

FINAL TERM EXAMINATION
Spring 2009
ENG301- Business Communication (Session - 2)
Solved by (vuZs Solution Team)
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Question No: 1 (Marks: 1) - Please choose one

Communication is a process of transmitting and receiving _____ message.

- ▶ **Verbal and non verbal**
- ▶ Verbal and oral
- ▶ Written and oral
- ▶ Written and non verbal

Ref: Components of communication

Communication is a process of transmitting and receiving verbal and nonverbal message. Communication is considered effective when it achieves the desired reaction or response from the receiver. Simply stated, communication is a two-way process of exchanging ideas or information.

Question No: 2 (Marks: 1) - Please choose one

----- is often effective for getting a motivational message out to a large number of people.

- ▶ Groupware
- ▶ **Videotape**
- ▶ Software
- ▶ Teleconferencing

Ref: Oral communication may take the form of:

- staff meeting reports, face to face discussions,
- presentations, audio tapes, telephone chats,
- teleconferences, or videotapes

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Question No: 3 (Marks: 1) - Please choose one

Research Proposal is one kind of proposal and other one is:

- ▶ Solicited proposal
- ▶ Unsolicited proposal
- ▶ **Business Proposal**
- ▶ Marketing Proposal

Ref: Kinds of Proposal

- Research Proposal
- Business Proposal

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Question No: 4 (Marks: 1) - Please choose one

While sending the message, you are _____

- ▶ decoder
- ▶ **encoder**
- ▶ decoder and encoder
- ▶ initiator

Ref: Sender / Encoder

- While sending a message, you are the “encoder”, the writer or speaker, depending on whether your message is written or oral.

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Question No: 5 (Marks: 1) - Please choose one

Solicited Sales letters are written:

- ▶ **In response to an inquiry**
- ▶ To increase marketing of a product
- ▶ To persuade buyer to buy a product
- ▶ To sell a product or service

Ref: Solicited sales are the letters that you write in response to an inquiry. With these letters, the organization has one central goal: to get responses quickly to someone’s request for information, use the direct plan for the solicited letter.

Question No: 6 (Marks: 1) - Please choose one

Unsolicited letters are written on ADIA plan which is ----- step approach.

- ▶ five
- ▶ two
- ▶ **four**
- ▶ one

Question No: 7 (Marks: 1) - Please choose one

Written summary of a business meeting is called:

- ▶ **Minutes**
- ▶ Motion
- ▶ Circular
- ▶ Agenda

Ref: Minutes: written summary of a meeting’s business

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Question No: 8 (Marks: 1) - Please choose one

The minutes of informal meeting are signed by the person who took them and sometimes by the ----- as well.

- ▶ chairman
- ▶ **presiding officer**
- ▶ advisory
- ▶ manager

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Ref: Usually the minutes are signed by the person who took them and sometimes by the presiding officer as well. Minutes are usually duplicated, and copies are sent to each person present at the meeting and to other designated officials. Lets look at the minutes of a meeting.

Question No: 9 (Marks: 1) - Please choose one

What is a structured, written summary of a person's education, employment background, and job qualifications?

- ▶ Bibliography
- ▶ Synopsis
- ▶ **Resume**
- ▶ Index

Ref: Analyze your purpose and audience: A resume is a structured, written summary of a person's education, employment background, and job qualifications. Resume is a form of advertising. It is intended to stimulate an employer's interest in you.

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Question No: 10 (Marks: 1) - Please choose one

Which approach is the most common way to organize a resume?

- ▶ Functional
- ▶ **Chronological**
- ▶ Analytical
- ▶ Job oriented

Ref: The chronological approach is the most common way to organize a resume, and many employers prefer it.

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Question No: 11 (Marks: 1) - Please choose one

What is the purpose of writing a follow-up letter to an organization?

- ▶ **To show your interest in working for the organization.**
- ▶ To decline the offer of the organization.
- ▶ To ask for information.
- ▶ To represent organization's attitude

Ref: If your application letter and resume fail to bring a response within a month or so, following up with a second letter to keep your file active. This follow-up letter also gives you a chance to update your original application with any recent job-related information.

Question No: 12 (Marks: 1) - Please choose one

An applicant should show interest in the job during the which stage?

- ▶ Screening stage
- ▶ **Selection stage**
- ▶ Final stage
- ▶ First stage

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Ref: Best approach during this selection stage on interviews is to show interest in the job, related your skills and experience to the organization's needs, listen attentively, ask insightful question, and display enthusiasms.

Question No: 13 (Marks: 1) - Please choose one

In which interview, recruiters see how does a candidate handle himself under pressure?

- ▶ **Stress Interview**
- ▶ Situational Interview
- ▶ Video Interviews
- ▶ Structured Interviews

Ref: Perhaps the most unnerving types of interview is the stress interview. Stress interviews help recruiters see how you handle yourself under pressure. See how well a candidate handles stressful situations. During a stress interview, you might be asked pointed questions designed to irk or unsettle you.

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Question No: 14 (Marks: 1) - Please choose one

How many types of power are in negotiation?

- ▶ **Five**
- ▶ Seven
- ▶ Six
- ▶ Four

Ref: Five types of workplace power .

• **Legitimate power** bases on a persons position or role in an organization. their authority and

control over resources gives them power hat is acknowledged.

• **Expertise power** people with more skill and strength than others have to them; their colleagues defer to them.

• **Reward power** is exerted by someone who has control over resource desire by others. Such as person can influence and manipulate behaviour.

• **Coercive power** is exerted by those who use their authority or any force, emotional or physical, against the interest of the other party.

• **Consultative power** is exerted by someone who seeks information, considers other's advice and makes plans with others.

