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## 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 work toward improving their business communication skills of writing, speaking, and listening.

This is an individual online test.

### Competencies and Task Lists

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

### Website Resources

- Dale Carnegie Training  
<http://www.dalecarnegie.com/>
- Get It Write  
<http://www.getitwriteonline.com/archive/tips.htm>
- Webgrammar  
<http://www.webgrammar.com/>
- Your Dictionary - Education Articles & Resources  
<http://education.yourdictionary.com/>

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## BUSINESS COMMUNICATION SAMPLE QUESTIONS

1. Forms of communication are best described by:
  - a. selecting messages by type and channel
  - b. realizing that communication is rarely permanent
  - c. taking communication to a higher level of critical thinking
  - d. stating that communication can be expressed verbally and nonverbally

**Competency:** Communication Concepts

2. In business the role of letters is defined as being a(n):
  - a. method that has little legal value in a lawsuit
  - b. effective method of communicating with an external or internal audience
  - c. secondary message system after instant messaging
  - d. method that is easily written with little advance planning

**Competency:** Communication Concepts

3. What is the correct response regarding meetings?
  - a. While holding an important meeting, ask the staff to put through calls so you won't seem unapproachable.
  - b. The location selected for face-to-face communication is an important factor to minimize interruptions.
  - c. Where furniture is placed in a small office has no impact on open communication.
  - d. When meeting in a restaurant, select a spot that will allow good public views to avoid any secret conversations.

**Competency:** Communication Concepts

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4. Steps taken before keying words on the computer or writing them on paper are:
- establishing the primary purpose
  - analyzing the purpose
  - analyzing the receiver
  - planning the message

**Competency:** Written and Report Applications

5. Memos are usually an internal document that:
- are used to communicate from supervisors to supervisors only
  - are less formal and shorter than letters
  - should not be used for important messages
  - can only be sent to one or two receivers

**Competency:** Written and Report Applications

6. Planning to write directions, instructions, or descriptions requires the writer to first:
- locate a good place for a meeting for the launch lunch
  - analyze the situation to identify the audience and the purpose
  - send an instant message to management to confirm the order
  - prepare all the graphs and charts

**Competency:** Written and Report Applications

7. Readability formulas are important for analyzing messages:
- that a receiver uses to follow directions
  - to put them in electronic format
  - to decrease the vocabulary level
  - to surprise the readers when they calculate the formula

**Competency:** Reading Comprehension

8. Businesses often require the writing of summaries:
- to sharpen the communication skills of the reader
  - to instill the concept of fair use in the reader
  - to lessen the effect of the technical data
  - such as those of an article, a proposal, a project, or report

**Competency:** Reading Comprehension

9. Normally, what does a table created using Word show?
- numeric comparisons
  - no value if placed in a report
  - no titles or subtitles
  - comparisons of definitions of terms or concepts

**Competency:** Reading Comprehension

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10. Identify the underlined words as parts of speech: Betty asked for a raise.
- noun and active voice
  - subject, and state of being verb
  - noun and verb
  - noun and preposition

**Competency:** Grammar

11. Identify the type of verb in the following sentence:  
The employees made suggestions to the manager.
- transitive
  - intransitive
  - linking
  - helping

**Competency:** Grammar

12. Three degrees of comparison such as positive, comparative, and superlative refer to the degrees of a(n):
- conjunction
  - pronoun
  - adverb
  - adjective

**Competency:** Grammar

13. Select the correct structure below:
- Larry set and talked and talked to his self.
  - Taken the medicine is good.
  - Larry drove the car in to the bus.
  - Larry has the answer to that question.

**Competency:** Editing and Proofreading

14. Select the sentence that contains a dangling modifier:
- Sitting idly at the light, the bus shut off its motor.
  - The driver shut off the motor while sitting idly at the light.
  - At the light, the motor of the bus was shut down by the driver.
  - The motor of the bus was shut off by the driver while waiting at the light.

**Competency:** Editing and Proofreading

15. Which sentence below contains a split infinitive?
- The government elected the judge to officially represent the department.
  - The tuna turned to swim away.
  - To write correctly is a needed skill for all employees.
  - John waited and then started to sing loudly.

**Competency:** Editing and Proofreading

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16. Identify which sentence below has correct spelling, grammar, and punctuation.
- Have you ever cruise on a large, passenger boat?
  - The cruise ship has three dining rooms; it has over 14 decks above water.
  - The cruise ship advertises a main dinner, a supplemental dinner and several Buffets.
  - The ship will stop in Rome Italy and then in Barcelona Spain.

