

**BACHELOR OF ACCOUNTING & FINANCE / BACHELOR OF  
BUSINESS ADMINISTRATION**

**FYBAF/FYBMS**

**SEMESTER- I**

**BUSINESS COMMUNICATION I**

**SAMPLE QUESTIONS**

- 1) The latin word 'Communicare' means \_\_\_\_\_
  - a) To take
  - b) To expert
  - c) To import
  - d) To impart
- 2) Signs and \_\_\_\_\_ were used when language did not exist
  - a) Telephones
  - b) Telegrams
  - c) Symbols
  - d) Letters
- 3) Communication between the people and the \_\_\_\_\_ is the core element of a good corporate reputation
  - a) Society
  - b) Company
  - c) Educational institution
  - d) Religious institutions
- 4) \_\_\_\_\_ brings in flexible work environment
  - a) Communication skills
  - b) Telecommunicating
  - c) High status of individuals
  - d) Radios
- 5) \_\_\_\_\_ are business lifelines and their concerns are vital and must be addressed
  - a) Customers
  - b) Money
  - c) Taxes
  - d) Politicians
- 6) When an employee repeatedly makes the same mistake \_\_\_\_\_ gives him a chance to correct himself
  - a) Motivation
  - b) Morale
  - c) Warning
  - d) Training
- 7) Informal communication consist of \_\_\_\_\_
  - a) Vertical communication
  - b) Horizontal communication
  - c) Communication through grapevine

- d) Diagonal communication
- 8) \_\_\_\_\_ communication cannot be trusted fully
  - a) Vertical
  - b) Horizontal
  - c) Diagonal
  - d) Grapevine
- 9) A strong communication from a senior to junior to a impact behaviour of the letter is called as \_\_\_\_\_
  - a) An order
  - b) An advice
  - c) A suggestion
  - d) An instruction
- 10) One of the greatest advantage of \_\_\_\_\_ communication is that it leads to accountability
  - a) Oral
  - b) Non verbal
  - c) Written
  - d) Verbal
- 11) The term “communis” derived from \_\_\_\_ word.
  - a) Greek.
  - b) Latin.
  - c) Chinese.
  - d) English.
- 12) Communication means \_\_\_\_ information, feeling and thoughts, with others.
  - a) To receive
  - b) Exchange of.
  - c) Conveying
  - d) sending
- 13) Lateral communication is between
  - a) Superior and subordinate
  - b) Same cadre of personal
  - c) Subordinate and superior
  - d) Among all.
- 14) Communication starts with:
  - a) Encoding
  - b) Sender
  - c) Channel
  - d) Feedback
- 15) Physical Barriers to communication are \_\_\_\_\_
  - a) Time and distance.
  - b) Interpretation of words.
  - c) Denotations.
  - d) Connotations.
- 16) Dialogic listening is also known as:
  - a) Empathetic listening
  - b) Therapeutic listening
  - c) Relational listening

- d) Active listening
- 17) Communication is a \_\_\_\_\_
  - a) one way process
  - b) Two-way process
  - c) Three-way process
  - d) four-way process
- 18) . The main objective of communication is:
  - a) Information and persuasion.
  - b) Skill and personality development.
  - c) Control and management.
  - d) Need.
- 19) Communication saves time in:
  - a) Internal communication.
  - b) Interview.
  - c) Oral communication.
  - d) Schedule
- 20) Conciseness of message refers to:
  - a) Crispness
  - b) Comprehensiveness
  - c) Specificity
  - d) Brevity
- 21) A Jargon is \_\_\_\_\_
  - a) A jar not in use
  - b) Gong of a bell
  - c) An inert gas
  - d) Technical language
- 22) Self-image is \_\_\_\_\_
  - a) Images of self in our mind
  - b) Images of self in other minds
  - c) Imagination
  - d) Magical transformation
- 23) Ego block is created due to \_\_\_\_\_
  - a) Language barriers
  - b) Physical barriers
  - c) Psychological barrier
  - d) Cross culture barriers
- 24) Lack of good speaking skills causes \_\_\_\_\_
  - a) A good communication gap
  - b) Good writing skills
  - c) Psychological barriers
  - d) Cross culture barrier
- 25) Barrier caused due to time and distance are called as \_\_\_\_\_
  - a) Language barrier
  - b) Physical barrier
  - c) Psychological barrier
  - d) Cross culture barrier

