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## INTRODUCTION TO BUSINESS COMMUNICATION

### Overview

Learning to communicate in a manner that is clearly understood by the receiver of the message is a major task of all businesspeople. This event provides recognition for FBLA members who demonstrate an understanding of basic communication skills and concepts.

This is an individual objective test and is only for grades 9 and 10.

### Competencies and Task Lists

<http://www.fbla-pbl.org/competitive-event/introduction-to-business-communication/>

### Website Resources

- 12 Secrets of Effective Business Communication  
<http://www.noupe.com/how-tos/12-secrets-of-effective-business-communication.html>
- Get It Write  
<http://www.getitwriteonline.com/archive/tips.htm>
- What is Business Communication?  
[http://www.managementstudyguide.com/business\\_communication.htm](http://www.managementstudyguide.com/business_communication.htm)
- Your Dictionary - Education Articles & Resources  
<http://education.yourdictionary.com/>

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## INTRODUCTION TO BUSINESS COMMUNICATION SAMPLE QUESTIONS

- 1) Select the noun in the sentence: "Her illness has not been diagnosed."  
A) diagnosed  
B) her  
C) not  
D) illness

**Competency:** Grammar

- 2) Give the password to \_\_\_\_\_ you please.  
A) however  
B) whosoever  
C) whomever  
D) whoever

**Competency:** Grammar

- 
- 3) Should we stay in Miami **or** should we stay in Tampa? The word "or" is a(n):
- A) verb
  - B) conjunction
  - C) pronoun
  - D) interjection

**Competency:** Grammar

- 4) Which sentence has the correct verb usage?
- A) A number of clients are requesting refunds.
  - B) A number of clients is requesting refunds.
  - C) A number of our clients is requesting refunds.
  - D) A number of our clients is refunds requesting?

**Competency:** Grammar

- 5) Which is the group in the following sentence? Norway is one of the Scandinavian countries.
- A) small
  - B) countries
  - C) Scandinavian
  - D) Denmark

**Competency:** Grammar

- 6) Which sentence below is exclamatory?
- A) Stop the train!
  - B) Project a positive image to others.
  - C) First impressions count.
  - D) Do you know the time?

**Competency:** Grammar

- 7) Unfortunately, we cannot \_\_\_\_\_ your offer.
- A) except
  - B) accept
  - C) accept
  - D) excep

**Competency:** Grammar

- 
- 8) Select the sentence that is punctuated correctly.
- A) Be sure to enclose a large, manila envelope.
  - B) Be sure to enclose a large manila envelope.

**Competency:** Punctuation and Capitalization

- 9) Which of the following sentences is punctuated correctly?
- A) The women's room is just around the corner.
  - B) The womens' room is just around the corner.
  - C) The womens room is just around the corner.
  - D) The women room is just around the corner.

**Competency:** Punctuation and Capitalization

- 10) Which one of the following sentences is hyphenated correctly?
- A) This is a device that is attention-getting.
  - B) She is a widely-quoted authority.
  - C) He gave a lecture that was hard-to-follow.
  - D) We need an up-to-date price list.

**Competency:** Punctuation and Capitalization

- 11) Which one of the following sentences does **not** use proper capitalization?
- A) Bryan Morris, vice president, is responsible for that account.
  - B) Students entering the MBA program must complete accounting 6093 and finance 5133.
  - C) The manager approved the quarterly report.
  - D) It is a difficult winter for traveling.

**Competency:** Punctuation and Capitalization

- 12) Identify the city name that is spelled incorrectly.
- A) Cleveland, Ohio
  - B) Baton Roug, Louisiana
  - C) Salem, Massachutres
  - D) Knoxville, Tennessee

**Competency:** Spelling

- 
- 13) Which one of the following is not a prefix?
- A) ed
  - B) pseudo
  - C) re
  - D) un

**Competency:** Spelling

- 14) Which one of the proofreading marks below is incorrect?
- A) ^ means insert something here
  - B) = means align at the top or bottom
  - C) @ means at
  - D) # means insert the word pound

**Competency:** Spelling

- 15) How many of the following words are misspelled? catagory, independence, knowledgable
- A) 3 words
  - B) 1 word
  - C) 0 words
  - D) 2 words

**Competency:** Proofreading and Editing

- 16) Which sentence contains a punctuation error?
- A) Did you respond to the R.S.V.P. yet?
  - B) My neighbor is a manager at Williams Bros. in Danville.
  - C) They will be visiting in Saint Croix.
  - D) The building materials cost \$1200.00 for each building.