Question No: 15 (Marks: 1) - Please choose one

-----is exerted by someone who can influence and manipulate behaviour.

- ▶ Consultative power
- ▶ Expertise power
- ▶ **Reward power**
- ▶ Legitimate power

Ref: **Reward power** is exerted by someone who has control over resource desire by others. Such as person can influence and manipulate behaviour.

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Question No: 16 (Marks: 1) - Please choose one

BATNA stands for :

- ▶ Better acknowledged to narrative agreement.
- ▶ Best approach to a non related assignment.
- ▶ **Best alternative to a negotiated agreement**
- ▶ Best approach to a narrative agreement

Question No: 17 (Marks: 1) - Please choose one

Which tests are designed to check competency or specific abilities of a candidate, needed to perform a job?

- ▶ Psychological tests
- ▶ Drug tests
- ▶ **Job skills tests**
- ▶ General tests

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Question No: 18 (Marks: 1) - Please choose one

According to Psychologists, 50 percent of an interview's decision is made within how many seconds?

- ▶ First 30 seconds
- ▶ 60 to 90 seconds
- ▶ **30 to 60 seconds**
- ▶ 40 to 50 seconds

Question No: 19 (Marks: 1) - Please choose one

A -----section of thesis can contain a flow chart which summarizes the way in which various processes involved in the project fit together.

- ▶ rationale
- ▶ **methodology**
- ▶ discussion
- ▶ analysis

A methodology section can contain a flow chart which summaries the way in which the various processes involved in the project fit together.

Question No: 20 (Marks: 1) - Please choose one

There are----- research methods that are typically used in educational research.

- ▶ Three
- ▶ six
- ▶ **Five**
- ▶ Two

In general, five methods are typically used in educational research.

Question No: 21 (Marks: 1) - Please choose one

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- I. In APA format, If you are directly quoting something in your research paper from an other work, you will need to include the author's last name, year of publication, and the ----- for the reference
- ▶ author's birth date
 - ▶ **page number**
 - ▶ name of book
 - ▶ title page

If you are directly quoting from a work, you will need to include the author, year of publication, and the page number for the reference (preceded by "p."). Introduce the quotation with a signal phrase that includes the author's last name followed by the date of publication in parentheses"

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Question No: 22 (Marks: 1) - Please choose one

It is that part of language associated with but not involving the word system. It consists of the voice qualities and vocalizations that affect how something is said rather than what is said.

Select one which is true from the followings.

- ▶ Kinesics behaviour
- ▶ **Paralanguage**
- ▶ Proximity
- ▶ Artifacts

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Question No: 23 (Marks: 1) - Please choose one

Which one is the aspect of life styles of the country?

- ▶ Position of the family
- ▶ Social and economic levels
- ▶ Business hours
- ▶ **All the above**

Question No: 24 (Marks: 1) - Please choose one

This form is named so because inside address, salutation and paragraphs are blocked not indented in this form. If plain paper is being used, heading, date, complimentary close and signature are typewritten at the horizontal centre of the page. They are placed so that they end near the right hand margin.

Match the above with one of the followings:

- ▶ **The Block-form / Modified – Block**
- ▶ Full-Block
- ▶ The Semi-Block
- ▶ AMS (Administrative Management Society)

Question No: 25 (Marks: 1) - Please choose one

AGM stands for:

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- ▶ A Great Meeting Annual
- ▶ **Annual General Meeting**
- ▶ All Group Members
- ▶ Annual body of members

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Question No: 26 (Marks: 1) - Please choose one

-----emphasizes studies that are experimental in nature, emphasizes measurement, and search for relationships.

- ▶ Research method
- ▶ **Quantitative perspective**
- ▶ Qualitative perspective
- ▶ Normal perspective

Question No: 27 (Marks: 1) - Please choose one

Which one of the the following characteristics should a person follow while writing an email?

- ▶ **Concise, clear and polite**
- ▶ Verbose, rude and harsh
- ▶ Impolite and having negative tone
- ▶ Moderate

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Question No: 28 (Marks: 1) - Please choose one

For writing a successful resume, which attitude is better to adopt?

- ▶ We Personal pronoun
- ▶ **You**
- ▶ He\She
- ▶ All third persons

Question No: 29 (Marks: 1) - Please choose one

Which thing does reveal something about a candidate's personality and professionalism during an interview?

- ▶ Style of talking
- ▶ Manners
- ▶ **Physical appearance**
- ▶ Eye contact

Physical appearance is important because clothing and grooming reveal something about a candidate's personality and professionalism.

Question No: 30 (Marks: 1) - Please choose one

In which thing does a speaker do most of sending and a number of listeners do most of the receiving?

- ▶ Written tests
- ▶ **Oral presentation**
- ▶ Interview
- ▶ Group discussion

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This action of communication in which one speaker is doing most of the sending and a number of listeners are doing most of the receiving is known as oral presentation.

Question No: 31 (Marks: 2)

Describe negotiation briefly.

Question No: 32 (Marks: 2)

What today's employer do seek in job applicants?

Question No: 33 (Marks: 2)

Briefly describe a claim letter.

Question No: 34 (Marks: 3)

How do we write long quotations in a thesis paper

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Question No: 35 (Marks: 3)

Countless aspects of business dealings can be written, but what are the most common causes for claims

Question No: 36 (Marks: 3)

What is proposal and its purpose:

Question No: 37 (Marks: 5)

Negotiation is a process in which two or more parties try to resolve differences, solve problems and reach agreement. In the light of this statement evaluate different strategies of negotiation.

Question No: 38 (Marks: 5)

Write format of a letter of transmittal with an example.

Question No: 39 (Marks: 10)

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Question No: 40 (Marks: 10)

What is the typical sequence of an interview? Write down different types of interviews.

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