- 26) Listening is said to be \_\_\_\_\_
- a) A positive act
  - b) A passive skill
  - c) A difficult skill
  - d) An unnecessary skill
- 27) Silence indicates \_\_\_\_\_
- a) A play of words
  - b) A negation of words
  - c) Indifferences
  - d) Respect
- 28) Listening is a effort \_\_\_\_\_ efforts by the receiver to perceive and understand the message
- a) Unconscious
  - b) Conscious
  - c) Universal
  - d) Passive
- 29) \_\_\_\_\_ is undesirable when a speaker is talking
- a) Silence
  - b) Distraction
  - c) Attentiveness
  - d) Feedback
- 30) \_\_\_\_\_ is tool required skill full usage
- a) Silence
  - b) Distraction
  - c) Attentiveness
  - d) Feedback
- 31) The two ways that companies can approach and implement the concept of business ethics are \_\_\_\_\_ focused and stakeholder focused
- a) Company
  - b) Shareholder
  - c) Individual
  - d) Directors
- 32) \_\_\_\_\_ media blurs private/public boundaries
- a) Social
  - b) Journalistic
  - c) Entertainment
  - d) Publicity
- 33) Errors in language, grammar or visual representation of facts take away:
- a) Clarity
  - b) Correctness
  - c) Crispness
  - d) Conciseness
- 34) \_\_\_\_\_ is the process of exchanging messages between a seller and a customer.
- a) Organisational communication
  - b) Business Communication
  - c) Managerial communication

- d) Professional communication
- 35) Listening, reading, speaking and writing are all types of :
  - a) Communication skills.
  - b) Emotional barriers.
  - c) Evaluation techniques.
  - d) Nonverbal communication
- 36) Communication barriers are;
  - a) A receiver's response to a message.
  - b) Avenues through which messages are delivered.
  - c) Obstacles that interfere with the understanding of a message.
  - d) The circumstances under which communication takes place
- 37) All of the following are examples of verbal communication EXCEPT:
  - a) Email
  - b) symbols
  - c) Telephone calls
  - d) Text messaging
- 38) -----is the wordless form of communication which takes the form of postures, body language , facial expressions, eye contacts, tension, breathing and tones etc.
  - a) Verbal communication
  - b) Garbage communication
  - c) Informal communication
  - d) Non-Verbal communication
- 39) ----- means the position in which you hold your body when standing or sitting.
  - a) Gestures
  - b) Postures
  - c) Paralanguage
  - d) Proxemics
- 40) An Agenda prepared in connection with \_\_\_\_
  - a) Meeting.
  - b) Business tours.
  - c) Exhibition.
  - d) Personal notes
- 41) \_\_\_\_ is a communication which contains the decision of the meeting.
  - a) Amendment.
  - b) Resolution.
  - c) Debate.
  - d) Minutes
- 42) A report prepared in a prescribed form and presented according to an established procedure is \_\_\_\_report
  - a) Formal.
  - b) Informal.
  - c) Statutory.
  - d) General.
- 43) \_\_\_\_ is done by drawing a list of the items of business to be transacted at the meeting.
  - a) Minutes.
  - b) Resolution.
  - c) Invitation.

