

Professional Online Academy Vu Topper RM



ENG201-Business & Technical
Update MCQ'S Mid Term
By Vu Topper RM



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Vu Topper RM

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Question No:1

(Marks:1)

Vu-Topper RM

Which of the following expressions is not verbose?

- A. Students worked collaboratively
- B. Students collaborated**
- C. Students worked in a collaborative style
- D. Students devised a collaborative strategy

Question No:2

(Marks:1)

Vu-Topper RM

_____ is the process of drafting your message; polishing it is a later step.

- A. Starting
- B. Formulation
- C. Completion
- D. Composition**

Question No:3

(Marks:1)

Vu-Topper RM

Which of the following medium is the best when you want immediate feedback?

- A. Oral**
- B. Written
- C. All of the given options
- D. Electronic

Question No:4

(Marks:1)

Vu-Topper RM

The message senders need to assess their message from the eyes of the _____ to be sure that they have included all the relevant information.

- A. employers
- B. writers
- C. administrators
- D. receivers**

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Question No:5

(Marks:1)

Vu-Topper RM

Successful communication relies on conveying the message in a/an

_____.

- A. ambiguous way
- B. expressionistic mode
- C. meaningful manner**
- D. cautious style

Question No:6

(Marks:1)

Vu-Topper RM

_____ includes Doctoral dissertations, scholarly articles, top-level government agreements etc.

- A. Conventional writing
- B. Informal writing
- C. Prosaic writing
- D. Formal writing**

Question No:7

(Marks:1)

Vu-Topper RM

Maury and his brother _____ to the bowling alley every day.

- A. go**
- B. goes

Question No:8

(Marks:1)

Vu-Topper RM

Select the right option to fill in the blank.

Our car is old, _____ it drives beautifully.

- A. yet**
- B. but
- C. when
- D. rather

Question No:9

(Marks:1)

Vu-Topper RM

There are _____ types of writing.

- A. four**
- B. two

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- C. five
- D. three

Question No:10 (Marks:1) **Vu-Topper RM**

A _____ sentence expresses two or more independent but related thoughts.

- A. complex
- B. compound**
- C. simple
- D. single

Question No:11 (Marks:1) **Vu-Topper RM**

Choose correct article to fill in the blank.

Is your mother working in _____ old office building?

- A. a
- B. no article
- C. the**
- D. an

Question No:12 (Marks:1) **Vu-Topper RM**

To decode a message is to:

- A. translate ideas into code
- B. interpret a message**
- C. evaluate a message
- D. reject a message

Question No:13 (Marks:1) **Vu-Topper RM**

.....are challenging to write because we know our readers will not be happy to receive the news.

- A. Complain Letters
- B. Bad news messages**
- C. Persuasive letters
- D. Claim letters

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Question No:14 (Marks:1)

Vu-Topper RM

Select the right option to fill in the blank.

I like English _____ French very much.

- A. Or
- B. Because
- C. And**
- D. While

Question No:15 (Marks:1)

Vu-Topper RM

I was in _____ Japanese restaurant. _____ Restaurant served good food.

- A. the, the
- B. the, a
- C. a, the**
- D. a,a

Question No:16 (Marks:1)

Vu-Topper RM

Business messages generally have purposes.

Options:

- A. two
- B. five**
- C. four
- D. three

Question No:17 (Marks:1)

Vu-Topper RM

What kind of paper should be used for a Conventional Résumé?

- A. Buff paper
- B. All of the given options**
- C. White paper
- D. Gray paper

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Question No:18

(Marks:1)

Vu-Topper RM

Select the option which an applicant does not need to mention while writing a resume.

- A. Excellent grades
- B. Academic honors
- C. Salary history**
- D. Internships

Question No:19

(Marks:1)

Vu-Topper RM

The businessmen regularly plan, design and control affairs to maximize their production and minimize their -----.

- A. output
- B. input
- C. cost**
- D. investment

Question No:20

(Marks:1)

Vu-Topper RM

The persuasive argument has two elements; a _____ and evidence to _____ your claim.

- A. discussion, refute
- B. discussion, support
- C. claim, support**
- D. claim, refute

Question No:21

(Marks:1)

Vu-Topper RM

Which of the following statements is most relevant to the managers' purposes of reading scientific and technical documents?

- A. None of the given options
- B. Managers read the scientific and technical documents to acquire information and to learn how to do something.
- C. Managers read the scientific and technical documents to get help in making decisions and to evaluate projects and employees.**

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D. Managers read the scientific and technical documents to know about the scientific and technical terms

Question No:22

(Marks:1)

Vu-Topper RM

The second highest post in an organization is titled as ----- .

- A. Country manager
- B. Director
- C. Chief executive

D. The Managing Director

Question No:23

(Marks:1)

Vu-Topper RM

Name and professional objectives are placed at the top in a _____ resume.

- A. conventional**
- B. formal
- C. nonconventional
- D. informal

Question No:24

(Marks:1)

Vu-Topper RM

Execution of effective presentations, group behavior; and conducting effective meetings are some aspects of _____ communication.

- A. oral**
- B. written
- C. nonverbal
- D. verbal

Question No:25

(Marks:1)

Vu-Topper RM

_____ possess extensive knowledge about a field in general, but might be unfamiliar with particular technical terms, or specific equipment related to your subject matter.

- A. specific experts
- B. general experts**
- C. subject specialists

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D. None of the given options

Question No:26

(Marks:1)

Vu-Topper RM

A _____ resume emphasizes the functions and tasks the applicant can perform.

A. functional

B. professional

C. nonconventional

D. conventional

Question No:27

(Marks:1)

Vu-Topper RM

Which of the following usually accompanies a document?

A. Cover letter

B. Adjustment letter

C. Correction letter

D. Credit request

Question No:28

(Marks:1)

Vu-Topper RM

The type of letters that accurately restate the terms and conditions of employment are known as _____.

A. Reimbursement letters

B. Job application letters

C. Transmittal letters

D. Acceptance letters

Question No:29

(Marks:1)

Vu-Topper RM

_____ is included in the end matter of a business proposal.

A. Summary

B. Bibliography

C. Letter of transmittal

D. List of tables and figures

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Question No:30

(Marks:1)

Vu-Topper RM

Business letters are formal letters used for _____ correspondence.

