2nd SEMESTER M.Com (SDE)

BUSINESS COMMUNICATION

Multiple choice Questions.

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1. The term “communis” derived from ___ word.
   a. Greek.
   b. Latin.
   c. Chinese.
   d. English.

2. Communication means ___ information, feeling and thoughts, with others.
   a. To receive.
   b. Exchange of.
   c. Conveying.
   d. All the above.

3. Grapevine communication is associated with _____ communication.
   a. Formal
   b. Informal
   c. Horizontal
   d. Vertical.

4. Lateral communication is between
   a. Superior and subordinate.
   b. Same cadre of personal.
   c. Subordinate and superior.
   d. Among all.

5. Audio Visual communication combines
   a. Auditory only.
   b. Visual only.
   c. Both auditory & visual.
   d. Written.

6. Communication problems otherwise known as
   a. Enquire.
   b. Barriers.
   c. Encoding.
   d. Decoding.

7. Posters fall under _______ communication.
   a. Oral.
   b. Visual.
c. Written.
d. Spoken.

8. Informal communication is otherwise known as ______ communication.
   a. Grapevine.
b. Lateral.
c. Visual.
d. Horizontal.

9. Horizontal communication flows through ______
   a. Face-to-face discussion.
b. Telephonic talk.
c. Periodical meeting.
d. All the above.

10. Gestural communication is a ______
    a. Non-Verbal Message.
b. Direct conversation.
c. Oral communication
d. Written.

11. Physical Barriers to communication are ______
    a. Time and distance.
b. Interpretation of words.
c. Denotations.
d. Connotations.

12. Communication is derived from a Latin word “Communis” which means
    a. Community
    b. Share
    c. Common
    d. Marxist

13. Communication starts with:
    a. Encoding
    b. Sender
    c. Channel
    d. Feedback

14. The number of key elements in the communication process is:
a. Five
b. Six
c. Seven
d. Four

15. The two broad areas of communication are:
   a. Oral and written communication
   b. Verbal and written communication
   c. Verbal and non-verbal communication
   d. Oral and non-verbal communication

16. Which of the following combination is /are example/s of oral communication?
   a. Meetings, memos and presentations
   b. Meetings, memos and performance reviews
   c. Meetings, presentations and performance reviews
   d. All the above

17. Which of the following combination is /are example/s of written communication?
   a. Letters and voicemail
   b. Reports and email
   c. Circulars and voicemail
   d. All the above.

18. Orders and directives are the example of:
   a. Downward communication
   b. Upward communication
   c. Diagonal communication
   d. Horizontal communication

19. Communication between HR manager and salesman is an example of:
   a. Horizontal communication
   b. Lateral communication
   c. Diagonal communication
   d. Vertical communication

20. Diagonal communication is also known as:
   a. Cross ward communication
   b. Horizontal communication
   c. Vertical communication
d. Any of the above

21. Communication between HR manager and Finance manager is an example of:
   a. Downward communication
   b. Upward communication
   c. Diagonal communication
   d. Horizontal communication

22. Downward communication and Upward communication are:
   a. Vertical communication
   b. Horizontal communication
   c. Diagonal communication
   d. None of these

23. Placement of purchase order to supplier of material is communication.
   a. Vertical communication
   b. Horizontal communication
   c. Internal communication
   d. External communication

24. Receiving a sales order is an example of:
   a. Vertical communication
   b. Horizontal communication
   c. Internal communication
   d. External communication

25. Communication can be inward or outward:
   a. Vertical communication
   b. Horizontal communication
   c. Internal communication
   d. External communication

26. Functional coordination is one important reason for communicating with:
   a. Superiors
   b. Peers
   c. Subordinates
   d. Employees’ unions

27. Communication with superiors involves:
   a. Directions
28. Listening has been identified as one of the “seven habits of highly effective people” by:
   a. Lundsteen
   b. Stephen Covey
   c. Lee Iacocca
   d. Tom Peters

29. The most basic type of listening is known as:
   a. Discriminative listening
   b. Comprehension listening
   c. Appreciative listening
   d. Evaluative listening

30. Dialogic listening is also known as:
   a. Empathetic listening
   b. Therapeutic listening
   c. Relational listening
   d. Active listening

31. Readability is determined mainly by:
   a. Punctuation
   b. Length of words
   c. Active and passive voice
   d. Spelling

32. FOGINDEX is used to measure:
   a. Clarity of message
   b. Courtesy of message
   c. Readability of message
   d. All the above.