- d) Agenda.
- 44) \_\_\_\_\_ is the study of body physical movements.
- a) Kinesics
  - b) Proxemics
  - c) Time language
  - d) Paralanguage
- 45) The most important goal for business communication is \_\_\_\_\_
- a) Favourable relationship between sender and receiver
  - b) Organizational good will
  - c) Receiver response
  - d) Receiver understanding
- 46) Downward communication flows from \_\_\_\_\_ to \_\_\_\_\_
- a) Upper to Lower
  - b) Lower to upper
  - c) Horizontal
  - d) Diagonal
- 47) Appeals and communication used in \_\_\_\_\_ communication
- a) Horizontal
  - b) Downward
  - c) Upward
  - d) Grapevine
- 48) The study of communication through touch is \_\_\_\_\_
- a) Chronemics
  - b) Haptics
  - c) Proxemics
  - d) Semantics
- 49) The formal greeting with which a business letter begins is called \_\_\_\_\_
- a) Reference
  - b) Subject
  - c) Salutation
  - d) Body copy
- 50) The handshake that conveys confidence is
- a) Limp
  - b) Firm
  - c) Loose
  - d) Double
- 51) Communication is a task of imparting \_\_\_\_\_
- a) Training
  - b) Information
  - c) Knowledge
  - d) Message
- 52) The following is the permanent record of business \_\_\_\_\_
- a) Business letter
  - b) Ledgers
  - c) Production letter
  - d) Agenda
- 53) Realising the potential of the self is the part of the

- a) Communication development
  - b) Language development
  - c) Skill development
  - d) Personality development
- 54) on the \_\_\_\_\_ it is possible to get immediate feedback
- a) Letter
  - b) Telephone
  - c) Email
  - d) Fax
- 55) The information receives gets is called \_\_\_\_\_
- a) Message
  - b) Output
  - c) Input
  - d) Source
- 56) Informal communication is otherwise known as \_\_\_\_\_ communication
- a) Grapevine
  - b) Lateral
  - c) Visual
  - d) Horizontal
- 57) The inside address is typed \_\_\_\_\_
- a) Right hand side
  - b) Left hand side
  - c) Right hand bottom
  - d) Last
- 58) The good punctuation will not involve \_\_\_\_\_
- a) Rereading
  - b) Ambiguity
  - c) Both
  - d) Misunderstanding
- 59) \_\_\_\_\_ is the process of arriving at agreement through consultation
- a) Consensus
  - b) Horizontal
  - c) Vertical
  - d) Upward
- 60) \_\_\_\_\_ means giving a particular bias to the reality
- a) Abstracting
  - b) Slanting
  - c) Inferring
  - d) Information
- 61) Business letter must process the quality of \_\_\_\_\_
- a) Coherence
  - b) Incompleteness
  - c) Faultiness
  - d) Jargons
- 62) \_\_\_\_\_ is something written after the letter is closed.
- a) Copy distribution
  - b) Enclosure

- c) Postscripts
  - d) Reference
- 63) The minimum number of members necessary for a meeting is called as \_\_\_\_\_
- a) Quorum
  - b) Resolution
  - c) Proxy
  - d) Prospectus
- 64) Effective communication can only achieved when \_\_\_\_\_
- a) The audience is understood
  - b) Feedback is encouraged
  - c) Thoughts are organized
  - d) Systematic delivery of speech
- 65) The letter of acknowledgement \_\_\_\_\_
- a) Provides a record
  - b) Shows a courtesy
  - c) Avoids misunderstanding
  - d) Serves all the purpose
- 66) Informal communication is otherwise known as \_\_\_\_\_
- a) Person to person communication
  - b) Internal communication
  - c) External communication
  - d) Authoritative communication
- 67) Telephonic communication is
- a) Verbal communication
  - b) Non verbal communication
  - c) Visual communication
  - d) Written
- 68) Salutation \_\_\_\_\_
- a) Comes above inside address
  - b) Begins at left hand margin of the letter
  - c) Comes at the end of letter
  - d) Comes in body of letter
- 69) Appropriation salutation for an application is \_\_\_\_\_
- a) My dear sir.
  - b) Sir.
  - c) Dear sir.
  - d) Sir Mr. X.
- 70) Subscription of letter contains \_\_\_\_\_
- a) Principal message
  - b) Name and address of receiver
  - c) Name and address of sender
  - d) Place and date
- 71) The 8motive worker does not need much \_\_\_\_\_
- a) Supervision
  - b) Encouragement
  - c) Advice



d) Suggestion

72) \_\_\_\_\_ reports are related to single occasion or situation

- a) Non recurrent reports
- b) Investigative reports
- c) Special reports
- d) Formal reports