**Competency:** Proofreading and Editing

- 17) What punctuation mark is missing in the following sentence? The President needed the entire new cabinet including Secretary of State, Secretary Treasurer, and Attorney General.
- A) dash
  - B) semicolon
  - C) colon
  - D) hyphen

**Competency:** Proofreading and Editing



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- 18) To be more precise, you would use which sentence below?  
A) A sales person will call you at 2 p.m.  
B) The city was hit by the hurricane.  
C) A sales person will call you tomorrow.  
D) The temperature was above freezing.

**Competency:** Word Definition and Usage

- 19) She was \_\_\_\_\_ convincing during the debate.  
A) quit  
B) quited  
C) quite  
D) quiet

**Competency:** Word Definition and Usage

- 20) The following phrase can have more than one implied meaning.  
A) send an email  
B) no way!  
C) stand your ground  
D) select your dessert

**Competency:** Word Definition and Usage

- 21) What is enunciation?  
A) mumbling words  
B) freedom  
C) speaking quickly  
D) speaking clearly and emphasizing each syllable

**Competency:** Oral Communication Concepts

- 22) Communication can flow within an organization  
A) horizontally, vertically, or diagonally.  
B) just vertically in most organizations.  
C) inside or outside departments only.  
D) Just horizontally in most organizations.

**Competency:** Oral Communication Concepts

- 
- 23) Polite expression of opinion would include each of the following **except**:
- A) Personally I feel
  - B) No way
  - C) I believe
  - D) I think

**Competency:** Oral Communication Concepts

- 24) Major clarifying questions include:
- A) do, which, what, and when
  - B) how, does, what, and where
  - C) what, when, where, and why
  - D) how much, which ones, when, and why

**Competency:** Oral Communication Concepts

- 25) Critical listening involves:
- A) interaction among the audience
  - B) raising your hand to indicate you have a question about the current topic
  - C) knowing what to expect before the presentation begins
  - D) examining and analyzing a spoken message for accuracy and reliability

**Competency:** Oral Communication Concepts

- 26) Reports typically
- A) include opinions.
  - B) are vague by design.
  - C) include detailed information.
  - D) evaluate a specific topic.

**Competency:** Reading Comprehension

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27) May 15, 2013

To: All Members  
From: National Awards Program Committee  
Subject: Institute for Leaders

Thank all of you for (A) (excepting, accepting) our invitation to attend Institute for Leaders to be held July 1 through July 3. Each day of the institute will be held at a (B) (cite, site, sight) conducive to the topic of the day. On day one, we will study three (C) (rites, rights, writes, wrights) imposed by our bylaws. (D) Samuel Todd will be the day's keynote Speaker. Day two will have everyone divided into groups of ten depending on the (E) (principles, principals, principle, principal) of business of greatest interest to you. Please fill out and return the attached questionnaire so these groups can be assigned. These need to be submitted by May 31.

Day three will include a morning session with Avery Smith the chief (F) (counsel, council, council, council) for the Better Business Bureau. (G) She is a leading authority on what qualities have been found in successful leaders. Day three will conclude with a wrap-up of the institute and a casual picnic at Blue Gill Park.

Please let us know if you need (H) (aid, aide, ade, aides) with anything. We can help in many ways and can reach over the (I) (isle, aisle, isle's, aisle's) for assistance from the conference hall.

Sincerely

Beverly North  
Institute for Leaders  
Committee Chair

This correspondence is:

- A) instructional
- B) persuasive
- C) descriptive
- D) informative

**Competency:** Reading Comprehension

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Sincerely

Beverly North  
Institute for Leaders  
Committee Chair

The appropriate reading method for this correspondence would be:

- A) speed-reading
- B) scanning
- C) skimming
- D) in-depth reading

**Competency:** Reading Comprehension

- 29) Hong's memo that describes new steps for merchandise returns should use which one of the following techniques for emphasis?
- A) phrases
  - B) numbered list
  - C) bulleted list
  - D) talking heads

**Competency:** Reading Comprehension

- 30) Which one of the following is the most effective heading in a memo report to employees?
- A) Benefits Will Undergo Radical Alterations in Forthcoming Fiscal Year
  - B) How Do Benefit Changes Affect You?
  - C) Employee Benefits
  - D) Benefit Cuts

**Competency:** Reading Comprehension



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**Introduction to Business Communication Answer Key**

- |       |       |       |
|-------|-------|-------|
| 1) D  | 11) B | 22) A |
| 2) C  | 12) B | 23) B |
| 3) B  | 13) A | 24) C |
| 4) A  | 14) D | 25) D |
| 5) B  | 15) B | 26) C |
| 6) A  | 16) C | 27) D |
| 7) B  | 17) C | 28) D |
| 8) A  | 18) A | 29) B |
| 9) A  | 19) C | 30) B |
| 10) D | 20) C |       |
|       | 21) D |       |