**Competency:** Editing and Proofreading

17. Physical distractions, such as \_\_\_\_\_ can be a barrier to listening.
- jargon or slang
  - temperature or noise
  - high pitched voices or low pitched voices
  - laziness or biases

**Competency:** Oral and Nonverbal Communications

18. Research indicates that senior managers spend about \_\_\_\_ percent of their time in various settings just listening.
- 80
  - 85
  - 90
  - 100

**Competency:** Oral and Nonverbal Communications

19. A major aspect of your voice is volume, which means the:
- inflection of your voice
  - intensity of sound
  - speed of your oral communication
  - tone and emphasis you place in your voice

**Competency:** Oral and Nonverbal Communications

20. What is the purpose of using a period at the end of a sentence?
- is rarely used in formal writing
  - signals the end of a declarative or imperative sentence
  - is never used for a polite request
  - signals the end of a quoted question

**Competency:** Word Definition and Usage

21. What does a question mark ask for?
- an exclamation from the reader or listener
  - a limited number of sentences
  - a definite response
  - primary internal punctuation

**Competency:** Word Definition and Usage

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22. You should use a(n) \_\_\_\_\_ to form possessives and contractions.
- comma
  - dash
  - apostrophe
  - hyphen

**Competency:** Word Definition and Usage

23. In which one of the following sentences are the numbers correctly written?
- 6 people lost their footing on the ledge.
  - Ten apples were left on the tree.
  - 13 stamps for \$.44 cents each were sold.
  - 20 and  $\frac{5}{8}$  are the answers.

**Competency:** Word Definition and Usage

24. Which sentence is correct?
- He eats alot of hamburgers and fries!
  - The trainer tried to keep the angry stallions a part.
  - The book that I bought was very difficult to understand.
  - The preacher made an illusion to a modern movie.

**Competency:** Spelling

25. Noah Webster wrote the first \_\_\_\_\_ in 1806.
- thesaurus
  - CD-ROM dictionary
  - dictionary
  - electronic dictionary

**Competency:** Spelling

26. Which sentence is correct?
- I don't know weather you can do that play.
  - We want to see the building in the capital.
  - Marcia had a lot of shoes in her closet.
  - The school principle goes to every football game.

**Competency:** Spelling

27. There are consequences of violating copyright laws. All of the following are punishments **except**:
- monetary damages according to the loss caused by the violation
  - a written public apology published in the legal section of a local newspaper
  - for "innocent infringement," the range of statutory damages is \$200 to \$150,000 per work; in "willful infringement," the range of statutory damages is \$750 to \$300,000 per work
  - if a violator is found guilty, there is a fine of up to \$500,000 or imprisonment of up to five years for a first offense

**Competency:** Digital Communications (e-mail, messaging, netiquette, etc.)

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28. Studies indicate that email:

- a. represents an expensive method of exchanging messages
- b. can be used only as a stand-alone device in offices
- c. has surpassed the telephone as the tool of choice in the workplace
- d. become a method of informal communication between friends only

**Competency:** Digital Communications

29. Today, technology has:

- a. given users less opportunity for communicating effectively
- b. finally slowed down and no innovations are likely
- c. advanced beyond the mere use of the Internet to allow users to access many applications even by cell phones
- d. taken the role of job search away from human resources

**Competency:** Digital Communications

30. What is the auto response feature of email?

- a. automatically answers all emails and provides detailed answers
- b. makes the subject line of an email meaningful
- c. lets email senders know that you will respond later
- d. makes the message more inviting

**Competency:** Digital Communications

**Business Communication Answer Key**

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

**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 work toward improving their business communication skills of writing, speaking, and listening.

**Competencies**

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

- English Skills
- Written Communication
- Grammar
- Reading Comprehension
- Editing and Proofreading
- Oral Communication Concepts
- Word definition and usage
- Capitalization
- Punctuation
- Spelling
- Nonverbal Communication

**Procedures/Tips**

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

**Web Site Resources**

- <http://www.webgrammar.com/grammartips.html>
- <http://www.getitwriteonline.com/archive/tips.htm>
- <http://64.233.161.104/search?q=cache:X1zO8KQ4F7sJ:appserv.pace.edu/emplibrary/morrow.doc+effective+questioning,+involvement+techniques+and+providing+feedback&hl=en>
- <http://www.yourdictionary.com/>
- <http://www.dalecarnegie.com/>
- <http://www.marketingpower.com/>