- A. business-to-client
- B. client-to-business
- C. business-to-business

D. All of the given options

Question No:31

(Marks:1)

Vu-Topper RM

Tone is the most difficult part of writing to control because it is

.....

- A. informal
- B. objective
- C. non-formal

D. subjective

Question No:32

(Marks:1)

Vu-Topper RM

The second page to a business letter should have a page heading that includes the following EXCEPT:

- A. Date
- B. Address**
- C. Page Number
- D. Reader's Name

Question No:33

(Marks:1)

Vu-Topper RM

The return address in a letter represents _____.

- A. the person mailing the letter**
- B. the company it is mailed from
- C. the person receiving the letter
- D. the person writing the letter

Question No:34

(Marks:1)

Vu-Topper RM

How many sections do Application letters have?

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A. 4

B. 5

C. 6

D. 3

Question No:35

(Marks:1)

Vu-Topper RM

When your letter extends onto a second page you should use _____ for the second page.

A. colored Paper

B. plain or colored paper

C. letterhead

D. Plain Paper

Question No:36

(Marks:1)

Vu-Topper RM

A subject and a _____ are the two parts of a sentence.

A. fragment

B. predicate

C. phrase

D. clause

Question No:37

(Marks:1)

Vu-Topper RM

_____ letter is written to offer a brief description of the cause of dissatisfaction and prepare the necessary action.

A. Transmittal

B. Acceptance

C. Adjustment

D. Job application

Question No:38

(Marks:1)

Vu-Topper RM

In Serif Typeface _____ is used for text.

A. Ariel

B. Times Roman

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- C. Calibri
- D. Corbel

Question No:39 (Marks:1) **Vu-Topper RM**

_____ is preprinted stationery with the organizations name, logo, address, and phone number.

- A. Enclosure
- B. Memo
- C. Letterhead**
- D. Letter

Question No:40 (Marks:1) **Vu-Topper RM**

When placing _____, you don't need to excite your reader's interest; just state your needs clearly and directly.

- A. demand
- B. request
- C. appeal
- D. order**

Question No:41 (Marks:1) **Vu-Topper RM**

There are a number of elements to a/an _____ letter. Complete the statement

- A. order
- B. claim
- C. business**
- D. inquiry

Question No:42 (Marks:1) **Vu-Topper RM**

The objective of an order letter is to provide the vendor with detailed _____ for fulfilling an order.

- A. cheques
- B. supplies
- C. shipment**

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D. instructions

Question No:43

(Marks:1)

Vu-Topper RM

An Order Letter is also known as a _____ or purchase order letter. It begins the paper trail of a specific purchase.

- A. PO
- B. SO
- C. TO
- D. AQ

Question No:44

(Marks:1)

Vu-Topper RM

----- of a business letter shows whether any material is enclosed with the letter and who is receiving a copy of the letter.

- A. Salutation
- B. Body
- C. End notation
- D. Closing

Question No:45

(Marks:1)

Vu-Topper RM

The formal _____ style is unconventional, usually impersonal, and contains long and involved sentences.

- A. writing
- B. request

Question No:46

(Marks:1)

Vu-Topper RM

The good organization of the content means _____.

- A. the purpose and subject matter are clear
- B. both of the above
- C. none of the above

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Question No:47

(Marks:1)

Vu-Topper RM

Which of the following gives you an opportunity to get your message across to a skeptical or hostile audience?

- A. Direct approach
- B. Indirect approach
- C. Instuctive approach
- D. Persuasive approach**

Question No:48

(Marks:1)

Vu-Topper RM

Which of the following is the primary vehicle for communication within an organization?

- A. Memorandum**
- B. Report
- C. Proposal
- D. Letter

Question No:49

(Marks:1)

Vu-Topper RM

Choose appropriate preposition to fill in the blank:

She looked _____ from her book when she heard the noise.

- A. out
- B. up**
- C. at
- D. through

Question No:50

(Marks:1)

Vu-Topper RM

_____ messages are more likely to bring the desired results and they do a better job at building goodwill.

- A. Correct
- B. All of above
- C. Complete**

Question No:51

(Marks:1)

Vu-Topper RM

Data included in reports should be _____.

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- A. valid
- B. reliable
- C. All of the above**
- D. Current

Question No:52 (Marks:1)

Vu-Topper RM

Choose the right option to fill in the blank.

The playground _____ we play is very large.

- A. which
- B. that
- C. what
- D. where**

Question No:53 (Marks:1)

Vu-Topper RM

The root of the word "credibility" is "credo," which means "I believe" in

.....

- A. Arabic
- B. Greek
- C. Latin**
- D. English

Question No:54 (Marks:1)

Vu-Topper RM

Most organizations rely on _____ for their existence.

- A. meeting with companies
- B. survey of the market trends
- C. applications to donors
- D. successful proposal writing**

Question No:55 (Marks:1)

Vu-Topper RM

Nobody _____ the trouble I've seen.

- A. know
- B. knows**

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Question No:56

(Marks:1)

Vu-Topper RM

Fill in the blank with appropriate option: What are you doing _____ the weekend?

- A. in
- B. on**
- C. by
- D. at

Question No:57

(Marks:1)

Vu-Topper RM

.....is a very vital step in composing a business message, and if one commits an error in this stage, it will be irreversible.

- A. Concluding
- B. Drafting
- C. Planning**
- D. Communication

Question No:58

(Marks:1)

Vu-Topper RM

The _____ of the document helps you decide how to precede, how to respond to the audience, which information to focus on, and which channel or medium to use.

- A. main idea
- B. All of the given options
- C. intention
- D. purpose**

Question No:59

(Marks:1)

Vu-Topper RM

The _____ of a 'business proposal' is to establish a working relationship to make it happen.

- A. decision
- B. step
- C. aim**
- D. choice

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Question No:60

(Marks:1)

Vu-Topper RM

The tapes in the glove compartment _____ to Jerry.

- A. belongs
- B. belong**

Question No:61

(Marks:1)

Vu-Topper RM

Which of the following cannot be the quality of electronic message?

- A. It is best when you don't need permanent record but you need speed.
- B. It is best when you want to overcome time zone barriers.
- C. It is best when you don't need immediate feedback.**
- D. It is best when you can assemble audience easily and encourage interaction.

