

FINAL TERM EXAMINATION
Spring 2010
ENG301- Business Communication (Session - 4)
Solved by Mehreen Humayun
vuZs Team
www.vuzs.net

Time: 90 min
Marks: 55

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

-----is included to remind the reader to check for additional pages of information.

- ▶ Copy of notation
- ▶ **Enclosure**
- ▶ Subject line
- ▶ Attention line

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

Letters, pamphlets, annual reports, interviews are part of ----- communication.

- ▶ **external communication**
- ▶ internal communication
- ▶ written communication
- ▶ verbal communication

<http://groups.google.com/group/vuzs>

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

It describes the condition of a commodity in the market on a certain date for a specific period.

- ▶ Letter report
- ▶ **A market report**
- ▶ Progress report
- ▶ Periodic report

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

Which writing style characterizes memos?

- ▶ **Informal**
- ▶ Formal
- ▶ Impersonal tone
- ▶ Neutral

www.vuzs.net

These papers are solved by vuzs Team and meant for hosting at vuzs otherwise its stolen contents.



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

----- is a group of people who are appointed to solve a specific problem.

- ▶ A standing committee
- ▶ A committee
- ▶ **A task force**
- ▶ A help desk

www.vuzs.net

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

In which type of resume, the work-experience section dominates after name, address and objective.

- ▶ **The Chronological Resume**
- ▶ The Functional Resume
- ▶ The Combination Resume
- ▶ Job oriented Resume

<http://groups.google.com/group/vuzs>

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

In win-lose strategy, the problems or conflicts are focused and the party is satisfied due to:

- ▶ **Initiator**
- ▶ Both parties
- ▶ One party
- ▶ Second party

Question No: 8 (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: 9 (Marks: 1) - Please choose one

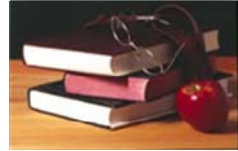
While writing and presenting your Thesis or Dissertation, you go through many stages. First stage is:

- ▶ Preparing the Proposal
- ▶ Writing the Research Paper
- ▶ Making an outline
- ▶ **Thinking about It**

www.vuzs.net

www.vuzs.net

These papers are solved by vuzs Team and meant for hosting at vuzs otherwise its stolen contents.



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

The speaker makes a presentation with the help of an outline, note cards, or visual aids in which method of delivery?

- ▶ Memorization
- ▶ Reading
- ▶ **Extemporaneous**
- ▶ Writing

<http://groups.google.com/group/vuzs>

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

It is saying what you want to say in the fewest possible words without sacrificing the other qualities. In it, the message is complete without being wordy. It increases emphasis in the message.

Match this statement with one of the following principles of communication:

- ▶ **Conciseness**
- ▶ Courtesy
- ▶ Consideration
- ▶ Completeness

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

Fisher and Ury (1991) developed a concept known as :

- ▶ **Principled bargaining**
- ▶ Negotiation
- ▶ Communication
- ▶ No communication

www.vuzs.net

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

Collection letters are usually written in:

- ▶ Line
- ▶ **Series**
- ▶ Serial
- ▶ Steps

<http://groups.google.com/group/vuzs>

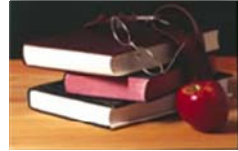
Question No: 14 (Marks: 1) - Please choose one

The form of communication used most of the time for written messages to persons inside your organization is called:

- ▶ **Memorandum**
- ▶ Business letter
- ▶ Pamphlet

www.vuzs.net

These papers are solved by vuzs Team and meant for hosting at vuzs otherwise its stolen contents.



- ▶ Adjustment letter

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

Making feedback more useful which aspect is the most important from the followings:

- ▶ **Planning how and when to accept it.**
- ▶ Being receptive to your audience's responses.
- ▶ Encouraging frankness.
- ▶ Using it to improve communication.

www.vuzs.net

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

In which letter, you need to start by capturing the reader's attention and interest.

- ▶ **Unsolicited**
- ▶ Formal
- ▶ Informal
- ▶ Solicited

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

There are ----- types of job letters

- ▶ **two**
- ▶ three
- ▶ four
- ▶ five

<http://groups.google.com/group/vuzs>

Question No: 18 (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

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

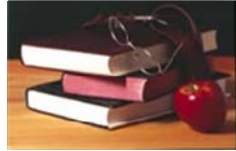
Which of the following is a part of informal communication?

- ▶ Memo
- ▶ Letter
- ▶ Faxes
- ▶ **Casual Communication among employees**

www.vuzs.net

www.vuzs.net

These papers are solved by vuzs Team and meant for hosting at vuzs otherwise its stolen contents.



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

In a claim letter, the initial statement should contain:

- ▶ good news
- ▶ bad news
- ▶ mixed news
- ▶ ambiguous

Question No: 21 (Marks: 2)

Write a note on beginning of a thesis.

Question No: 22 (Marks: 2)

Name two types of memo reports.

Informational Memorandum Reports
Analytical memo Reports

Question No: 23 (Marks: 2)

What are key advantages of a chronological resume?

Question No: 24 (Marks: 3)

How do we write short quotations in a thesis paper?

www.vuzs.net

Question No: 25 (Marks: 3)

What is a group interview?

Question No: 26 (Marks: 3)

Write a note on progress report.

Question No: 27 (Marks: 5)

Your attitude is very important in order to understand reader's point of view.
Discuss.

<http://groups.google.com/group/vuzs>

Question No: 28 (Marks: 5)

Write a note on literature review and methodology in thesis writing.

Question No: 29 (Marks: 5)

Define a formal report. Make a list of different parts of a formal report.

<http://groups.google.com/group/vuzs>

Question No: 30 (Marks: 5)

In extemporaneous method of oral presentation how does the presenter conduct his presentation?

www.vuzs.net

www.vuzs.net

These papers are solved by vuzs Team and meant for hosting at vuzs otherwise its stolen contents.