

**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: 2×25=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
- \_\_\_\_\_