Question No:62

(Marks:1)

Vu-Topper RM

Choose the right option to fill in the blank.

Do you mind _____ here?

- A. my sitting**
- B. I sit
- C. mine sitting
- D. I sitting

Question No:63

(Marks:1)

Vu-Topper RM

How many steps are essential for successful oral statement?

- A. 7**
- B. 5
- C. 6
- D. 8

Question No:64

(Marks:1)

Vu-Topper RM

One of the major flaws of a failed communication is _____.

- A. fixed explanations
- B. short and compact content

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C. the disorganization of the content

D. elaborated details

Question No:65

(Marks:1)

Vu-Topper RM

Breaking the longer sentences into shorter ones improves

_____.

A. stress

B. readability

C. complexity

D. tone

Question No:66

(Marks:1)

Vu-Topper RM

A business message is said to be well organized if are stated clearly.

A. theme and subject

B. claim and inquiry

C. drafting and planning

D. purpose and subject

Question No:67

(Marks:1)

Vu-Topper RM

Mathematics _____ John's favorite subject, while Civics is Andrea's favorite subject.

A. are

B. is

Question No:68

(Marks:1)

Vu-Topper RM

Functional words express relationships among.....

A. words

B. prepositions

C. lexical meanings

D. content words

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Question No:69

(Marks:1)

Vu-Topper RM

Choose the correct pronoun form to fill in the gap.

Everyone should bring ___ mother to the picnic.

A. their

B. her

C. his

D. his/her

Question No:70

(Marks:1)

Vu-Topper RM

Try to ensure the use of _____ while compiling a business message.

A. complex sentences

B. complex compound sentences

C. simple sentences

D. compound sentences

The two basic strategies to communicate bad news message are the direct plan and the indirect plan.

True Page 106

False

While responding adjustment letters, end the letter on a?

Pleasant note

Which of the following familiar expressions is correct replacement for 'lucrative'?

Profitable

Verbs and _____ are more concrete than adverbs and adjectives.

Nouns

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The good organization of the content means _____.

Both of the above

Did the doctor look _____ your leg?

At

'I left smoking long ago' _____

I gave up smoking long ago

How can you make your message forceful?

By using comparisons, By using figurative language.....both

Which one of the following phrases are likely to offend and should be avoided?

I must refuse, we must deny

A computer programmer will write a/an _____ to gain specific information about an upcoming release of a software product from XYZ company.

Inquiry letter

In bad news messages, the _____ is of crucial importance.

Tone

A bad News message always begins with a _____ that provides a transmission to the refusal.

Neutral statement

In a business message, the words freedom, prestige, compassion, free, and comfort evoke _____ feelings.

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Positive

If you are using letterhead stationery, include only the _____. Two lines below the bottom of the letterhead.

Date

Business messages generally have _____ purposes.

Three

With restructuring of companies, communications are now created mainly by _____

All employees

Select the option which is an example of a clear and coherent sentence.

His report focused on age and gender of managers

Eriq is just like all the French, so dismissive of Americans. The sentence contains _____

Racial Bais

The patient shows normal _____ and appears to be psychologically stable.

Affect

Which of the following words fall in the category of unfamiliar words?

Ascertain and Peruse.....Both

Full-Time college students should spend at least six hours a week studying if you want to succeed.

If they want to succeed

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_____ at the moment. I'll get to the market.

As it isn't raining

Which of the following helps you to focus meeting on the core of topics and control its pace and flow?

Agenda

The purpose of giving complete _____ is to ensure that the audience has no confusion or lingering doubt about the message.

Supporting details

_____ minutes are often required by federal, state, or local law, by-laws, charters, or regulations in any organization.

Formal

A sales letter is a document designed to generate sales; therefore. It persuades the reader to _____

All options

Mathematics _____ John's favorite subject, while Civics is Andrea's favorite subject.

Is

In business communications use the _____ format if the document will be sent to outside individuals.

Letters

_____ is one of the cores of concreteness.

Grammar

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_____ makes a statement of support for a candidate by assessing the applicant's qualities and capabilities for performing a particular task.

Recommendation letters

When you are dissatisfied with a company's product or service, which of the following is the best option?

Written claim letter

Mr. John will _____ the report.

Consider

Select the option which gives the exact meaning of the verb 'accept'

Receive

When punctuation marks are omitted in the opening and closing lines of a letter, the punctuation style is called.

Open

Which of the following is the most important part of indirect plan?

Buffer

What is a common mistake made in writing persuasive messages?

Using you perspective

_____ words are usually more vivid than long ones and improve the readability of a document.

Short words

Which of the following transitional markers shows 'additional details'?

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: moreover, furthermore, in addition, besides...All

There are _____ types of minutes

Two

They talked about things and persons _____ they remembered.

That

An order letter is also known as a _____ or purchase order letter, it begins the paper trail of a specific purchase.

PO

They saw a parking space _____ two cars and drove _____ it.

Between/ into

_____ share a general document architecture, which is usually modified to suit specific circumstances.

Proposals

The message senders need to assess their message from the eyes of the _____ to be sure that they have included all the relevant information

Received

English _____ is constantly changing

Language and pronunciation.....both

What is style in writing?

Style is the way of using words to achieve a certain tone or overall impression in writing

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When placing _____ you don't need to excite your reader's interest, just state your needs clearly and directly

Order

The _____ of an order letter is to provide the vendor with detailed instruction for fulfilling an order.

Objective

The persuasive message gives _____ to the audience.

A free choice

Which one of the following is a specialized prepared to share relevant information with the media?

An e-mail

Most organization rely on _____ for their existence.

Successful proposal writing

If you _____ anything to say, just speak out.

Have

_____ means preparing every message with the message receiver in mind.

Consideration

Choose the following verb from the following options.

Produce

Solicited and unsolicited are types of _____

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Memos

In bad news messages, you as a business person need to help your audience understand the under the circumstances, your decision was _____ and reasonable.

Fair

Functional words express relationships among content words.

True

The main idea of a business message is usually _____ which is/are concisely stated.

One idea

_____ are an essential component of almost all admissions, grant and employment processes.

References

Concreteness does not make use of denotative words instead of connotative words

False

The selection of format, style and organization of a report is done independent of the reader's requirement.

True

Sarah washed the apples _____ them in the fridge.

