

Business Communications

1. A \$400 rebate is available, consequently, more customers will buy now.
Julie has to attend a conference on Friday, therefore, we will change the meeting until Monday.
 - A) Only the second sentence is punctuated correctly.
 - B) Only the first sentence is punctuated correctly.
 - C) Both sentences are not punctuated correctly.
 - D) Both sentences are punctuated correctly.

2. Are the following sentences grammatically correct?
Do you believe that their going to be late again?
She thought that two employees were too few for the job.
 - A) Both sentences are NOT correct.
 - B) Both sentences are correct.
 - C) Only the second sentence is correct.
 - D) Only the first sentence is correct.

3. Are the following sentences grammatically correct?
Is it to late for us to go to the two o'clock meeting today?
I am to give every person a list of conference events.
 - A) Both sentences are NOT correct.
 - B) Only the second sentence is correct.
 - C) Only the first sentence is correct.
 - D) Both sentences are correct.

4. Are the following sentences grammatically correct?
Mr. Feather is going to the conference too.
They're decision was quite unfair.
 - A) Only the second sentence is correct.
 - B) Both sentences are NOT correct.
 - C) Both sentences are correct.
 - D) Only the first sentence is correct

5. Are the following sentences grammatically correct?
The club officers made careful plans for their next meeting.
Our men's club is meeting today at 5:30 p.m.
 - A) Both sentences are NOT correct.
 - B) Only the first sentence is correct.
 - C) Only the second sentence is correct.
 - D) Both sentences are correct.

6. Are the following sentences grammatically correct?
The new administrative assistant asked where he should sign up for his benefits.
In the passed month, we have seen an increase in sales.
 - A) Only the first sentence is correct.
 - B) Only the second sentence is correct.
 - C) Both sentences are NOT correct.
 - D) Both sentences are correct.

7. Are the following sentences grammatically correct?

There was too much noise in the room and I was not able to here the speaker.

Martin said it was vary important that we attend the meeting.

- A) Only the first sentence is correct.
- B) Only the second sentence is correct.
- C) Both sentences are correct.
- D) Both sentences are NOT correct.

8. Body language

- A) is always complex to read.
- B) is easy to interpret because each symbol has only one meaning.
- C) includes facial expressions and gestures.
- D) is very similar in most cultures.

9. Do the following sentences have correct capitalization?

January was a cold month, but it was much nicer in February.

The Fourth of July honors the independence of America.

- A) Only the second sentence contains correct capitalization.
- B) Both sentences do NOT contain correct capitalization.
- C) Both sentences contain correct capitalization.
- D) Only the first sentence contains correct capitalization.

10. Do the following sentences have correct capitalization?

The Blue Sky Singers will perform at music hall.

The Grand View Theatre is located in Biloxi, Mississippi.

- A) Only the second sentence contains correct capitalization.
- B) Both sentences contain correct capitalization.
- C) Only the first sentence contains correct capitalization.
- D) Both sentences do NOT contain correct capitalization.

#11-20: Choose the letter that represents the most acceptable sentence in each group from the standpoint of correct grammar

- 11.
 - A. Each of the applicants take a test.
 - B. Each of the applicants takes a test.
 - C. Each of the applicants take tests.
 - D. Each of the applicants have taken tests.

- 12.
 - A. She did not sew nor knit.
 - B. She did not sew or knit.
 - C. She didn't sew nor knit.
 - D. She didn't knit nor sew.

- 13.
 - A. Two dollars are all he has.
 - B. Two dollars are all he had.
 - C. Two dollars is all he has.
 - D. Two dollars is all he have.

