

## Multiple Choice Questions of Business communications

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#### **Multiple Choice Questions of Business communications**

1. \_\_\_\_\_\_ often leads to one party gaining an advantage over the other, if it can negotiate at the expense of the other's needs.

- A. Compromise
- B. Accommodation
- C. Collaboration
- D. Competition

Answer - Click Here:

D

# 2. Prefatory Parts, Text Parts, Supplementary Parts are usually short messages with natural, casual use of language.

- A. Progress report
- B. Informal reports
- C. Formal reports
- D. Short reports

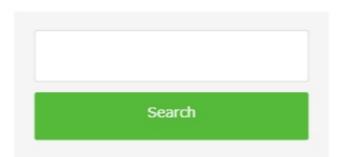
Answer - Click Here:

В

While giving an interview, be \_\_\_\_\_\_ in your salary expectations.

- A. modest
- B. realistic
- C. unrealistic
- D. none of the above

Answer - Click Here:



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#### 4. Sales letters start with \_\_\_\_\_

A. Buffer

B. An easy and effective way.

C. A smooth story.

D. An attention-getting device.

Answer - Click Here:

D

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\_ is not the part of different negotiation methods.

- A. Competition
- B. Collaboration
- C. Compromise
- D. Cognition

Answer - Click Here:

D

#### 6. Circular letters are used \_\_\_\_\_

- A. To send information to two people.
- B. To communicate to other company.
- C. To send the same information to a number of people.
- D. To send information inside a company.

Answer - Click Here:

С

#### 7. Which assumption is considered while writing collection letter?

- A. Not pay
- B. Ignore
- C. Pay
- D. Delay

Answer - Click Here:

С

### 8. Complaint letter should be called-----.

- A. Sales letters
- B. Claim letter
- C. Inquiry letters
- D. Persuasive letters

Answer - Click Here:

### 9.Which goal is the important for business communications?

A. favourable relationship between sender and reciever

B. receiver understanding

C. receiver response

D. organizational goodwill

Answer - Click Here:

В

10. Letter refusing adjustment is written when \_\_\_\_\_

- A. When the third party is at fault.
- B. The seller is at fault.
- C. The buyer is at fault.
- D. When nobody is at fault.

Answer - Click Here:

С

11. Downward communication flows from \_\_\_\_\_\_ to \_\_\_\_\_.

- A. Lower tom upper
- B. Diagonal
- C. Horizontal
- D. upper to lower

Answer - Click Here:

D

# 12. Ask force is \_\_\_\_\_\_ after solving a specific problem, assigned to them.

- A. Engaged to other problems.
- B. Disbanded.
- C. Sent on leave
- D. Engaged to routine work.

Answer - Click Here:

В



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