33. A message may be understood by an average educated person, if FOGINDEX is:
   a. More than 15
   b. Less than 15
   c. Negative
MCQs-Business Communication

d. Zero

34. Communication is a __________
   a. one way process
   b. Two way process
   c. Three way process.
   d. four way process

35. The main objective of communication is:
   a. Information and persuasion.
   b. Skill and personality development.
   c. Control and management.
   d. Need.

36. The downward communication flow from
   a. A subordinate to a superior.
   b. A subordinate to a subordinate.
   c. A superior to a superior.
   d. A superior to a subordinate.

37. Gossip and rumour are part of --------- communication.
   a. Formal.
   b. Informal.
   c. Horizontal.
   d. Vertical.

38. Examples of oral communication----------
   a. Letter.
   b. E-mail.
   c. Telephone.
   d. Fax.

39. Which one is an effective audio-visual communication.
   a. Cinema.
   b. Television.
   c. Drama
   d. All the above.

40. Advantage of written communication
   a. Save time.
b. Save money.
c. Permanent record.
d. Neat.

41. Written communication doesn’t includes
   a. Reports
   b. Forms.
   c. Notice.
   d. None of these.

42. Communication saves time in:
   a. Internal communication.
   b. Interview.
   c. Oral communication.
   d. Schedule.

43. ............... refers to mental disturbances
   a. Coherence
   b. Notion
   c. Distraction
   d. Psychological noise

44. Mental turbulence refers to:
   a. Inability to understand
   b. Confusion in the mind of receiver
   c. Confusion in the mind of sender
   d. Inability to speak

45. The clarity in communication could be achieved by which of the following techniques?
   a. Choose words that are short, familiar and conversational.
   b. Construct effective sentences and paragraphs.
   c. Achieve appropriate readability.
   d. All the above

46. In empathetic communication, we can:
   a. Probe
   b. Respond to the feelings
   c. Interpret
47. Conciseness of message refers to:
   a. Crispness
   b. Comprehensiveness
   c. Specificity
   d. Brevity

48. Errors in language, grammar or visual representation of facts take away:
   a. Clarity
   b. Correctness
   c. Crispness
   d. Conciseness

49. ________ is the process of exchanging messages between a seller and a customer.
   a. Organisational communication
   b. Business Communication
   c. Managerial communication
   d. Professional communication

50. Listening, reading, speaking and writing are all types of:
   a. Communication skills.
   b. Emotional barriers.
   c. Evaluation techniques.
   d. Nonverbal communication.

51. Communication barriers are:
   a. A receiver's response to a message.
   b. Avenues through which messages are delivered.
   c. Obstacles that interfere with the understanding of a message.
   d. The circumstances under which communication takes place.

52. All of the following are examples of verbal communication EXCEPT:
   a. Email
   b. symbols
   c. Telephone calls
   d. Text messaging
53. ----------- is the wordless form of communication which takes the form of postures, body language, facial expressions, eye contacts, tension, breathing and tones etc.
   a. Verbal communication
   b. Garbage communication
   c. Informal communication
   d. Non-Verbal communication

54. According to Richard Fitch, in communication process 90% belongs to -----------
   a. Formal communication
   b. Non-verbal communication
   c. Informal communication
   d. Oral communication

55. ----------- means the position in which you hold your body when standing or sitting.
   a. Gestures
   b. Postures
   c. Paralanguage
   d. Proxemics

56. According to Proxemics (space language), zones are classified into------- categories
   a. 3
   b. 4
   c. 5
   d. 6

57. The keys to write a successful resume are:
   a. Too long, verbose descriptions and over confident tone
   b. “You” attitude, focus on your audience and think about prospective employers need
   c. None of the above
   d. All of the above

58. While giving an interview, be --- in your salary expectations.
   a. Modest
   b. Unrealistic
   c. Realistic
   d. None of the above

59. An informal report is usually in the form of a _____communication.
a. Person to person
b. Prescribed form.
c. Regular intervals.
d. Authoritative.