14. A. It is us girls who work hard.
B. It is we girls who work hard.
C. It is we girls who works hard.
D. It is us girls who works hard.
15. A. Thelma, as well as fifty others, work here.
B. Thelma, as well as fifty others, works here.
C. Thelma, as well as fifty others, are employed here.
D. Fifty others works as well as Thelma.
16. A. The boys raised up as the ladies entered.
B. The boys rised as the ladies entered.
C. The boys rose as the ladies entered.
D. As the ladies, entered, the boys rised up.
17. A. Mother cannot go unless I do my work.
B. Mother cannot go without I do my work.
C. Mother cannot go less I do my work.
D. Mother cannot go except I do my work.
18. A. Tell me who is your friends.
B. Tell me whom your friends are.
C. Tell me who your friends are.
D. Tell me whom your friends is.
19. A. I supposed it to be they.
B. I supposed it to be them.
C. I supposed that to be they.
D. I supposed its being they.
20. A. The collector had bidden highly on the antique.
B. The collector had bade high on the antique.
C. The collector had bid high on the antique.
D. The collector bidden high on the antique
21. Which one of the following is the incorrect sentence?
a. His sending the note was a thoughtful gesture.
b. Anyone who wants to change their vote may do so.
c. Miguel, along with his employees, presented his report at the conference.
d. Neither the office manager nor the other administrators can speak for their employees.
22. Technical reports include all of the following except:
a. status reports
b. systems white papers
c. annual reports
d. analyses of alternatives

23. When a writer revises a draft, which of these issues should he or she consider?

- a. specific word choice for each idea
- b. spelling and mechanics
- c. overall flow of ideas and paragraphs
- d. structure of each sentence

24. Which of the following sentences have correct capitalization?

James won the employee of the month award and accepted it at the conference in Chicago.
All employees should be members of the OSTT Organization.

- a. only the first sentence contains correct capitalization
- b. both sentences contain correct capitalization
- c. both sentences do NOT contain correct capitalization
- d. only the second sentence contains correct capitalization

25. Which sentence clearly explains that Mr. Thompson and no one else contacted the writer?

- a. Only Mr. Thompson contacted us with his proposal for upgrading the computer equipment.
- b. Mr. Thompson contacted us with only his proposal to upgrade the computer equipment.
- c. Mr. Thompson only contacted us with his proposal to upgrade the computer equipment.
- d. Mr. Thompson contacted us only with his proposal to upgrade the computer equipment.

26. How many of the following words are misspelled?

questionaire
truely
dilemma
transcendent

- a. 0
- b. 4
- c. 3
- d. 1
- e. 2

27. Identify the bold word in the following sentence:

Apple will explain the **wraparound** feature of the computer today.

- a. adverb
- b. preposition
- c. adjective
- d. verb

28. Negotiation is an art. Which one of the following is not a negotiating tip?

- a. don't be afraid to ask for what you want
- b. get the agreement in writing
- c. hold out for everything on your list
- d. listen to the other side

29. The three main parts of the delivery of an oral presentation are:

- a. vocal qualities, nonverbal symbols, and visual aids
- b. statistics, nonverbal symbols, and dress
- c. nonverbal symbols, statistics, and vocal qualities
- d. dress, visual aids, and nonverbal symbols

30. Which nonverbal symbol has the greatest impact in an oral presentation?
- a. moving around the room
 - b. a smile
 - c. good eye contact
 - d. gestures

#31-39: Choose the word or phrase that means the same as the phrasal verb used

31. He gobbled up the turkey before I could have any.
- a. cooked
 - b. threw away
 - c. finished eating
32. Shakara is going to have to face up to her past.
- a. accept
 - b. explain
 - c. forget
33. I would appreciate it if you could stick up for me the next time we see your mother.
- a. introduce
 - b. help with the work
 - c. defend
34. Let's put Jarrod down. It'll be fun.
- a. send to bed
 - b. influence
 - c. criticize
35. I have a great program that weeds out unwanted files.
- a. replaces
 - b. deletes
 - c. finds
36. Li enjoyed hamming up her role in the new musical.
- a. acting in a way that make people laugh
 - b. performing
 - c. learning
37. He was very clever. He sniffed out the answer almost immediately.
- a. smelled
 - b. asked
 - c. discovered information
38. Please don't harp on that. I know I shouldn't have bought it.
- a. play
 - b. complain about
 - c. pull strings

39. He set forth his opinion during his speech.
- a. leave
 - b. explain clearly
 - c. begin

40. We need to hash the procedure out.
- a. discuss
 - b. develop
 - c. cancel

41-48: Mark "A" if the number usage in the following sentences is correct; mark "B" if the number usage is incorrect.

