

MIDTERM EXAMINATION
Spring 2010
ENG301- Business Communication (Session - 6)

Ref No: 1390553

Time: 60 min

Marks: 35

<u>Student Info</u>	
<u>StudentID:</u>	<u>MC090402547</u>
<u>Center:</u>	<u>OPKST</u>
<u>ExamDate:</u>	<u>5/28/2010 12:00:00 AM</u>

<u>For Teacher's Use Only</u>									
<u>Q No.</u>	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	<u>6</u>	<u>7</u>	<u>8</u>	<u>Total</u>
<u>Marks</u>									
<u>Q No.</u>	<u>9</u>	<u>10</u>	<u>11</u>	<u>12</u>	<u>13</u>	<u>14</u>	<u>15</u>	<u>16</u>	
<u>Marks</u>									
<u>Q No.</u>	<u>17</u>	-	-	-	-	-	-	-	
<u>Marks</u>									

Asslam O Aikum

Eng 301 MIDTERM PAPERS Solved by Afaaq Shani bhai n

Adeel

Remember Us In Your Prayers

Best regard's

Muhammad Afaaq

Mba 3 rd Finance Group

Afaaq Tariq@yahoo.com

Owner weblyceum@googlegroup.com

Admin www.weblyceum.com

Manager vu-learning-pk@googlegroups.com

Super Moderator in http://www.virtualinspire.com/

Islamabad

0346-5329264

If u like me than raise your hand with me

If not than raise ur standard

That's about me ... !

Question No: 1 (Marks: 1) - Please choose one

----- is standard part of a letter.

- ▶ Copy notation
- ▶ Attention line
- ▶ **Salutation**
- ▶ Postscript

Question No: 2 (Marks: 1) - Please choose one

In business communication, whenever someone gives you a favour or when an action deserves praise, which letter is written?

- ▶ Letter of congratulation
- ▶ Letter of condolence
- ▶ Letter of Invitation
- ▶ **Letter of appreciation**

Question No: 3 (Marks: 1) - Please choose one

Personal Nonverbal communication involves kind of nonverbal behavior that is unique to:

- ▶ Four persons
- ▶ **One person**
- ▶ Six persons
- ▶ Three person

Question No: 4 (Marks: 1) - Please choose one

Stroking, hitting, holding or guiding the movement of another person are examples of:

- ▶ **Touching behavior**
- ▶ Body movement
- ▶ Physical characteristics
- ▶ Duplicators

Question No: 5 (Marks: 1) - Please choose one

Which one is not the component of communication process from the followings?

- ▶ Sender/encoder,
- ▶ Message, medium,

▶ Receiver/decoder, feedbacks.

▶ **Audio-visual and technological**

Question No: 6 (Marks: 1) - Please choose one

Before writing a message, which of the following steps are necessary for effective communication?

▶ Define the purpose of the message.

▶ Analyze your audience – readers or listeners, outline – organize – your message.

▶ Choose the ideas to include, collect all the facts to back up these ideas.

▶ **All of the above**

Question No: 7 (Marks: 1) - Please choose one

How many punctuation styles are usually used in business communication?

▶ One

▶ Two

▶ **Three**

▶ Four

Question No: 8 (Marks: 1) - Please choose one

In which situation do we write acknowledging an order letter?

▶ **Welcome the customer**

▶ Discourage the customer

▶ Apologize

▶ Sympathies

Question No: 9 (Marks: 1) - Please choose one

When your message contains all the facts, the reader or the listener needs, it is called:

- Complete**
- Considerate
- Courteous
- Clear

Question No: 10 (Marks: 1) - Please choose one

What is business communication?

- To send your message in the business world.
- To achieve good will among the customers.
- To win angry customers.
- All of the above.**

Question No: 11 (Marks: 2)

What details are included in request for reservations?

Question No: 12 (Marks: 2)

Name some individual cultural variables mentioned in intercultural communication model.

Question No: 13 (Marks: 3)

Write a note on working of an e-mail.

Question No: 14 (Marks: 3)

Describe miscellaneous formal and informal salutations used in a letter.

Question No: 15 (Marks: 5)

What are different Punctuation styles, write each briefly?

Question No: 16 (Marks: 5)

Write notes on the following and explain it with examples.

1-Personal non-verbal communication 2- Universal non-verbal communication

Question No: 17 (Marks: 5)

Explain three National Variables present in intercultural communication model.

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