60. List of items to be discussed and decided in a meeting is called as ____
   a. Resolution.
   b. Minutes.
   c. Invoice.
   d. Agenda

61. An Agenda prepared in connection with ____
   a. Meeting.
   b. Business tours.
   c. Exhibition.
   d. Personal notes.

62. ____ is a communication which contains the decision of the meeting.
   a. Amendment.
   b. Resolution.
   c. Debate.
   d. Minutes.

63. A report prepared in a prescribed form and presented according to an established
   procedure is ____ report
   a. Formal.
   b. Informal.
   c. Statutory.
   d. General.

64. ____ is done by drawing a list of the items of business to be transacted at the
   meeting.
   a. Minutes.
   b. Resolution.
   c. Invitation.
   d. Agenda.

65. The minute books are the ____ book of the company.
   a. Subsidiary.
b. Statutory.
c. Obligatory.
d. Secondary.

66. _____ and testimonials are important because they express the opinion of others the applicant’s suitability for a position.
   a. References.
   b. Qualification.
   c. Service certificate.
   d. Letters.

67. --------- refers to the amount of space that individuals naturally maintain between each other.
   a. Chronemics
   b. Gestures
   c. Proxemics
   d. None of these.

68. A circular is a form of -------
   a. Oral communication.
   b. Face-to-face communication.
   c. Group communication.
   d. Visual communication.

69. Dunning letters are also called -----------
   a. Collection letters.
   b. Letter of credit.
   c. Compliant letters.
   d. Suggestion letters.

70. In................ speakers’ choice of words unintentionally communicates something more than what the actual words state.
   a. Formal Communication
   b. Informal communication
   c. Meta communication
   d. None of these

71. Type of listening in which we learn to discern the difference in sounds.
   a. Discriminative listening
b. Biased listening
c. Evaluative listening
d. Appreciative listening

72. In ............... , the receiver holds preconceived notions, which shape the way a receiver decodes the sender's message.
   a. Discriminative listening
   b. Biased listening
c. Evaluative listening
d. Appreciative listening

73. ............... is also referred to as critical/judgmental listening
   a. Discriminative listening
   b. Biased listening
c. Evaluative listening
d. Appreciative listening

74. --------------- takes place when you listen to only those things that you want to hear or to those that you interested
   a. Discriminative listening
   b. Biased listening
c. Selective Listening
d. Appreciative listening

75. In ................ form of communication, a subordinate is permitted to communicate with the boss of his boss.
   a. Chain
   b. Circular
c. Inverted V
d. Wheel

76. ................ Involves how we arrange personal space and what we arrange in it
   a. Kinesics
   b. Proxemics
c. Time language
d. Paralanguage

77. ................ is the study of body physical movements.
78. It involves how we say something in different pitch, tone and voice modulation such as slow or fast.

a. Kinesics  
b. Proxemics  
c. Time language  
d. Paralanguage

79. ................ are our body parts especially arms, legs, hands and head convey meaning.

a. Gestures  
b. Proxemics  
c. Time language  
d. Paralanguage

80. Small cards that contain the important points of presentation is known as:

a. Hand-outs  
b. Cue-cards  
c. Attention grabbers  
d. None of these

81. Different components of the presentation that attract the attention of audience are:

a. Hand-outs  
b. Cue-cards  
c. Attention grabbers  
d. None of these

82. Materials distributed to the audience to supplement the contents of the presentation is:

a. Hand-outs  
b. Cue-cards
c. Attention grabbers
d. None of these

83. Which of the following is / are 7 Cs of presentation?
   a. Clarity
   b. Conciseness
   c. Candidness
   d. All the above

84. Which of the following is /are not 7Cs of presentation?
   a. Clarity
   b. Consideration
   c. Concreteness
   d. Collectiveness

85. Our purpose in a ------------ presentation is to convince your listeners to accept your proposal
   a. Informative
   b. Persuasive
   c. Image building
   d. Multipurpose