41. The conference expenses are \$4 million to \$6 million each year.
42. The terms stated in our letter were 2/10, n/30.
43. The address you requested is One Third Street, Syracuse, NY 33290-1221.
44. 110,000 people attended the Super Bowl in Detroit.
45. This example is set in 10-point Times New Roman, but it uses 2 spaces after the period.
46. She asked if she could return the book on the nineteenth of May.
47. Let's plan to meet at 10 a.m. Mr. H. S. Dunkin will serve as the moderator.
48. The next presidential election will be held on the first Tuesday of November 2008.
49. Which of the following is an enemy of clear writing?
- a. active voice
 - b. trite expressions
 - c. directness
 - d. all of the above
50. Saying all that needs to be said and no more indicates ____.
- a. correctness
 - b. completeness
 - c. conciseness
 - d. courtesy
51. Words that are similar in sound but different in meaning and spelling are known as ____.
- a. homonyms
 - b. antonyms
 - c. synonyms
 - d. pseudohomonyms
52. The study of the meaning of words is called ____.
- a. English
 - b. communications
 - c. semantics
 - d. word banks
53. A sentence which contains one independent clause and at least one dependent clause is known as a ____.
- a. simple sentence
 - b. compound sentence
 - c. complex sentence
 - d. compound-complex sentence
54. The second most important location in a letter for emphasis is the ____.
- a. opening of the letter
 - b. middle of the letter
 - c. closing of the letter
 - d. all locations are equally important

64. Each paragraph in a press release should _____.
a. be indented five spaces
b. be indented five spaces for each new paragraph, or skip lines between each paragraph and make paragraphs flush left
c. have the first word in bold type or italics
d. be numbered

65. Internal newsletters can be used to _____.
a. provide employee recognition c. improve relations within the company
b. educate employees d. all of the above

66. No matter the audience, any newsletter should _____.
a. be written by writers who know how to convey information in a highly persuasive manner
b. use proven graphic techniques that increase readership
c. improve relations within a company
d. do both a and b

67. Which is not a realistic goal to achieve in developing a press release?
a. The media is appropriate.
b. The page length is appropriate.
c. All the necessary information is included.
d. The press release is clear and to the point.

68. Which of the following defines the purpose of a formal report?
a. to present data on a specialized subject
b. to attempt to find the causes underlying a problem
c. to attempt to find whether or not a problem exists
d. all of the above

69. On the Internet, WWW stands for _____.
a. Welcome Wandering Well-wishers c. Wave Web Watcher
b. World Wide Web d. Wireless Worldwide Web

70. If you have been asked to make a recommendation, make it _____.
a. the main point of your report c. the high point of your conclusions
b. the subject in your purpose statement d. all of the above

#71-80: Select the correct word from the choices given

71. That book has a long-lasting (A) affect (B) effect on my thinking.

72. Christopher Falco was (A) formally (B) formerly the telecommunications specialist with Bayer.

73. They waited at the hospital for Wendy to become (A) conscious (B) conscience.

74. The hen (A) layed (B) laid two eggs yesterday?

75. What (A) devise (B) device should I use to upgrade the company computer system?

76. (A) Your (B) You're fortunate to have survived the car crash without a scratch.

77. Will we visit the (A) Capital (B) Capitol building when we go to Washington?

78. Every punctuation rule and grammar (A) principle (B) principal has been mastered by our editors.

79. I would (A) advice (B) advise you to seek qualified legal assistance.

80. A large (A) percentage (B) percent of our employees must file federal tax forms before the end of the fiscal year.

81-90: The following groups of words may contain from ZERO to FOUR misspelled words. Select the number of misspelled words in each group and darken the space on the answer sheet that corresponds with that number.