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## Business Communication Sample Questions

1. Which word has the most unfavorable tone?
  - a. cheap
  - b. bargain
  - c. lower-price
  - d. less expensive
  
2. You will make an initial oral presentation to a board of directors of an international company. All members of the board are competent speakers of English as a second language. You should:
  - a. use humor generously to break the ice
  - b. speak as you normally would in a business setting
  - c. enunciate precisely and speak more slowly than normal
  - d. eliminate body language because it may be offensive
  
3. Kevin needs to give an immediate account of a sales conference to ten people. Which of the following is not an appropriate way to communicate this information?
  - a. business letter
  - b. report
  - c. e-mail
  - d. memo
  
4. Which sentence most correctly applies effective writing principles?
  - a. Your savings start earning interest on the day of deposit.
  - b. If you don't return our calls, we can't help you.
  - c. Your order will be delayed because its size was quite unusual.
  - d. You should have completed a credit application.
  
5. In delivering an oral presentation, the most important consideration is that the
  - a. content is accurate.
  - b. content is humorous.
  - c. technologically advanced presenter must use presentation software.
  - d. content is secondary to the delivery style.
  
6. Emphasizing positive aspects in any speaking situation
  - a. is good business practice.
  - b. is not necessarily the best presentation strategy.
  - c. may make listeners uncomfortable.
  - d. may make listeners suspicious.
  
7. When visuals are used effectively, the audience will
  - a. participate more freely in discussion.
  - b. take better notes.
  - c. retain the message for a longer time.
  - d. look at the visuals instead of listening to the presentation.
  
8. E-mail and phone messages are used
  - a. to communicate to colleagues in your office.
  - b. in place of business letters.
  - c. to communicate quickly.
  - d. to communicate large pieces of information.

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9. E-mail messages should be written
    - a. when you don't have time to write a letter.
    - b. when you already know the person.
    - c. in a format like a memo.
    - d. when you don't expect an answer.
  
  10. An application letter should be organized as a
    - a. persuasive message.
    - b. special letter.
    - c. routine message.
    - d. good news message.
  
  11. Mandy's customer service letter includes a heading, inside address, body, and closing. What is missing?
    - a. copy notation
    - b. the greeting
    - c. the inquiry
    - d. the order number
  
  12. Which type of grammatical error occurs in the following sentence? "While reviewing the report, the fire alarm sounded, and everyone left the building."
    - a. passive voice
    - b. dangling modifier
    - c. expletive
    - d. redundancy
  
  13. The subject line
    - a. provides a record of how the letter was sent.
    - b. sets the stage for the receiver to understand the message.
    - c. directs a letter to a specific person.
    - d. is used only when composing electronic (e-mail) messages.
  
  14. However fast the train may go, a plane is still faster.
    - a. The sentence has incorrect punctuation.
    - b. The sentence has correct punctuation.
  
  15. We discovered that those kind of form letters do not get results.  
Did you see the picture of President Bush and myself in Newsweek?
    - a. Both sentences are grammatically incorrect.
    - b. Only the second sentence is grammatically correct.
    - c. Both sentences are grammatically correct.
    - d. Only the first sentence is grammatically correct.
  
  16. Can you name the \_\_\_\_\_ of Alabama?
    - a. capitol
    - b. capital
  
  17. Body language
    - a. is very similar in most cultures.
    - b. is easy to interpret because each symbol has only one meaning.
    - c. is always complex to read.
    - d. includes facial expressions and gestures.

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Use for the next 6 questions. The following group of words may contain from zero to three misspelled words. Select the number of misspelled words in each group.

18. colleague, congratulate, harass  
a. 1 misspelled word  
b. 2 misspelled words  
c. 3 misspelled words  
d. 0 misspelled words
19. prevelent, calender, mathematics  
a. 0 misspelled words  
b. 1 misspelled word  
c. 3 misspelled words  
d. 2 misspelled words
20. mileage, exaggerate, efficiency  
a. 1 misspelled word  
b. 2 misspelled words  
c. 3 misspelled words  
d. 0 misspelled words
21. beneficial, tarriff, serviceable  
a. 3 misspelled words  
b. 2 misspelled words  
c. 0 misspelled words  
d. 1 misspelled word
22. dictionery, competant, withholding  
a. 0 misspelled words  
b. 2 misspelled words  
c. 1 misspelled word  
d. 3 misspelled words
23. impatient, interceed, lible  
a. 1 misspelled word  
b. 2 misspelled words  
c. 3 misspelled words  
d. 0 misspelled words

Use for the next 7 questions. Select the number of errors in each line.