**Introduction to Business Procedures Answer Key**

- |       |       |       |
|-------|-------|-------|
| 1) C  | 11) A | 22) B |
| 2) A  | 12) B | 23) B |
| 3) A  | 13) A | 24) B |
| 4) B  | 14) B | 25) B |
| 5) D  | 15) A | 26) A |
| 6) C  | 16) A | 27) A |
| 7) A  | 17) B | 28) D |
| 8) D  | 18) B | 29) D |
| 9) C  | 19) D | 30) A |
| 10) D | 20) B |       |
|       | 21) A |       |

**Introduction to FBLA Answer Key**

- |       |       |       |
|-------|-------|-------|
| 1) B  | 11) A | 22) C |
| 2) A  | 12) C | 23) A |
| 3) B  | 13) C | 24) D |
| 4) D  | 14) A | 25) C |
| 5) B  | 15) D | 26) C |
| 6) D  | 16) B | 27) D |
| 7) B  | 17) A | 28) B |
| 8) A  | 18) C | 29) A |
| 9) A  | 19) A | 30) B |
| 10) A | 20) B |       |
|       | 21) A |       |

### Overview

Learning to communicate in a manner that is clearly understood by the receiver of the message is a major task of all businesspeople. This event provides recognition for FBLA members who demonstrate an understanding of basic communication skills and concepts.

*This event is only for grades 9 and 10.*

### Competencies

The topics listed below are prioritized, listing the most important content areas of the tests.

- Grammar
- Spelling
- Punctuation
- Oral communication concepts
- Proofreading
- Word definition and usage
- Numbers
- Capitalization

### Procedures/Tips

- Review the Competitive Events Tips in the front of the book.

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## Introduction to Business Communication Sample Questions

1. Have you seen my glasses? I last seen them this morning.
  - a. This sentence has incorrect grammar.
  - b. This sentence has correct grammar.
2. We did nothing but lay in the shade today.
  - a. This sentence has incorrect grammar.
  - b. This sentence has correct grammar.
3. The only ones available for the meeting were we.
  - a. This sentence has incorrect grammar.
  - b. This sentence has correct grammar.
4. Both my brother-in-laws have recently changed occupations.
  - a. This sentence has incorrect grammar.
  - b. This sentence has correct grammar.
5. My favorite place to shop is the womens' department at the mall.
  - a. This sentence has incorrect grammar.
  - b. This sentence has correct grammar.
6. The ten questions, that Mike did not answer, were the most interesting ones.
  - a. This sentence has incorrect punctuation.
  - b. This sentence has correct punctuation.
7. Are you prepared to answer all the essay questions on the test, Peggy?
  - a. This sentence has incorrect punctuation.
  - b. This sentence has correct punctuation.
8. The buyers and the seller's signatures are required.
  - a. This sentence has incorrect punctuation.
  - b. This sentence has correct punctuation.
9. The president is an ex officio, nonvoting member of that committee.
  - a. This sentence has incorrect punctuation.
  - b. This sentence has correct punctuation.
10. Where will the next Summer Olympics be held? In Greece? In China? In Canada?
  - a. This sentence has incorrect punctuation.
  - b. This sentence has correct punctuation.
11. Which word is spelled incorrectly?
  - a. recieve
  - b. occasionally
  - c. eligible
  - d. none of them
12. Which word is spelled incorrectly?
  - a. embarrass
  - b. maintenance
  - c. none of them
  - d. questionnaire

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13. Which word is spelled incorrectly?  
a. exaggerate  
b. convenience  
c. none of them  
d. similar
14. Which word is spelled incorrectly?  
a. referred  
b. accidentally  
c. none of them  
d. preceed
15. Which word is spelled incorrectly?  
a. seperate  
b. itinerary  
c. none of them  
d. quantity
16. The first quarter sales showed an increase of \_\_\_\_\_ percent in each of our divisions.  
a. twenty  
b. 20
17. Julia mailed copies of the announcement on March \_\_\_\_\_.  
a. 1st  
b. 1
18. I left \_\_\_\_\_ package by the door.  
a. there  
b. their
19. The counselor gave excellent \_\_\_\_\_ to the students.  
a. advise  
b. advice
20. We drove \_\_\_\_\_ the stadium on the way to the airport.  
a. past  
b. passed
21. The decision to leave my position was a very \_\_\_\_\_ one.  
a. personnel  
b. personal
22. Have you located an appropriate \_\_\_\_\_ for the construction?  
a. sight  
b. site  
c. cite
23. Our office building is in need of repair on the outside and remodeling on the inside.  
a. simple sentence  
b. compound sentence  
c. complex sentence
24. We have called an interior decorator, but he is out of town until next week.  
a. simple sentence  
b. compound sentence  
c. complex sentence