81. colleague, cheapskate, harass, chancelery

- a. 0
- b. 1
- c. 2
- d. 3
- e. 4

82. prevelent, liaison, frieght, mathmatics

- a. 0
- b. 1
- c. 2
- d. 3
- e. 4

83. mileage, exaggerate, efficiency, sentience

- a. 0
- b. 1
- c. 2
- d. 3
- e. 4

84. separable, tarriff, serviceable, unanimous

- a. 0
- b. 1
- c. 2
- d. 3
- e. 4

85. dictionery, competant, shrubery, criticism

- a. 0
- b. 1
- c. 2
- d. 3
- e. 4

86. impateint, interceed, niche, mediokre

- a. 0
- b. 1
- c. 2
- d. 3
- e. 4

87. virtuous, negotible, occurrence, bureau

- a. 0
- b. 1
- c. 2
- d. 3
- e. 4

88. shakey, treasurer, parlimentary, repetition

- a. 0
- b. 1
- c. 2
- d. 3
- e. 4

89. professor, withholding, reinforce, rescind

- a. 0
- b. 1
- c. 2
- d. 3
- e. 4

90. vacume, allicate, cystic, virilety

- a. 0
- b. 1
- c. 2
- d. 3
- e. 4

91) Which of the following sentences contains all of the five Ws?

- A) New employees should report at 8:30 a.m. on Monday, October 6, for an orientation session.
- B) Please join Chief of Staff Dr. Arlyn Michaels at the 4th floor nurses' station for a tour of the new facility.
- C) In a meeting at company headquarters on March 9, 2004, the Board of Directors approved the revised employee policy manual.
- D) Committee volunteers will meet in conference room C on Thursday at 2:30.

92) What does a developmental paragraph contain?

- A) A greeting
- B) Facts, reasons, or examples
- C) A summary
- D) An expression of goodwill

- 93) During the editing stage, what should a writer do?
- A) Read the draft backwards.
 - B) Check for sentence variety.
 - C) Make sure opening and closing paragraphs are effective.
 - D) Make sure every sentence is punctuated correctly.
- 94) Which of the following sentences contains a redundant expression?
- A) Quality is our primary concern, regardless of the impact on production schedules.
 - B) The trend is to underestimate the market value of existing properties.
 - C) Currently, we have an overstock of red and blue T-shirts, as of this week.
 - D) As of last quarter, our sales projections were accurate.
- 95) Which of the following sentences contains precise words to make it more interesting and informative?
- A) This new database program is better than the one we used to use.
 - B) All materials will be completed by the agreed-upon due date.
 - C) My new portable stereo has better clarity than my brother's.
 - D) This product will help you feel better.
- 96) When a writer revises a draft, which of these issues should he or she consider?
- A) A specific word choice for each idea
 - B) The overall flow of ideas and paragraphs
 - C) Spelling and mechanics
 - D) The structure of each sentence
- 97) Which of the following is a receiver-oriented statement?
- A) We make every effort to serve our clients efficiently and at their convenience.
 - B) Our company works hard to meet the needs of our customers.
 - C) As our guest, you will receive the attention that you deserve.
 - D) I grant your request for vacation the week of August 14th.
- 98) What is the objective of a message that tells the receiver about a new product that will soon be available in stores?
- A) To request
 - B) To persuade
 - C) To inform
 - D) To record
- 99) What is the objective of a message that asks for information about a product?
- A) To record
 - B) To inform
 - C) To request
 - D) To persuade
- 100) Which of the following best describes a memo written to a vice president from a department supervisor?
- A) Upward, informal, and internal
 - B) Upward, informal, and external
 - C) Upward, formal, and internal
 - D) Lateral, formal, and internal