73) EDP stands for \_\_\_\_\_

- a) Entrepreneurial development programme
- b) Electronic data processing
- c) Electronic data passing
- d) Electronic data patroning

74) \_\_\_\_\_ may be less important for small business

- a) Letter writing
- b) Telephone
- c) Email
- d) Fax

75) The letter of acknowledgement \_\_\_\_\_

- a) Provides a record
- b) Shows a courtesy
- c) Avoids misunderstanding
- d) Serves all the purpose

76) Informal communication is otherwise known as \_\_\_\_\_

- a) Person to person communication
- b) Internal communication
- c) External communication
- d) Authoritative communication

77) Minutes of meeting is usually prepared by \_\_\_\_\_

- a) Secretary
- b) Chairman
- c) Shareholder
- d) Laymen

78) A group discussion of a real life situation with in a training environment is \_\_\_\_\_

- a) Discussion
- b) Listening
- c) Case study method
- d) Debate

79) Communication is a \_\_\_\_\_ of business

- a) Backbone
- b) Lifeblood
- c) Nervous system
- d) Both (a) and (b)

80) \_\_\_\_\_ are welcome for it is not obligatory to accept them

- a) Suggestion
- b) Order
- c) Courtesy
- d) Complaint

81) An exit communication takes place when an employee \_\_\_\_\_ the organisation.

- a) Enter into
- b) Learning from
- c) Both (1) and (2)
- d) Leaves

82) The main objective of communication is

- a) Information and persuasion
- b) Skills and personality development
- c) Control and management
- d) Need

83) The communication cycle the process of retranslation of signals into ideas is called

- a) Encoding
- b) Decoding
- c) Response
- d) Feedback

84) The memo is an example of

- a) Internal communication
- b) External communication
- c) Lateral communication
- d) Written communication

85) A barrier refers to the \_\_\_\_\_

- a) An iron rod
- b) An obstacle
- c) A bar carrier
- d) A gymnast

86) Incorrect usage of word is due to \_\_\_\_\_

- a) Language barriers
- b) Physical barriers
- c) Psychological barriers
- d) Cross culture barriers

87) \_\_\_\_\_ scans your income calls

- a) Virus protection software
- b) Hardware
- c) Computer
- d) Software

88) While giving an interview, be --- in your salary expectations.

- a. Modest
- b. Unrealistic
- c. Realistic
- d. Simple

89) Message arises in the mind of the \_\_\_\_\_

- a) Sender
- b) Receiver
- c) Listener

- d) Community
- 90) \_\_\_\_\_ are directly proportional to an ability to convince a designated target audience to buy
- a) Customer
  - b) Salesman
  - c) Sales
  - d) Taxes
- 91) Raising morale helps to boost \_\_\_\_\_
- a) Confidence
  - b) Values
  - c) Culture
  - d) Anger
- 92) Forms of communication in which words are used to convey messages are referred to as \_\_\_\_\_
- a) Visual
  - b) Verbal
  - c) Non verbal
  - d) Oral
- 93) \_\_\_\_\_ are wireless devices that uses radio waves to transmit sounds.
- a) Mobiles
  - b) Fax
  - c) Telegram
  - d) Email
- 94) From a distance is photocopies of original documents are to be sent instantly one must use \_\_\_\_\_
- a) Fax
  - b) Email
  - c) Mobile
  - d) Telegram
- 95) Communication between HR manager and salesman is an example of:
- a. Horizontal communication
  - b. Lateral communication
  - c. Diagonal communication
  - d. Vertical communication
- 96) 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
- 97) Gestural communication is a \_\_\_\_\_
- a) Non-Verbal Message
  - b) Direct conversation
  - c) Oral communication
  - d) Written
- 98) Communication problems otherwise known as
- a) Enquire
  - b) Barriers
  - c) Encoding

d) Decoding

99) Receiving a sales order is an example of:

- a) Vertical communication
- b) Horizontal communication
- c) Internal communication
- d) External communication

100) Communication with superiors involves:

- a) Directions
- b) Orders
- c) Complaints
- d) Instructions