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25. The ceiling in Mr. South's office is stained from the last rainstorm.
- simple sentence
  - complex sentence
  - compound sentence
26. When the carpenters repair the roof, they plan to install a new chimney.
- compound sentence
  - complex sentence
  - simple sentence
27. Because we want to take advantage of the furniture sales, we must choose the color schemes now.
- complex sentence
  - compound sentence
  - simple sentence
28. The project will be finished in time for our seminar; thus, we can have an open house at that time.
- complex sentence
  - simple sentence
  - compound sentence
29. Which sentence has the correct indefinite pronoun and verb?
- Neither of the applicants are more qualified than she.
  - Neither of the applicants is qualified for the position.
  - Neither of the applicants are qualified for the position.
30. The \_\_\_\_\_ employees in the unit were surveyed concerning their opinions.
- eleven
  - 11

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**Introduction to Business Communication Answer Key**

- 1) A
- 2) A
- 3) B
- 4) A
- 5) A
- 6) A
- 7) B
- 8) A
- 9) B
- 10) B

- 11) A
- 12) D
- 13) C
- 14) D
- 15) A
- 16) B
- 17) B
- 18) B
- 19) B
- 20) A

- 21) B
- 22) B
- 23) A
- 24) B
- 25) A
- 26) B
- 27) A
- 28) C
- 29) B
- 30) B

## INTRODUCTION TO BUSINESS COMMUNICATION

Learning to communicate in a manner that is clearly understood by the receiver of the message is a major task of all businesspeople. This event provides recognition for FBLA members who work toward improving their business communication skills of writing, speaking, and listening.

**This event is only for members in grades 9 and 10.**

### Competencies

The topics listed below are prioritized, listing first the most important content areas of the test; grouped topics are equal.

- Grammar, punctuation, spelling
- Oral communication concepts, proofreading, word definition and usage
- Numbers, capitalization

### Procedures/Tips

1. Review the guidelines for this event found in the Competitive Events section of the current edition of the *Chapter Management Handbook*. You should have a copy of the guidelines and review them carefully. This test is only open to FBLA 9<sup>th</sup> and 10<sup>th</sup> grade students. Middle School 9<sup>th</sup> graders are not eligible for this test.
2. Study from both South Western and Glencoe/McGraw Hill textbooks and review vocabulary lists in each book's glossary. FBLA tests are written from different sources. Do not rely solely on school texts for study. Check out library texts to gain a broader range of familiarity. Take as many practice tests as possible.
3. Dress according to the established dress code. If dress code is not followed, participant will be disqualified.
4. Check the location of your test well before the time of competition. Plan to arrive 15 minutes before the scheduled time for the test. Remember the elevators can be slow and hallways crowded.
5. Bring several sharpened No. 2 pencils with erasers. A calculator will be provided.
6. Check the event signs to be certain you are in the correct room or section of the room. More than one event may be tested in one room at the same time.
7. Listen carefully to instructions given by the event administrator. One hour is allowed for the actual test. Carefully read the instructions on the cover page of the test. Pace yourself during the testing to allow time to work quickly but accurately. Try to answer all the questions.
8. Make certain your answers are clearly marked and all stray marks are erased.
9. Turn in your test as soon as you are finished. A tiebreaker is resolved by evaluating the students' performance on the final ten questions of the exam and then by the time.
10. Take pride in your accomplishments and share the excitement of the awards program.



## INTRO TO BUSINESS COMMUNICATIONS SAMPLE QUESTIONS

The following groups of words may contain from ZERO to FOUR misspelled words. Select the number of misspelled words in each group.

