

F.Y.B. Sc IT–Sem –I  
Examination Jan 2020  
Subject –communication skills

1. The exchange of information, thought and messages through speech, visuals, signals, writing and behaviour
  - a. Courtesy
  - b. Communication
  - c. Consideration
  - d. Consistency
2. It includes written communication in the form of letters, emails, memoranda, policy manuals, reports, etc.
  - a. Business Compilation
  - b. Business Competition
  - c. Business Correspondence
  - d. Business Values
3. Drafting of a business letter is \_\_\_\_\_ task
  - a. Easiest
  - b. Mental
  - c. Rough
  - d. Meticulous
4. Which of these is not the purpose of Business Correspondence.
  - a. Seeking information
  - b. Job applications
  - c. Personal letters
  - d. Web designing
5. Which of these is not 7 c's of communication
  - a. Classification
  - b. Concreteness
  - c. Conciseness
  - d. Clarify
6. A business letter should be \_\_\_\_\_ in all aspects
  - a. Complete
  - b. Correct
  - c. Confined
  - d. Collective
7. Uneven spacing, typing mistakes, incorrect information may pose a question mark, on the \_\_\_\_\_ of the sender or organization.
  - a. Efficiency
  - b. Mentality
  - c. Memory
  - d. Eagerness
8. Correctness in the \_\_\_\_\_ of the letters is mandatory
  - a. Energy level
  - b. Tone
  - c. Language
  - d. Music
9. A letter which consumes \_\_\_\_\_ time of the reader is always highly appreciated.
  - a. Maximize
  - b. Utmost
  - c. Prolong
  - d. Minimalistic
10. \_\_\_\_\_ and \_\_\_\_\_ are the most important hall marks of a business letter.
  - a. Conciseness, precision

- b. Succinct, accuracy
  - c. Verbose, coarseness
  - d. Conciseness, accuracy
11. \_\_\_\_\_ means compact, short in size.
- a. Concise
  - b. Incisive
  - c. Brief
  - d. Short
12. It is important to avoid \_\_\_\_\_ terminology while communicating in a business environment.
- a. Vague
  - b. Complete
  - c. Concrete
  - d. concise
13. \_\_\_\_\_ is particularly useful while providing the employees feedback.
- a. Concreteness
  - b. Completeness
  - c. Conciseness
  - d. Courtesy
14. Completeness is \_\_\_\_\_
- a. oneness
  - b. Thoroughness
  - c. Fullness
  - d. Integrity
15. Our communication should be \_\_\_\_\_ and not just sender friendly.
- a. Receiver friendly
  - b. Beneficiary friendly
  - c. Transmitter friendly
  - d. Sender friendly
16. In a customer driven economy, every business letter should be \_\_\_\_\_
- a. Courteous
  - b. Concise
  - c. Clear
  - d. Succinct
17. Communication is a process of passing information and understanding from one person to another.
- a. Keith Davis
  - b. Robert kreither
  - c. The American Association
  - d. Peter little
18. Order of the communication process
- |             |          |         |          |          |
|-------------|----------|---------|----------|----------|
| a. Sender   | Channel  | Message | Receiver | Feedback |
| b. Sender   | Feedback | Channel | Receiver | Message  |
| c. Feedback | Message  | Channel | Receiver | Sender   |
| d. Sender   | Message  | Channel | Receiver | Feedback |
19. It is here that the task of the sender of the message gets completed.
- a. Encoding of message
  - b. Transmission of message
  - c. Drafting of message
  - d. Decoding of message
20. \_\_\_\_\_ is the person for whom the message is intended.
- a. Decoder
  - b. Sender
  - c. Theft