And put

Will you please provide the details of the equipment utilization for the last quarter?
This statement is an example of;

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A routine inquiry

A message which _____ in a reliable and competent manner is labeled as a credible message.

Completes an idea

In a coherent sentence the words are arranged so that the ideas clearly express the intended meaning.

True

Where's _____ USB drive I lent you last week ?

The

In _____ the organization sends out uninvited messages to sell a product or service.

Persuasive and formal reports...both

A letter of _____ asks someone for specific information.

Inquiry

Either answers _____ acceptable.

Is

Which one of the following is an example of a nonverbal message?

Eye contact

Which of the following is not a general purpose common to business communication?

To negotiate

Concise business writing includes _____

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None of the above and sentencesboth options

One should be careful about the chances of being _____ while making a direct request.

Misunderstood

Mr. Ms and Mrs Are

Recipient titles

A memorandum is a document which is.

All options

In business communication use the _____ format if the information is being sent inside an organization.

Memorandum

In business communication use the _____ format if the document will be sent to outside individuals

Letter

_____ is considered to be the best attitude in business environment.

You-attitude

One of the aspects of editing a message is to _____

Install editing software

When it doubt, use the more familiar words; audience will understand them better. This is the 'golden rule of _____'

Clarity

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_____ is achieved through a balance between precise language and familiar language

Clarity

In a _____ sentence the words are arranged so that the ideas clearly express the intended meaning.

Coherent

Which of the following is the first and the most essential step in writing bad news messages?

buffer

The mechanical insertion of 'phase' and 'thank you' does not ensure _____

Courtesy

Which of the following is a part of an indirect plan?

All options

_____ are an essential component of almost all admissions, grant and employment processes as it provides a statement of support for a candidate.

References and recommendations

_____ Words are usually more vivid than long ones and improve the readability of a document.

Short

Any information against the expectations of _____ is considered bad news.

All options

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Adjustment letter is a letter in answer to a _____ letter. The answer may either be a refusal or a grant

Complaint

The quality that gives force to important parts of sentences and paragraphs is _____

Emphasis

Content words (nouns, verbs, adjectives, adverbs) have both a denotative meaning as well as connotative meaning.

True

When no special persuasion is needed, the use of _____ is recommended.

Direct request

A good business letter is simple and straightforward without being harsh or _____.

Patronizing

Keep your _____ simple and focused, so the purpose of your letter is clear.

Letter

Which type of letter can be used as a legal document to show the transaction between the customer and vendor?

Order letter

Consideration simply means that the writer shows _____ in his communication style.

Empathy

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Breaking the longer sentences into shorter ones improves _____

Readability

Which of the following is associated with scholarly writing?

Formal writing

What are you doing _____ the weekend?

On

Which of the following aspects are covered by the words 'report'?

Both a&b

The lawyer _____ his relative innocent.

Aims to prove

Acknowledgments are appropriate for _____

Larger orders

_____ letter is written you want to recognize someone for his help or support when you were in trouble

Appreciation

The aim of a _____ is to establish a working relationship to make it happen.

Business proposal

Which of the following letter accompanies a larger item, usually a document?

Transmittal letter

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Getting the meaning from your head accurately to the reader is the purpose of _____

Clarity

Credit references are generally used to determine the credit of a person or individual

True

Communication that seems inconsequential can become very important if information it contains is _____

Complete and effective

Generally speaking, in business we communicate _____

To both persuade and inform

_____ are considered binding contracts, so one should avoid implying offers or promises that can't be delivered

sales letter

While composing a business message, choose words that _____ be misinterpreted.

Won't

Most organizations rely on _____ for their existence.

Meeting with companies

_____ at the beginning of a persuasive request shows the reader that you know about his or her concerns and you have some reasons for making such.

An attention getting device

بري صحبت سے تہائی بہتر ہے اور تہائی سے نیک صحبت بہتر ہے

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In the body of a business letter, what goes between each paragraph?

Two space if hand written

A memorandum may take the form of _____.

Skype chat

In which direction does communication flow in a formal communication network?

Downward

In the _____ of a job application letter you have to refer to your enclosed resume and express your desire for an interview, stating when and how you can be

End matter

_____ in AIDA plan is the opportunity to remind readers of the benefits of taking the particular action.

Attention phase

_____ business people inform customers about the benefits of a product/action so the customers can recognize how all the product/action will fill their need.

Aesthetical

With restructuring of companies, communications are row created mainly by _____

Supervisors/ managers

Mr. ali our English teacher, believes that students who major in economics or physics _____ their imaginations

Ruin

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His birthday is coming _____ next week.

Up

The fans at the back of the theatre and that woman in front _____ making too much noise.

Were

When your letter extends onto a second page you should use _____ for the second page

Plain Paper

Whether written or oral, _____ messages begin with a clear statement of the main idea, clarify any necessary details and end with a courteous close

Positive

Neither my brothers nor my father _____ attended college

Have

Which of the following elements relate to the organizing direct request?

Main idea, necessary detail and specific action

Which format should be used if the information is being sent inside an organization?

Memorandum

Biased language that might offend the audience is based on_____.

All options

Therefore, Because, accordingly, thus, hence are used for_____

برى صحبت سے تہائی بہتر ہے اور تہائی سے نیک صحبت بہتر ہے

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Additional details

While placing an order, there is no need to _____

Force your reader

One of the major flaws of a failed communication is _____

Fixed explanations

A/An _____ letter is a letter in answer to a complaint letter. The answer may either be a refusal or a grant.

Claim

Which one of the following is the best expression to use with the customers for payment demand.

Please send your payment so we can proceed with your order.

She looked _____ from her book when she heard the noise.

Up

Which of the following statements is part of persuasion in oral presentation?

Gaining willing acceptance of an idea

When you turn your ideas into a message, you are the _____

Decoder

The reactions of a colleague or a prospective customer to an incomplete answer are likely to be _____

Unfavorable

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Documents that are meant to 'enact' something include authorization memoranda and _____

Acceptance letters

Briefing, goodwill, information and report are part of _____ speaking.

Public

Effective business communication is not _____

Concise

The performance of our players was rather _____

Worse than I had expected

Why important observations, suggestions , or objections should be written?

All options

_____ is not one of the 7C's of communication

Character

Creativity is a measure of your believability based on how much trust you evoke and how reliable you are.