1. disappear, disarray, vacuum, reimburse
    - a. 0
    - b. 1
    - c. 2
    - d. 3
    - e. 4
  2. visible, procedure, library, essential
    - a. 0
    - b. 1
    - c. 2
    - d. 3
    - e. 4
  3. secondary, government, mortgage, equipped
    - a. 0
    - b. 1
    - c. 2
    - d. 3
    - e. 4
  4. concede, proceed, precede, license
    - a. 0
    - b. 1
    - c. 2
    - d. 3
    - e. 4
  5. prejudice, similar, reference, concise
    - a. 0
    - b. 1
    - c. 2
    - d. 3
    - e. 4
  6. deceit, extension, emphasize, knowledge
    - a. 0
    - b. 1
    - c. 2
    - d. 3
    - e. 4
  7. beneficial, apologize, changeable, sequence
    - a. 0
    - b. 1
    - c. 2
    - d. 3
    - e. 4
  8. pronunciation, irrelevant, criticize, liaison
    - a. 0
    - b. 1
    - c. 2
    - d. 3
    - e. 4
  9. facsimile, municipal, fiscal, restaurant
    - a. 0
    - b. 1
    - c. 2
    - d. 3
    - e. 4
  10. forty, ninetieth, ninety, ninth
    - a. 0
    - b. 1
    - c. 2
    - d. 3
    - e. 4
- Select the correct word from the choices given.
11. The correspondence manual can be easily (a) adapted (b) adopted to our needs.
  12. Our department has (a) all ready (b) already sent registration fees for the technology conference.
  13. Unfortunately, we cannot (a) accept (b) except your offer.
  14. Please (a) advice (b) advise the technical support staff when the new computers will be delivered.
  15. Only the manager has (a) excess (b) access to the confidential files.
  16. The new logo must be included on our company (a) stationery (b) stationary.
  17. Your account is more than two months (a) past (b) passed due.
  18. The decision to leave my position was a very (a) personnel (b) personal one.
  19. The fifth item is the (a) principle (b) principal topic on the agenda.



20. If I can be of (a) further (b) farther assistance, please let me know.

**True/False**

21. When a listener makes written notes, watches the speaker for nonverbal cues, and provides expressive feedback, the listener is practicing passive listening.
22. While listening to another person during a conversation, you should plan what you are going to say when the speaker is finished.
23. To make a successful speech, you must do background preparation, develop a draft of your speech, and practice your speech.
24. During a presentation, a speaker's poise influences his or her credibility with an audience.

*Select the correct expression of the number in the following sentences.*

25. Please schedule an interview for August (a) 6<sup>th</sup> (b) sixth (c) 6.
26. About (a) 5 (b) five percent of all tax forms are submitted unsigned.
27. The meeting is scheduled for Friday at (a) three (b) 3 (c) 3 o'clock p.m.

*Mark "A" if the capitalization in the following sentences is correct; mark "B" if the capitalization is incorrect.*

28. Davis & Company is mentioned in chapter 3, section II, page 12.
29. "Making Your Fortune in Business" was published in the March issue of *Forbes*. a
30. My sister is taking history, English, Spanish, and computer applications.

*Mark "A" if the grammar in the following sentences is correct; mark "B" if the grammar is incorrect.*

31. The dean asked we students to report to the auditorium immediately after class.
32. Neither Dr. Sams or Ms. Klow can attend the legislative seminar.
33. The manager, as well as five sales reps, are going to the conference.
34. Two-thirds of Mr. Geiger's time is spent in meetings.
35. The criteria for promotions have not been developed.

*Mark "A" if the punctuation in the following sentences is correct; mark "B" if the punctuation is incorrect.*

36. Sales are slowly increasing profits will respond soon.
37. Where will the next Summer Olympics be held? In Greece? In China? In Canada?
38. The conference scheduled for January, 2003 has been cancelled.
39. The president is an ex officio, nonvoting member of that committee.
40. An employee, who is frequently tardy, will receive a low rating on an evaluation.

Introduction to Business Communication

	ANSWER		ANSWER		ANSWER		ANSWER
1.	A	11.	A	21.	F	31.	F
2.	B	12.	B	22.	F	32.	F
3.	E	13.	A	23.	T	33.	F
4.	A	14.	B	24.	T	34.	T
5.	C	15.	B	25.	C	35.	T
6.	C	16.	A	26.	A	36.	F
7.	B	17.	A	27.	B	37.	T
8.	D	18.	B	28.	B	38.	F
9.	B	19.	B	29.	A	39.	T
10.	A	20.	A	30.	A	40.	F

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### Web Site Resources

- Dale Carnegie Training  
<http://www.dalecarnegie.com/>
- Get It Write  
<http://www.getitwriteonline.com/archive/tips.htm>
- Webgrammar  
<http://www.webgrammar.com/grammartips.html>
- Your Dictionary  
<http://www.yourdictionary.com/>

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## INTRODUCTION TO BUSINESS COMMUNICATION SAMPLE QUESTIONS

1. Experts recommend that sentences used in business and technical documents **not** exceed \_\_\_ words.
  - a. 35
  - b. 20
  - c. 17
  - d. 25
2. Which sentence has the better possessive use?
  - a. My sister's friend's house overlooks Hoover Dam.
  - b. My sister's friend has a house that overlooks Hoover Dam.
3. Which sentence below is exclamatory?
  - a. Project a positive image.
  - b. Did you get the job?
  - c. First impressions count.
  - d. " Stop the car!
4. Which sentence is punctuated for clarity?
  - a. After the class, discussion on this topic will continue in Room 6.
  - b. After the class discussion on this topic will continue in Room 6.
5. Select the synonym for the fuselage of a plane.
  - a. body
  - b. tail
  - c. propeller
  - d. wings