24. Febuary 21, 2005/Mr. Johnson Shank/9,200 Lakeview Drive/Foley, AL 365350626  
a. 2 errors  
b. 0 errors  
c. 1 error  
d. 3 or more errors
25. Dear Mr. Johnson;  
a. 0 errors  
b. 3 or more errors  
c. 1 error  
d. 2 errors

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26. We are pleased to enclose your new Lenox Square credit card. You may use these
- 1 error
  - 3 or more errors
  - 2 errors
  - 0 errors
27. card in both our Lenox Square and Buckhead location. Since you have such a fine
- 1 error
  - 0 errors
  - 3 or more errors
  - 2 errors
28. credit record you will be able to charge as much \$4,000.00 of our impeccably-tailored clothing and accessories.
- 0 errors
  - 3 or more errors
  - 1 error
  - 2 errors
29. Hour annual spring sale starts on april 31. A broshure describing our exciting bargans
- 2 errors
  - 3 or more errors
  - 0 errors
  - 1 error
30. are enclosed, too.
- 0 errors
  - 1 error
  - 2 errors
  - 3 or more errors

**Business Communication Answer Key**

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

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

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

## 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.

### Competencies

Test will focus on business communication skills of writing, speaking, and listening. The topics listed below are prioritized, listing first the most important content areas of the test; grouped topics are equal.

- Written communication concepts
- Grammar, editing & proofreading
- Punctuation, spelling, oral communication concepts, word definition and usage
- Capitalization, nonverbal communication concepts

### 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.
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.

## BUSINESS COMMUNICATION SAMPLE TEST QUESTIONS

*Choose the appropriate response using the following key*

- a. Only the first sentence is grammatically correct.
  - b. Only the second sentence is grammatically correct.
  - c. Both sentences are grammatically correct.
  - d. Both sentences are grammatically incorrect.
1. None of the damage to the materials is covered by insurance.  
Neither the manager nor the staff members has heard about the merger.
  2. Being that the meeting starts in an hour, we must leave immediately.  
Corporate headquarters is being moved to Seattle.
  3. Being accurate is more important than to be speedy.  
IBM wants its staff to follow these new regulations.
  4. What would management do if us technicians went on strike?  
My supervisor does not write very good.
  5. You should not feel badly about missing the meeting.  
Both Ms. Denson and Mr. Marye are to be promoted.
  6. The number of requests for additional materials is very encouraging.  
Ms. Heyser should of kept her appointment.

*Choose the appropriate response using the following key*

- a. Only the first sentence is punctuated correctly.
- b. Only the second sentence is punctuated correctly.
- c. Both sentences are punctuated correctly.
- d. Both sentences are punctuated incorrectly.

7. However carefully you proofread, an error occasionally slips by.  
By placing an order by Monday, you can take advantage of this low low price.
8. The seminar scheduled for January 15-18, 2003 has been canceled.  
We received the bid, after the filing time had expired.
9. A trained, educated workforce believes that learning is a lifelong process.  
The faculty member, who signed the petition, has been disciplined by the dean.
10. There will be a six- to eight-week delay in shipping your order.  
Will you please call me if you need additional supplies?
11. We need disks, paper, toner cartridges, and etc..  
Sales in March increased 15 percent; in April, 18 percent; in May, 20 percent.
12. That could be the best, though not the cheapest scanner, to buy.  
We received your June 5 letter; however, your check was not enclosed.

*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.*

13. prevelent, calender, frieght, mathematics
  - a. 0
  - b. 1
  - c. 2
  - d. 3
  - e. 4
14. mileage, exaggerate, efficiency, bureau
  - a. 0
  - b. 1
  - c. 2
  - d. 3
  - e. 4