True

Written language is more _____ and generally follows a standardized grammar, structure, organization and vocabulary.

Restricted

Courtesy means only thinking about receiver and not valuing his feelings.

برى صحبت سے تنہائى بہتر ہے اور تنہائى سے نيك صحبت بہتر ہے

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False

Which of the following statements is more 'Vivid'

This letter is three times as long as you said it would be

_____ accuracy depends on the writer's conceptual mastery of the subject and its vocabulary, as well as on his or her ability to analyze and shape data with a minimum of distortion.

Stylistic

Common implicit goals are to establish a relationship, create trust and establish credibility, and _____

Document actions

Readers consisting of diverse groups with widely varying backgrounds and responsibilities can be named _____ - readers

Complex

_____ is a short, familiar and conversational word for 'have need for'

Need

Accuracy, which is the careful conforming to truth or fact, has three main aspects which include document accuracy, stylistic accuracy and _____

Technical

Which of the following words fall in the category of unfamiliar words?

Ascertain and Peruse. Both

Breaking the longer sentences into shorter ones improves _____

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Readability

A letter of _____ asks someone for specific information.

Inquiry

Which of the following words should be avoided when writing an adjustment grant?

All options

A letter in which all parts begin at the left margin are in _____ form.

Full book

Which of the following appear at the end of the report?

All options

Which of the following traits help in building good will?

Thoughtfulness and Appreciation

Which of the following phrases is likely to offend and should be avoided?

We must deny

Which of the following is associated with scholarly writing?

Formal writing

A letter of inquiry asks someone for specific information.

True

_____ is a very vital step in composing a business message, and if one commits an error in this stage, it will be irreversible.

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Concluding

_____ is a neutral statement which is meant to bring the audience in an accepting mood.

Good news

Which of the following familiar expressions is correct replacement for 'Lucrative'?

Profitable

In business communications use the _____ format if the information is being sent inside an organization

Memorandum

He _____ with his brother regularly.

Corresponds

How can business messages be more effective?

By being purposeful, audience-centered, and concise

_____ is brief, informal report used to establish a record

Memorandum

In a business message, talk to your audience in a way that they are left with no _____

Confusion

Keep your _____ simple and focused, so the purpose of your letter is clear.

Letter

برى صحبت سے تنہائی بہتر ہے اور تنہائی سے نیک صحبت بہتر ہے

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In the composition of a business message technology like Microsoft Word affects the composing process by _____

Increasing both productivity and effectiveness

Which one of the following is not a way of developing a paragraph?

Clarification

_____ are documents which present focused, salient content to a specific audience.

Reports

The signature on a letter is handwritten directly above the _____

Writer's name

Phrases such as 'to continue the analysis' 'on the other hand' and 'additional concept' are used for _____

Smooth transitions

Maury and his brother _____ to the bowling alley every day.

Go

_____ are challenging to write because we know our readers will not be happy to receive the news.

Bad news messages

Generally speaking, in business we do not communicate to persuade and inform.

False

بري صحبت سے تنہائی بہتر ہے اور تنہائی سے نيك صحبت بہتر ہے

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In _____ section of the application letter explain specifically why you are qualified for the job. Describe education, work experience and any other activity that display relevant talents.

Body

The _____ should normally begin with a brief summary statement, in one or two sentences, identifying the key topic and the scope of the memorandum.

Memorandum

Business letters are formal letters used for _____ correspondene.

All options

Verbs and _____ are more concrete than adverbs and adjectives.

Nouns

Buffer statement constitutes the _____ part of a bad news message written in indirect organizational plan.

First

A message organized by using direct plan starts with a buffer statement.

True

His years of smoking have negatively _____ his health.

Affected

_____ are often used to present the result of an experiment, investigation, or an inquiry

Reports

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While placing an order, there is no need to _____.

Excite your reader

Customer service correspondence occurs in _____ format.

Letterhead or postcard

There are a number of elements to a/an _____ letter. Complete the statement.

Business

Breaking the longer sentences into shorter ones improves

Readability

A letter of _____ asks someone for specific information.

Inquiry

Which of the following words should be avoided when writing an adjustment grant?

All options

A letter in which all parts begin at the left margin are in _____ form.

Full book

Which of the following appear at the end of the report?

All options

Which of the following is associated with scholarly writing?

Formal writing

A letter of inquiry asks someone for specific information

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True

_____ is a very vital step in composing a business message and if one commits an error in this stage, it will be irreversible

Concluding

He _____ with his brother regularly.

Corresponds

How can business messages be more effective?

By being purposeful, audience-centered, and concise

_____ is brief, informal report used to establish a record

Memorandum

In a business message, talk to your audience in way that they are left with no _____

Confusion

In the composition of a business message technology like Microsoft Word affects the composing process by _____

Increasing both productivity and effectiveness

Which of the following statements is more 'Vivid'?

This letter is three times as long as you said it would be

Which one of the following is not a way of developing a paragraph?

Clarification

The signature on a letter is handwritten directly above the _____

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Writer's name

_____ and his brother _____ to the bowling alley every day

Go

_____ are challenging to write because we know our readers will not be happy to receive the news

Bad news messages

Generally speaking, in business we do not communicate to persuade and inform

False

In _____ section of the application letter explain specifically why you are qualified for the job. Describe education, work experience and any other activity that display relevant talents.

Body

The _____ should normally begin with a brief summary, in one or two sentences, identifying the key topic and the scope of the memorandum.

Memorandum

Business letters are formal letters used for _____ correspondence.

All options

Buffer statement constitutes the _____ part of a bad news message written in indirect organizational plan

First

A message organized by using direct plan starts with a buffer statement.

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True

His years of smoking has negatively _____ his health.

Affected

Which of the following is considered an effective approach for routine, good- news and goodwill messages?

Direct approach

Everyone on the bus _____ annoyed by the little boy running up and down the aisle

Was

Which of the following statement establishes credibility?

We're glad to make this recommendation

E-mail messages typically take the form of _____ -

Memoranda

_____ means that you must have one main idea in a paragraph. In case of other ideas they must be clearly related

Unity

Allotting time properly is very important. Especially when time is short, you need to schedule yourself carefully and stick to it is called _____ -

Scheduling

If you want to minimize the distortion which happens when a message is passed from person to person, then you are _____ -

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Written medium

An order letter is also known as a PO or purchase order letter

True

Business letters are formal letters used for _____ corrrespondence

All options

All employees are requested to _____ from smoking in the presence of customers.