- 
6. Pleasant sounding words that take the place of unpleasant or awkward subjects are:
    - a. \* facts
    - b. euphemisms
    - c. opinions
    - d. motivators
  7. Upon starting its \_\_\_\_\_ into the Denver airport, the plane began to rock violently.
    - a. dissent
    - b. descent
  8. Which one of the following is likely to cause an audience to have no opinions?
    - a. ego
    - b. apathy
    - c. values
    - d. disinterest
  9. Which phrase contains precise words?
    - a. a high temperature
    - b. soon
    - c. a large profit
    - d. these 6 ingredients
  10. Words can be concrete or abstract. Select the concrete word.
    - a. privacy
    - b. value
    - c. efficiency
    - d. telephone
  11. Select the word that means to be mentally awake.
    - a. conscious
    - b. conscience
  12. If you felt sure of yourself in passing an exam, you would be:
    - a. confident
    - b. confidant
  13. When you need to discuss items that can be counted, you use the word:
    - a. less
    - b. fewer
  14. Your contractor indicated the old house would be:
    - a. razed
    - b. raised
  15. Oral presentations are often enhanced by software such as:
    - a. database software
    - b. spreadsheet software
    - c. word processing software
    - d. \* presentation software
  16. Planning, writing, and revising are the three main stages of the:
    - a. practice session
    - b. writing process
    - c. audience participation
    - d. spell check



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17. Which sentence contains an error in the use of a preposition?
- The director was accompanied by two assistants.
  - The driver took us in a newly developed office park.
  - I will be available every morning except Friday.
  - That hotel is not convenient to the conference site.
18. Which sentence makes a comparison?
- This company is also more productive than any company of its size.
  - \*The atmosphere at this company is more friendlier than the atmosphere where I worked previously.
  - In addition, the benefits here are better than Cromwell Company.
  - The employees here are the friendliest employees that I have ever met.
19. Which of the following sentences is punctuated correctly?
- The mens room is just around the corner.
  - The mens' room is just around the corner.
  - The men's room is just around the corner.
  - The men room is just around the corner.
20. Which word in this sentence is a preposition?  
*The data that you requested last Friday should arrive in tomorrow's mail.*
- that
  - mail
  - in
  - last
21. Which one of the following sentences is punctuated correctly?
- For the holidays, I'm going to Chicago, Illinois to visit my grandparents.
  - For the holiday's, I'm going to Chicago, Illinois, to visit my grandparents.
  - For the holidays I'm going to Chicago, Illinois, to visit my grandparents.
  - For the holidays, I'm going to Chicago, Illinois, to visit my grandparents.
22. Randy is very \_\_\_\_\_ that does not mean he is always right.
- intelligent, but
  - intelligent; But
  - intelligent; but
  - intelligent but
23. In which sentence is the word *near* used as an adjective?
- We will probably find the store map near the entrance.
  - Since the holidays are near, we must finish the road repair as quickly as possible.
  - The new headquarters is near my uncle's office.
  - If you sit near me in the meeting, I will introduce you to the others.
24. Which of the following sentences is punctuated correctly?
- Stacy's car which is twelve years old still runs just fine.
  - Stacy's car, which is twelve years old still runs just fine.
  - Stacys car, which is twelve years old, still runs just fine.
  - Stacy's car, which is twelve years old, still runs just fine.
25. Which verb completes this sentence correctly?  
*By the time the company expanded, James \_\_\_\_\_ there for three years.*
- had worked
  - worked
  - will be working
  - \* will have worked

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26. Which one of the following organization techniques is recommended by speech experts?
- Preview the topic, develop the main points, and thank the audience.
  - Repeat your main points in the introduction, body, and conclusion.
  - Use no formal structure because it makes the speech too stiff.
  - State the topic in the introduction, a thesis in the body, and your main points in the conclusion.
27. You have analyzed your audience and believe that audience members will be hostile. What should you avoid during your presentation?
- visual aids and startling statistics
  - objective data and expert opinions
  - a question-and-answer period
  - a delivery style that includes direct eye contact or slow, even speech
28. A colleague mentioned that she had trouble understanding your most recent presentation to the staff because you spoke too quickly. What should you focus on during your next presentation?
- volume
  - uptalk
  - pitch
  - rate
29. The body of a short, 20-minute presentation should focus on:
- up to ten main points
  - as many points as necessary to get your point across
  - at least five to eight main points
  - approximately two to four main points
30. Your boss has just told you that you speak in a monotone when you give sales presentations. What do you need to work on?
- pronunciation
  - pitch
  - voice quality
  - volume