15. impateint, interceed, lible, mediokre  
 a. 0  
 b. 1  
 c. 2  
 d. 3  
 e. 4
16. instructor, negotible, occurrence, rhythm  
 a. 0  
 b. 1  
 c. 2  
 d. 3  
 e. 4
17. curtesy, treasurer, accompaned, unanimous  
 a. 0  
 b. 1  
 c. 2  
 d. 3  
 e. 4
18. vacume, allicate, discretion, parlimentary  
 a. 0  
 b. 1  
 c. 2  
 d. 3  
 e. 4
19. promissory, customary, concur, aggressive  
 a. 0  
 b. 1  
 c. 2  
 d. 3  
 e. 4
20. believe, feasable, preferance, omitted  
 a. 0  
 b. 1  
 c. 2  
 d. 3  
 e. 4
21. anuity, mischievius, precice, committment  
 a. 0  
 b. 1  
 c. 2  
 d. 3  
 e. 4
22. survay, sophmore, clientell, relevant  
 a. 0  
 b. 1  
 c. 2  
 d. 3  
 e. 4
- Select the correct word from the choices given*
23. The most (a) affective (b) effective way to improve spelling is to improve pronunciation.
24. Janine Rogers was (a) formally (b) formerly the telecommunications specialist with Xerox.
25. Our CEO is never (a) adverse (b) averse to suggestions for cutting costs.
26. Does the new (a) stationery (b) stationary show the company's Web address?
27. In a conversation with a "problem" customer, it is good psychology to look for an opportunity to (a) complement (b) compliment that customer.
28. Can you name the (a) capital (b) capitol of Oregon?
29. Every punctuation rule and grammar (a) principle (b) principal has been mastered by our editors.
30. A large (a) percentage (b) percent of our employees must file federal tax forms before the end of the fiscal year.
31. Vital components of an effective oral presentation include a(n)  
 a. appropriate delivery style, voice quality, and diction.  
 b. assistant to distribute materials.  
 c. laser pointer for emphasis during the presentation.  
 d. pink dress or suit for a female presenter, or a red tie for a male presenter.



32. Visuals and handouts for an oral presentation should be
- professionally prepared so there are no errors.
  - used only for presentations of more than 20 minutes.
  - appropriately designed and distributed, if used.
  - kept to a minimum so that attention will be focused on the speaker.
33. When making an oral presentation, the best way to handle questions from the audience is to
- decide what method is most appropriate for the content and the audience, then let the audience know at the beginning of the presentation if questions should be asked during the presentation or held until the end.
  - announce that questions should be held until the end of the presentation.
  - ask that questions be written and turned in to the speaker so the speaker can respond to those questions by mail or e-mail within two weeks.
  - avoid questions entirely because the speaker may not know the answers.
34. A way to encourage feedback from listeners when you are giving instructions is to
- wait until all instructions have been given.
  - pause.
  - repeat the instructions immediately.
  - keep talking unless you see that the listeners are confused.

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

35. 80,000 people attended Super Bowl XXXVI in New Orleans.
36. The rate on prime commercial paper has dropped from 11  $\frac{1}{2}$  percent a year ago to 8  $\frac{3}{4}$  percent today.
37. The address you requested is One Third Street, Columbus, OH 43163-2487.

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

38. All students are required to take Business Principles and Analyses before they can receive bachelor of science and bachelor of arts degrees.
39. The state of Florida sometimes experiences freezing Winter weather.
40. The Federal Reserve Board will meeting in the state of Washington.

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Business Communication

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

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### Competencies and Task Lists

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

### 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.htm>
- Your Dictionary  
<http://www.yourdictionary.com/>

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## BUSINESS COMMUNICATION SAMPLE QUESTIONS

1. Identify the bold word in the following sentence.  
"**Congratulations!**" We are proud of you.
  - a. interjection
  - b. verb
  - c. conjunction
  - d. noun
2. **Saw** is to **seen** as **drive** is to:
  - a. ride
  - b. driven
  - c. drove
  - d. vehicle
3. One of the purposes of communication is:
  - a. to persuade
  - b. the message
  - c. to interpret
  - d. the receiver
4. The most common errors found when proofreading are:
  - a. long words
  - b. word or letter omission or addition
  - c. capitalization
  - d. numbers