Refrain

The administration of the school district asks that each student bring identification before enrolling in the ALC.

Change ' them' to 'his' or 'her'

Credit references are generally used to determine the credit worthiness of a person or individual.

True

In the organization of a direct request the very first step is to state the _____.

Cordial request for specific action

To whom usually good will letters are written?

Customer.

Which of the following gives the customer an idea of the work that has been completed to date?

Interim progress reports

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_____ of a business letter shows whether any material is enclosed with the letter and who is receiving a copy of the letter.

End notation

Oral communication is also known as _____

Impersonal communication

In the composition of a business message technology like Microsoft Word affects the composing process by _____

Increasing both productivity and effectiveness

If you message is specific, definite and vivid; which of the following principle has been applied?

Corecteness

The _____ - of an order letter is to provide the vendor with detailed instructions for fulfilling an order.

Objective

A letter of inquiry asks someone for specific information.

True

Which of the following leaves your audience with the feeling that you have their personal welfare in mind ?

Courteous Close

In case of a business message which medium of communication is more effective when instant feedback is required?

Oral medium

برى صحبت سے تنہائی بہتر ہے اور تنہائی سے نیک صحبت بہتر ہے

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Which of the following factors should be kept in mind regarding audience while writing persuasive messages?

All options

Effective professional correspondence uses an appropriate style, clear and concise language, and _____

The active voice

Reports cover everything including.

All options

Proposals share a general document architecture, which is usually modified to suit specific circumstances

True

Various techniques are used to generate correspondence back to the customer.

True

_____ with customers is gained by being enthusiastic, sincere, and trustworthy.

Credibility

Sales letter influences the reader to take a specific action by making an offer – not an announcement- to him

True

When the sentence length increases, try to chop it down into _____ sentences.

Two

Acknowledgements are appropriate for _____

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Lager order

To persuade and to collaborate are the _____ purpose of a business message

General

Why a false statement should not be included in a sales letter?

Because it's a fraud

_____ are considered binding contracts, so one should avoid implying offers or promises that can't be delivered.

Sales letters

Do not change without facts is a guideline to achieve _____

Consideration

The _____ of a business proposal is to establish a working relationship to make it happen

Aim

While placing an order, there is no need to _____ -

Excite your reader

While planning long reports choose a significant basis or guiding _____ for the division of topic

Principle

An agenda is a simple list of _____ to be discussed.

Topics

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_____ are often solitary in their process

Writers

In order to write a letter of recommendation for a person, you need.

All options

Using incorrect words, incorrect grammar, and faulty pronunciation is called _____ language and this all suggest the inability to use good English

Substandard

Which of the following help the reader quickly identify the content?

Heading and captions

_____ inform customers about the benefits of a product or an action.

Ethical business people

Select the option which is an example of a clear and coherent sentence.

His report focused on age and gender of managers

Mr. John will _____ the report

Consider

In writing commercial correspondence, it is important to employ a friendly yet efficient _____

Tone

In the _____ years, he grew richer.

Subsequent

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The signature on a letter is handwritten directly above the _____

Writer's name

Short report is submitted in the form of a letter or memorandum.

True

FAQ means _____

Frequently asked questions

While composing a message, vary the style to create a _____ that suits the purpose.

Tone

Why information in a message should be well organized?

All options

Customer service correspondence occurs in _____ format.

Letterhead or postcard

Biannually means _____

Two times in a year

In order to write a letter of recommendation for a person, you need.

All options

What do you usually have for _____ breakfast?

No article

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A memorandum may take the form of _____

Email

Which of the following is the first and the most essential step in writing bad news messages?

Buffer

_____ not only conveys information, but also establishes a contractual relationship between you and the organization.

Acceptance letter

Letter of recommendation are extremely important.

All options

_____ are documents which present focused, salient content to a specific audience.

Reports

_____ of a business letter whether any material is enclosed with the letter and who is receiving a copy of the letter.

End notation

'You- attitude is best implemented by expressing your message in terms of the audience's interests and needs.

True

_____ the news on at five or six?

Is

برى صحبت سے تنہائی بہتر ہے اور تنہائی سے نیک صحبت بہتر ہے

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In short reports attachments may consists of _____

Several pages

Which of the following have both, a denotative meaning and a connctative meaning?

Content words

He _____ the job.

Executed

Letters can be used to communicate in _____

Formal contexts and semi-formal contexts.....both

Acknowledgements are appropriate for _____

Larger order

An audit report contains numbers usually in the form of _____

Tables

_____ words are usually more vivid than long ones and improve the readability of a document.

Short

_____ Department is the department of an organization that responds to inquiries or complaints from customers of that organization

Customer Services

In _____ the organization sends out uninvited messages to sell a product or service.

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Unsolicited letter

Which one of the following is not a way of developing a paragraph?

Clarification

Job application letter should accurately restate the key terms of employment.

False

Usually technical-information letters announce _____.

Technical information

Which of the following is the primary vehicle communication within an organization?

Memorandum

Which of the following are known as 'Elements of a paragraph'?

All options

The _____ is best implemented by expressing your message in terms of the audience's interests and needs

You attitude

The _____ of the document helps you decide how to precede, how to respond to the audience, which information to focus on, and which channel or medium to use.

Purpose

When you are dissatisfied with a company's product or service, which of the following is the best option?

Written claim letter

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Memo is the short form of.

Memorandum

Ethical business people especially inform their customers about the true _____.

Benefits of a product

In which of the following message categories would you place sales and marketing messages?

Persuasive messages

Choose precise, concrete and familiar word for the term 'render assistance to'

Help

He _____ tomorrow

Will pay

A business message is said to be well organized if _____ are stated clearly.

Claim and inquiry

Data included in reports should be _____.

All options

Which of the endings best goes with the opening 'Dear Personal Director' in letter Writing?

Best regards,

There are _____ types of writing.

Two

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One should frequently use courtesy word/words and phrase/phrases like.....

All options

Which of the following is not an example of the pair of words?