Introduction to Business Communication Answer Key

1) C	11) A	21) D
2) B	12) A	22) A
3) D	13) B	23) B
4) A	14) A	24) D
5) A	15) D	25) A
6) B	16) B	26) B
7) B	17) B	27) C
8) B	18) D	28) D
9) D	19) C	29) D
10) D	20) C	30) B



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## INTRODUCTION TO BUSINESS COMMUNICATION

### Overview

Learning to communicate in a manner that is clearly understood by the receiver of the message is a major task of all businesspeople. This event provides recognition for FBLA members who demonstrate an understanding of basic communication skills and concepts.

This is an individual objective test and is only for grades 9 and 10.

### Competencies and Task Lists

<http://www.fbla-pbl.org/docs/ct/FBLA/INTRODUCTIONTOBUSINESSCOMMUNICATION.pdf>

### Website Resources

- 12 Secrets of Effective Business Communication  
<http://www.noupe.com/how-tos/12-secrets-of-effective-business-communication.html>
- Dale Carnegie Training  
<http://www.dalecarnegie.com/>
- Get It Write  
<http://www.getitwriteonline.com/archive/tips.htm>
- What is Business Communication?  
[http://www.managementstudyguide.com/business\\_communication.htm](http://www.managementstudyguide.com/business_communication.htm)
- Your Dictionary - Education Articles & Resources  
<http://education.yourdictionary.com/>

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## INTRODUCTION TO BUSINESS COMMUNICATION SAMPLE QUESTIONS

1. Which word below is **not** one of the eight parts of speech?
  - a. subject
  - b. noun
  - c. interjection
  - d. verb

**Competency:** Grammar

2. Which sentence contains a correct verb-preposition combination?
  - a. I wish this project were over with.
  - b. Did you agree with the president's statement?
  - c. The team always argues with something in the playbook.
  - d. He felt he could not agree with that plan.

**Competency:** Grammar

3. Select the sentence below that has the correct object of the preposition.
  - a. Who did you speak to?
  - b. I did see you at the meeting with he and she.
  - c. Did you send the check to myself?
  - d. With whom did you work on the FBLA project?

**Competency:** Grammar



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4. Decide which sentence below represents the present tense of the verb.
- They will have moved into their new apartment by June.
  - Javier talked to Saip yesterday also.
  - Saip is talking to his brother on the computer.
  - The brothers have written to each other several times.

**Competency:** Grammar

5. Determine the sentence below that shows a **correct** infinitive usage.
- To seriously write checks to pay bills is my method.
  - Joseph needs to carefully study the rules.
  - Raymond made the decision to train for the Olympics.
  - Taking care of business means to consistently work late hours.

**Competency:** Grammar

6. A proper punctuation mark to use after a salutation in a business letter is the:
- semi-colon
  - comma
  - colon
  - dash

**Competency:** Punctuation and Capitalization

7. What is the proper use of parentheses?
- remember the parentheses emphasizes the information
  - avoid other marks of punctuation in the paragraph
  - use them in pairs, not spacing after the opening or before the closing one
  - always place a mark of punctuation in front of the opening parenthesis

**Competency:** Punctuation and Capitalization

8. Select the sentence that shows proper capitalization.
- I spent a week in the City of Rome.
  - Did you eat French Fries for lunch today?
  - She owns a house in cook county in Georgia.
  - A popular website is Google which can be accessed on the Internet.

**Competency:** Punctuation and Capitalization

9. Before the advent of computers, to show the title of a complete work such as books, \_\_\_\_\_ was (were) often used.
- dashes
  - underlining
  - quotes
  - parentheses

**Competency:** Punctuation and Capitalization

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10. \_\_\_\_\_ and \_\_\_\_\_ are placed inside quotation marks.
- Italics; brackets
  - Question marks; exclamation marks
  - Periods; commas
  - Semi-colons; colons

**Competency:** Punctuation and Capitalization

11. Words that end in *sis* form plurals by:
- changing the word to another one that is easier
  - changing *sis* to *ses*
  - hyphenating each word
  - adding an apostrophe and *s*

**Competency:** Spelling

12. When a word begins with a vowel sound, use:
- a* before it
  - an* before it
  - write it as an event
  - write it as a route

**Competency:** Spelling

13. Applying the rule of *i* before *e* except after *c*, select the correctly spelled word.
- recieve
  - grief
  - retreive
  - decieve

**Competency:** Spelling

14. When you are **unsure** about word pronunciation and the dictionary shows two choices:
- the first one listed is the preferred pronunciation
  - realize that all words listed may not be appropriate in the business
  - decide if you want to review the syllables and the accent marks
  - alternate the two pronunciations to give variety

**Competency:** Spelling

15. Select the sentence below that provides the qualities of clear and concise.
- The manager said he should value your document.
  - Your partner should edit, proofread, edit, proofread, and revise your document to facilitate good grammar.
  - Your partner should edit and proofread your document.
  - Getting up in the morning, putting on your clothes, setting off to breakfast, and work on the lawn are the steps you should follow.