- 
5. Which one of the following terms is obsolete?
- unfortunately
  - you will find
  - we regret to inform you
  - separately
6. Which one of the following sentences is **correct**?
- Call their office ((800) 555-0192) to see if invoice 1,127 was paid.
  - I bought 200 pencils on sale for 88 cents each.
  - A 25 percent discount is given on reserved rooms.
  - Sam just learned that he won a jackpot of one and a half million dollars.
7. Which one of the following terms is **incorrectly** spelled?
- pastime
  - feud
  - exageration
  - \* reservoir
8. One of the elements of writing style is:
- voice
  - speech
  - capitalization
  - diction
9. Which sentence has a misplaced modifier?
- I want to plan carefully so I can succeed on the first try.
  - Key just the letters, not the memos.
  - Each of us has only 24 hours in a day.
  - Terri repairs only office machines: she doesn't sell them.
10. Which one of the following sentences is **correct**?
- Leo became the editor of his hometown newspaper he will enjoy his work.
  - Two new computer programs developed by Anne.
  - The project consultant is an expert in urban planning he will speak to the city council.
  - Marc and Shanna will work as census takers beginning next month.
11. Which sentence is grammatically **correct**?
- Our students are considerate of we teachers.
  - We must respect the wishes of whomever is in charge.
  - Give the extra copy of the program to whomever can use it.
  - \* Who is going to prepare the agenda for the meeting?
12. The objective of written messages includes all of the following **except**:
- request
  - audience
  - promote good will
  - inform
13. Include the following necessary information in business messages:
- who, what, where, when, why
  - which, when, why, what, who
  - what, word, when, which, why
  - word, when, who, why, what

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14. Which sentence does **not** contain an adverb phrase?
- Steve's office is so small he can't make sufficient progress.
  - John works aggressively in all aspects of his career.
  - Sarah usually makes progress quickly when she puts her mind to it.
  - Mindy starts her new position immediately.
15. Marla has limited time and must call Gary for answers to several questions. Which one of the following is the best example of a brisk and professional approach?
- Hey, Gary. How are you doing?
  - Gary, I have only a few minutes, but I knew you were the one with the answers to my questions.
  - Look, Gary, you always have the inside scoop at work; what's going on?
  - I can't waste any time chit chatting, so you need to get to the point pronto!
16. **Leaves** is to **leaf** as **wolves** is to:
- wolf
  - wolve
  - dogs
  - pages
17. Select the sentence in which all capitalization is correct.
- In English class we read Romeo and Juliet, Main Street, and Uncle Vanya.
  - In English class we read Romeo And Juliet, Main Street, and Uncle Vanya.
  - In English Class we read romeo and juliet, Main Street, and Uncle Vanya.
  - In english class we read Romeo and Juliet, Main Street, and Uncle Vanya.
18. Select the sentence in which all capitalization is correct.
- My father would like the government to better acknowledge korean war veterans.
  - My father would like the Government to better acknowledge Korean War veterans.
  - My father would like the Government to better acknowledge Korean War Veterans.
  - My father would like the government to better acknowledge Korean War veterans.
19. Select the correctly spelled word below.
- cieling
  - beleive
  - believe
  - mischeivious
20. Revising a writing piece should be done:
- only after the final copy is completed
  - after the rough copy is completed
  - while writing the second rough copy
  - after the piece is published
21. Choose the correct use of *half-staff*/*half-mast* below.
- The flag at the naval station is at half-staff.
  - The flag in front of the school is at half-staff.
  - The flag on the ship is at half-staff.
  - The flag in front of the school is at half-mast.
22. Which topic should be organized by time?
- the need for more staff in the purchasing department
  - the announcement of a new employee benefit
  - the steps in the development of a new product
  - a letter answering a customer complaint

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23. What is wrong with this sentence?  
I am writing this letter to inform you that I am interested in the accounting position.
- It contains a wordy compound preposition.
  - It contains a redundancy.
  - It contains a long lead-in.
  - Nothing is wrong with this sentence. It is an example of good business writing.
24. When proofreading a document, you will check all but which one of the following for errors?
- names and numbers
  - spelling, grammar, and punctuation
  - readability
  - format
25. Understanding analogies is important to reading comprehension. Select the set of words that is most similar to scene:play.
- writing:reading
  - paragraph:essay
  - drama:comedy
  - band:orchestra
26. Select the best meaning for "in the black."
- tricks to hide the situation
  - working a second job
  - it won't work
  - the condition of making a profit
27. Select the **correctly** spelled word below.
- conscientious
  - concientious
  - conscientious
  - conscientous
28. Select the **incorrectly** spelled word below.
- government
  - fluorescent
  - judgment
  - foriegn
29. Select the **incorrect** use of *partially/partly* in the sentences below.
- The building is partially completed.
  - The building is in a state of partial completion.
  - The building is partly completed.
  - I'm partially convinced.
30. Select the sentence in which all capitalization is **correct**.
- The Thurstons think we named our daughter April for the Month in which she was born.
  - The Thurstons think we name our Daughter April for the month in which she was born.
  - The Thurstons think we named our daughter April for the month in which she was born.
  - The thurstons think we named our daughter april for the month in which she was born.

Business Communication Answer Key

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