Between, among

_____ are often used to display the result of an experiment, investigation, or inquiry.

Reports

Which 'transitional word' is used to show 'comparison and contrast'?

Conversely

Reports are the documents which present focused and salient results of an experiment, investigation or an inquiry to a specific audience.

True

To whom usually good will letters are written?

Customer

He _____ a new job.

Found

The main idea is the single _____ idea, concisely stated.

Most important

Letters of _____ are typically related to employment, admissions to institutions of higher education or scholarship eligibility.

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Recommendation

Concreteness does not make use of denotative words instead of connotative words.

False

He _____ with his boss tomorrow.

Will discuss

A better organized message has _____ chances of understanding on the part of the audience.

Increased

The message senders need to assess their message from the eyes of the _____ to be sure that they have included all the relevant information.

Receivers

Formal minutes are often required by federal, state, or local law, by-laws, charters, or organizations

True

A message organized by using direct plan starts with a buffer statement.

False

Which of the following is not a part of indirect plan for bad news messages?

A clear statement of the bad news.

_____ are considered binding contracts, so one should avoid implying offers or promises that can't be delivered.

Sales letters

بري صحبت سے تنہائی بہتر ہے اور تنہائی سے نيك صحبت بہتر ہے

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_____ stems from a sincere you-attitude. It is not merely politeness with mechanical insertion of ' please' and thank you but applying socially accepted manners is also a form of it.

Courtesy

Which of the following parameters defines demographics of consumers?

Income

Any information against the expectations of _____ is considered bad news.

All options

In the body of a business letter, what goes between each paragraph?

One space if hand written and two spaces if typedboth

Which of the following is not the purpose of informational reports?

To inform or instruct the reader.

Which one of the following makes use of denotative words instead of connotative words?

Concreteness

Communicating concretely does not mean being _____.

All options

The subject of a business report _____ its format and vocabulary.

Affects

There have been a lot of rain in the lower mainland in the last twenty-four hours.

برى صءبء سے ءءهائى بهءر هے اور ءءهائى سے نيك صءبء بهءر هے

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Change 'have been' to 'has been'

In many organizations the final place of writing is a team effort with more than one writer working on a single document is called _____

Collaboration

When you know the reader's name but not the gender, which is an appropriate salutation?

Dear hiring Manager

My brother likes maths _____ he doesn't like history.

But

Both an essay and a paragraph is required for successful graduation.

Change is to are

In a business message, talk to your audience in a way that they are left with no _____

Confusion

_____ is one of the cores of concreteness.

Clarity

A letter of inquiry asks someone for specific information.

True

Which of the following you should avoid when you are responding to a claim and your company is at fault?

Sympathizing with the customer's inconvenience

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Letters of _____ are extremely important in decisions to hire, admit an individual and to award a scholarship or grant.

Recommendation

Which part of speech is especially powerful and tells what is happening in a sentence?

Verbs

When placing an order, you should excite your reader's interest.

False

Consideration is also called the _____

You-attitude

Which of the following is NOT used in external business communication ?

Memo

Effective professional correspondence uses an appropriate style, clear and concise language, and _____

The active voice

Acceptable writing mechanics is related to _____ of a document.

All options

_____ Stems from a sincere you-attitude. It is not merely politeness with mechanical insertion of please and thank you but applying socially accepted manners is also a form

Courtesy confirm

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_____ are an essential component of almost all admissions, grant, and employment processes as it provides a statement of support for a candidate.

References and recommendations

In which directions does communication flow in a formal communication network?

Downward

Which of the following leaves your audience with the feeling that you have their personal welfare in mind?

Courteous Close

_____ at the moment. I'll get to the market.

AS it isn't raining

In _____ attachments may consists of several pages.

Short reports

While writing news message, avoid blunt statements that are likely to cause pain and anger.

True

An agenda is a simple list of _____ to be discussed.

Topics

Adjustment letter is a letter in answer to a _____ letter. The answer may either be refusal or a grant.

Complaint

In composing a business letter, the most important skill is _____.

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The art of delivering

Which of the following is not a characteristics of correctness?

Check accuracy of figures, fact and words.

We are looking _____ the shops when we were in the market.

Around

Various techniques are used to generate correspondence back to the customer.

True

Which of the following sentences contains figurative expressions?

She could be called the spark plug of the group

When the sentence length increases, try to chop it down into _____ sentences

Two

Allotting time properly is very important, Especially when time is short, you need to schedule yourself carefully and stick to it is called _____

Scheduling

The aim of a _____ is to establish a working relationship to make it happens

Business proposal

Which type of product is intangible?

Services

While composing a business message, choose words that _____ be misinterpreted.

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Won't

_____ makes a statement of support for a candidate by assessing the applicant's qualities and capabilities for performing a particular task.

Recommendation letters

If a memo is typed by a person other than the memo writer _____ should be used.

Reference initials

Did the doctor look _____ your leg?

At

To decode a message is to;

Interpret a message

Use the memorandum format if the information is being sent inside an organization.

True

Which of the following letter accompanies a larger item, usually a document?

Transmittal letter

The subjects of a business report _____ its format and vocabulary.

Affects

There are a number of elements to a/an _____ letter. Complete the statement.

Business

Claim is a legal demand or assertion by a claimant for _____ for a loss

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All options

Which one of the following is not the part of proposal structure?

Subject

The signature on a letter is handwritten directly above the _____

Writer's letter

Choose the verb from the following options.

Produce

Which of the following is an essential component of employment process?

References

For effective designing of documents special attention is paid to.

All options

Which of the following is the first step involved in planning a sales letter?

Determining the main idea

The decode a message is to.

Interpret a message

Protocol is another name for _____

Minutes

Proposals share a general document architecture, which is usually modified to suit specific circumstances.

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True

While writing bad news message, avoid blunt statements that are likely to cause pain and anger.

True

How main types of sentences are used to give your sentence variety?

3

If you expect your audience to _____ with you, use a structure that focuses attention on conclusion.

Agree

Which of the following options is likely to offend and should be avoided?

None optins

Job application letters not only convey information, but also establish a contractual relationship between you and organization.

True

Which of the following is not a part of indirect plan for bad news messages?

A buffer

The planning stage should take about _____

50% of the time you have to produce the message

How many punctuation styles are usually used in business communication?

Three

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The subject of a business report _____ its format and vocabulary.