**Competency:** Proofing & Editing



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16. The Cs of good communication are commonly known as:
- a. clear, correct, concise,
  - b. complete, consistent, and courteous
  - c. comprehensive
  - d. computer-friendly

**Competency:** Proofing & Editing

17. If you drop flabby expressions, unnecessary introductory words, get rid of redundant expressions, and eliminate useless words, your writing will be:
- a. cautious
  - b. comprehensive
  - c. complete
  - d. more concise

**Competency:** Proofing & Editing

18. The following phrase is usually considered trite: "Thank you in advance". Which alternate below would you use instead?
- a. Let me thank you in advance
  - b. Thanking you in advance, I am
  - c. Thank you for
  - d. I want to take the opportunity to thank you for

**Competency:** Proofing & Editing

19. Jargon is often known as:
- a. slang
  - b. words that everyone can easily understand
  - c. specialized vocabulary used by a business or industry
  - d. inappropriate vocabulary that is sex biased

**Competency:** Word Definition and Usage

20. Those not familiar with English may be confused by words, phrases, or sentences, namely phrases or idioms as shown below; select the most confusing.
- a. Take this form to your manager
  - b. Here is your assignment.
  - c. "Push the envelope"
  - d. Your interview will be at 2 pm.

**Competency:** Word Definition and Usage

21. Slang can confuse many people if unfamiliar with it. Select the slang statement.
- a. Got cha, let's like burn the midnight oil.
  - b. Show me the real statistics.
  - c. Let's take this to the manager to sign.
  - d. Let's get behind the manager on this proposal.

**Competency:** Word Definition and Usage

- 
22. Proofread carefully all names and addresses because:
- most of us immediately dislike seeing our name misspelled
  - addresses are automated by the post office
  - addresses cannot be changed except by the postal office
  - names are an impersonal part of a letter

**Competency:** Word Definition and Usage

23. Human resources refer to the criteria about discrimination and its groups as:
- discrimination criteria
  - quid pro quo
  - sexual harassment studies
  - protected groups

**Competency:** Oral Communication Concepts

24. If the receiver senses a difference between the sender's verbal and nonverbal message, the receiver:
- will believe what he or she sees
  - may file a discrimination claim
  - may ask for a clarification once
  - will believe what he or she hears

**Competency:** Oral Communication Concepts

25. The first step to prepare for a presentation is to:
- secure materials for the presentation
  - determine the purpose
  - analyze the audience
  - organize and select visual aids

**Competency:** Oral Communication Concepts

26. A listening barrier can be anything that interferes in the process such as:
- physical distractions
  - hearing clearly
  - appropriate preparation
  - analyzing the process

**Competency:** Oral Communication Concepts

27. Reports usually
- include opinions of the author
  - evaluate how people will receive the report
  - include facts based on research
  - follow an agenda

**Competency:** Reading Comprehension



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28. When presenting a feasibility study, your role is **not** to persuade the reader to accept the decision so:

- a. you will present the decision immediately
- b. look at the benefits briefly
- c. exclude the background to save time
- d. minimize any costs of the proposal

**Competency:** Reading Comprehension

29. In a report, visual aids should be acknowledged:

- a. as a source just as in other documentation of sources
- b. if the visual is a chart
- c. if the chart has a source note already on it
- d. only if the author requires it legally

**Competency:** Reading Comprehension

30. What is plagiarism?

- a. not likely to result in a lawsuit
- b. required to become a good researcher
- c. a legal option in research
- d. using someone's materials without giving credit

**Competency:** Reading Comprehension

# Introduction to Business Communication Answer Key

1)	A	11)	B	21)	A
2)	B	12)	B	22)	A
3)	D	13)	B	23)	D
4)	C	14)	A	24)	A
5)	C	15)	C	25)	B
6)	C	16)	A	26)	A
7)	C	17)	D	27)	C
8)	D	18)	C	28)	A
9)	B	19)	C	29)	A
10)	C	20)	C	30)	D