- d. Reader
21. When both the sender and receiver ascribe the same meanings to the message then effective \_\_\_\_\_ can take place.
- Message
  - Channel
  - Noise
  - Communication
22. The final step of communication process is \_\_\_\_\_.
- Feedback
  - Encoding
  - Decoding
  - Channel selection
23. Attitude + Skills + Knowledge = \_\_\_\_\_
- Potential Performance
  - Potential Difference
  - Potential Communication
  - Potential collaboration
24. The relationship of Decision making and communication is \_\_\_\_\_.
- Inseparable
  - Separable
  - Tough
  - Strong
25. Oral communication and written communication are types of \_\_\_\_\_.
- Verbal communication
  - Tangential communication
  - Non-verbal communication
  - Diagonal communication
26. Which of these is not a non-verbal communication
- Eye contact
  - oral
  - Body posture
  - facial expressions
27. The expressions which is seen on the faces of the audience during the public speaking activity suggest a number of \_\_\_\_\_ processes.
- Intelligence
  - Cognitive
  - Rational
  - Logical
28. Clothing can be interpreted as a transmission of information between a carrier and a \_\_\_\_\_.
- Audience
  - Recipient
  - Speaker
  - Client
29. A silent customer is not necessarily a \_\_\_\_\_ customer
- Loyal
  - Satisfied
  - Faithful
  - True
30. In social space language the distance is marked from
- 18 inches to 4 feet
  - Touching to the far of 18 inches
  - 4 feet to 12 feet

- d. Public distance
31. .... are both time-saving as well as cost-saving.
- a. Concise communications
  - b. Consideration
  - c. Clarity
  - d. Concreteness
32. A shorter report is considered to be as
- a. 1-5 pages
  - b. 3-5 pages
  - c. 4-5 pages
  - d. 2 pages
33. A list of illustration, included, figures and tables, placed on      Abstract
- a. Vision
  - b. Title Page
  - c. Table Content
  - d. Bottom Line
34. Format written in formal and oral communication, termed as
- a. Manuscript Speech
  - b. Commencement Speech
  - c. Memorized Speech
  - d. Verbal Language Processing
35. Which of these is usually written in a form of a memorandum?
- a. Informal reports
  - b. Formal reports
  - c. Professional reports
  - d. Business reports
36. Which of these is not a formal report?
- a. Informational
  - b. Informal
  - c. Interpretative
  - d. Routine
37. Into which of these types are formal reports not classified?
- a. Informational
  - b. Interpretative
  - c. Oral
  - d. Routine
38. Which of these reports provide information without any evaluation?
- a. Informational
  - b. Interpretative
  - c. Routine
  - d. Progress
39. Interpretative reports are also known as \_\_\_\_\_
- a. recommendation reports
  - b. routine reports
  - c. progress reports
  - d. informal reports
40. Which of these is not mentioned in a resume?
- a. Culture
  - b. Age
  - c. Nationality
  - d. Experience
41. The .... of a business letter is called layout.
- a. body

- b. content
  - c. pattern
  - d. conclusion
42. Effective professional correspondence uses an appropriate style, clear and concise language, and.....
- a. the passive voice
  - b. open punctuation
  - c. the active voice
  - d. mixed punctuation
43. How many references are usually given in a resume?
- a. Two
  - b. Three
  - c. Four
  - d. Five
44. Resume is a \_\_\_\_\_ word.
- a. French
  - b. German
  - c. Indian
  - d. American
45. Curriculum vitae is a \_\_\_\_\_ word.
- a. French
  - b. German
  - c. Indian
  - d. Latin
46. Which of the Following Statements About Electronic Résumés Is False?
- a. Directions for submitting electronic résumés should be followed carefully.
  - b. Many companies only use electronically submitted or emailed résumés.
  - c. Electronic résumés should be typed in a standard word processing program.
  - d. Electronic résumés should be saved in HTML format
47. After Submitting a Résumé by Mail, How Long Should You Wait Before Following up with an Employer?
- a. 1 day
  - b. 2-3 days
  - c. 1 Week
  - d. 2 Weeks
48. A Very Plain-Looking Résumé Designed to Be Delivered via E-Mail or an Online E-Form Is a
- a. Print resume
  - b. Web resume
  - c. Electronic resume
  - d. Scannable resume
49. A Word-Processed Resume Designed to Be Visually Appealing Is a \_\_\_\_\_.
- a. Print resume
  - b. Web resume
  - c. Electronic resume
  - d. Scannable resume
50. Which Document Provides a Brief Summary of an Applicant's Personal Information, Education, Skills, Work Experience, Activities, and Interests?
- a. Resume
  - b. Cover Letter
  - c. Networking Letter
  - d. A personal goal statement