Affects

There are a number of elements to business letter.

True

There have been a lot of rain in the lower maintained in the last twenty-four hours.

Change have been to has been

In the body of business letter, what goes between each paragraph?

One space if hand written and two space if typed...both

Which of the following is not the purpose of informational reports?

To inform or instruct the reader

Formal minutes are often required by federal, or local law, by laws, characters, oregulations.

True

He _____ with his boss tomorrow.

Will discuss

A letter of inquiry asks someone for specific information.

True

_____ is one of the cores of concreteness

Grammer

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There are _____ types of writing

Fiveconfirm page no 8

A message organized by using direct plan starts with a buffer statement.

FALSE

Communicating concretely does not means being _____

Vague and general in one's writing

Which of the following parameters defines demographics of consumers?

Income

In a business message, talk to your audience in a way that they are left with no _____

Confusion

In many organization the final piece of writing is a team effort; with more than one writer working on a single document is called _____

Collaboration

A business message is said to be well organized if _____ are stated clearly.

Purpose and subject

How many type of sentences are used to give your sentence variety?

3

In _____ attachments may consists of several pages.

Short reports

بري صحبت سے تہائی بہتر ہے اور تہائی سے نیک صحبت بہتر ہے

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If you expect your audience to _____ with you, use a structure that focuses attention on conclusion.

Agree

Which of the following is NOT used in external business communication?

Memo

Which of the following sentences contains figurative expression?

She could be called the spark plug of the group

Which of the following is an essential component of employment process?

References

Which of the following factors should be kept in mind regarding audience while writing persuasive messages?

All options

The organization of a longer message should reflect both the _____

Purpose of the message and the audience's probable reaction

To whom usually good will letters are written?

Customer

Construct effective sentences and paragraph for _____.

Clarity

When placing an order, you should excite your reader's interest.

True

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IS your mother working in _____ old office building?

No article

Which part of speech is especially powerful and tells what is happening in a sentence?

Verbs

I like sohail and Eiffel tower is in Paris

Unity

In bad news messages, you as a business person need to help your audience remain _____ towards your business and possibly towards you.

Disposed

A buffer is the last step while writing an indirect plan.

False

Which of the following should be kept in mind regarding audience while writing persuasive messages?

All options

Which of the following falls under the category of substandard language?

All options

When you know the reader's name but not the gender, which is an appropriate salutation?

Dear ali confirm

Age, gender, occupation, income, and education are ____ aspects of vital consideration for defining the audience.

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Demographic

Which of the following is associated with scholarly writing?

Formal writing

Varying our style can enable us to sound passionate or objective in a written document.

True

She came _____ some old letters in the cellar.

Across

End mater of a proposal includes _____

All options

In mixed punctuation a comma flows the salutation.

False

In mixed punctuation a colon flows the salutation.

True

Which of the following elements relate to the organizing direct requests?

General rule, main idea and cordial request

Which of the following transitional markers shows additional details?

Furthermore

Which of the following gives you an opportunity to get your message across to a skeptical or hostile audience?

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Indirect approach

Which of the following ensures success to message by leaving audience with a feeling of their personal welfare in mind?

Courteous close

In bad news message, the _____ is of crucial importance.

Tone

Don't make false promises. People are more likely to react positively to your message when they have confidence in you. The above statement is an example of _____

Credibility

Most organization rely on _____ for their existence.

Successful proposal writing

_____ is one of the cores of concreteness.

Grammer

They talked about things and persons _____ they remembered.

Which

If you are using letterhead stationery, include only the _____ two lines below the bottom of the letterhead.

Date

In the _____ of a job application letter you have to refer to your enclosed resume and express your desire for an interview, stating when and how you can be contracted.

End matter

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The _____ should normally begin with a brief summary statement, in one or two sentences, identifying the key topic and the scope of the memorandum.

Memorandum

All of the following messages are likely to please your audience except.

Granting an adjustment.

Be aware of the difference between a _____ request in question form and a question that is part of a request.

Polite

The contract _____.

Had a requirement of 2 years

Business letter is the most _____ mode of communication.

Convinent

Which of the following indicates consideration?

Focus on you instead of I or we

Functional words include _____.

Conjunction and preposition and articles and pronouns Both

It stems from a sincere you- attitude . Mechanical insertion of please and thank you is not helpful. Rather it is politeness that grows out of respect and concern for other. The above statement describes which of the following.

Courtesy

_____ are functional units that receive around a single thought.

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Paragraph

What is style in writing?

Style is the way of using words to achieve a certain tone or overall impression in writing.

If a memo is typed by a person other than the memo writer ___ should be used.

Signature line

When your letter extends onto a second page you should use ___ for the second page.

Letterhead

Defining the purpose of the document helps the writer to _____.

Decide all of the above

Identify the statement which should NOT be included in NECESSARY DETAILS section of a positive message.

Satisfy reader's information needs

A _____ sentence expresses one independent clause and one or more dependent clauses.

Complex

While communicating do not leave your audience in _____.

Doubt

Communication that seems inconsequential can become very important if information it contains is _____

Full of facts and business jargons

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Did the doctor look _____ your leg?

At

If you expect your audience to _____ with you, use structure that focuses attention on conclusion.

Agree

Recommenders must be _____ people.

Respectable

Usually technical-information letters announce _____.

Technical information

The purpose of _____ is to get the meaning from your head accurately to the reader.

Clarity

_____ includes doctoral dissertations, scholarly articles, top-level government agreements etc.

formal writing

Which one of the following is the part of proposal Structure?

Letter of transmittal

Which of the following parameters defines demographics of consumers?

Lifestyle

A good writer is highly _____ as he strongly believes that a message sent is not message received.

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Investigate

In _____ - of AIDA plan your objective is to encourage your audience to hear about your main idea, problem or new product.

Attention phase

There have been a lot of rain in the lower mainland in the last twenty four hours.

Change have been to has

TONE is the most difficult part of writing to control because it is _____.

Non-formal

In writing commercial correspondence, it is important to employ a friendly yet efficient _____

Tone

Which term from the following is used to describe type of audience?

Primary

Desire is one of the four phrases of Aida plan

True

The main idea is the single _____ idea concisely stated.

Most important

Acceptable writing mechanics is related to _____ of a document.

All options

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