a letter inside.
- a) a sender b) an enclosure
c) a salutation d) an indent
17. In block text format, you do not _____ each paragraph.
- a) margin b) indent
c) transition d) punctuation
18. What is the primary purpose of report?
- a) To monitor and control production, sales, shipping
b) To control problems, sell products and services
c) To solve problems and supply facts
d) To analyze problems and predict practical alternatives

19. Which of the following is not an element of back matters of business report? MCQs-Business Communication
- a) Appendix b) List of references
c) Bibliography d) Conclusion
20. Set off the list of Do and Don'ts by using _____.
- a) Body b) Formal
c) Bullets d) Letter heads
21. The study of communication through touch is _____.
- a) haptics b) proxemics
c) semantics d) chronemics
22. Which of the following is not a barrier to effective communication?
- a) filtering b) language
c) channel richness d) defensiveness
23. _____ is the study of body physical movements. MCQs-Business Communication
- a) Kinesics b) Proxemics
c) Time language d) Paralanguage

24. _____ is also known as Non-directed interview.
- a) Structured
 - b) Unstructured
 - c) Depth
 - d) Exit
25. A _____ letter should be organized like sales letter.
- a) Resume
 - b) Curriculum vitae
 - c) Application letter
 - d) All the above
- _____