86. Our purpose in a ----------- presentation is to move your audience to take your suggested action.
   a. Informative
   b. Persuasive
   c. Image building
   d. Decision making

87. ----------- in communication increases credibility of the sender of message
   a. Clarity
   b. Correctness
   c. Concreteness
   d. Consideration

88. ----------- presentations include talks, seminars, proposals, workshops, conferences, and meetings the presenter or presenters share their expertise, and information is exchanged.
   a. Informative
b. Persuasive  
c. Image building  
d. Decision making

89. Evaluation Parameters of Group discussion includes:
   a. Personality  
b. Communication  
c. Leadership  
d. All the above

90. ------------ is a systematic oral exchange of information, views and opinions about a topic, issue, problem or situation among members of a group who share certain common objectives.
   a. Presentation  
b. Group discussion  
c. Group interview  
d. All of these

91. A................ focuses on your skills and experience, rather than on your chronological work history
   a. Functional resume  
b. Mini resume  
c. Combination resume  
d. Chronological resume

92. A -------- Starts by listing your work history, with the most recent position listed first.
   a. Functional resume  
b. Mini resume  
c. Combination resume  
d. Chronological resume

93. Curriculum vitae is known as-
   a. Personal profile  
b. Personal data sheet  
c. Qualification sheet  
d. All the above
94. -------- are used by an organisation as a means of having written records of established practices such as instructions on how to undertake specific tasks and work policies.
   a. Manuals
   b. Memos
   c. Letters
   d. All the above

95. ............ are usually the least formal method of written communication within the workplace and will usually include various notices or information relating to welfare and safety issues;
   a. Manuals
   b. Memos
   c. Letters
   d. Circulars

96. ------------ is also known as Non-directed interview.
   a. Structured
   b. Unstructured
   c. Depth
   d. Exit

97. Formal Interview is also known as............
   a. Planned interview
   b. Unstructured interview
   c. Group interview
   d. None of these

98. A ----------- letter should be organized like sales letter
   a. Resume
   b. Curriculum vitae
   c. Application letter
   d. All the above

99. A ---------- is also known as a ’cover letter’
   a. Resume
   b. Curriculum vitae
   c. Application letter
d. Sales letter

100. ------------ is a document sent with your resume to provide additional information on your skills and experience.
   a. Hand-outs
   b. Curriculum vitae
   c. Application letter
   d. Sales letter

101. A synopsis of the most relevant professional experiences you have for the particular job for which you are applying.
   a. Resume
   b. Curriculum vitae
   c. Application letter
   d. Hand-outs

102. A summary of your educational and academic backgrounds as well as teaching and research experience, publications, presentations, awards, honours and affiliations.
   a. Resume
   b. Curriculum vitae
   c. Application letter
   d. Hand-outs

103. ------------ is an assigned communication for a purpose and for specific receiver or reader.
   a. Report
   b. Memos
   c. Letters
   d. Circulars

104. Business Letters that please the receiver are called
   a. Good news letter
   b. Praising letter
   c. Routine letter
   d. All the above.
105. The business letter that neither please nor displease the receiver, but are received with interest are known as
   a. Good news letter
   b. Praising letter
   c. Routine letter
   d. All the above.

106. The word “memo” is a short form for:
   a. Memory
   b. Memorizing
   c. Memorandum
   d. Members order

107. Memo is derived from a Latin word which means:
   a. A thing which must be remembered
   b. A thing which must be memorized
   c. A thing which must be written
   d. A thing which must be communicated

108. One characteristic of a memo is:
   a. Formal
   b. Tool for external communication
   c. Concise
   d. Pretentious

109. All the following are principles of business letter writing, except:
   a. Consideration
   b. Correctness
   c. Conciseness
   d. Concurrency

110. Which of the following is not a compulsory part of a business letter?
   a. Salutation
   b. Close
   c. Attention line
   d. Body

111. The quality of a report is determined mainly by:
   a. The language of the report
b. The visual aspects  
c. The length of the report  
d. The accuracy of the data

112. A resume summarizes the following:  
a. Strengths and weaknesses  
b. Personality  
c. Education and experience  
d. Hobbies

113. Which of the following is characteristic of a chronological resume?  
a. Appropriate for experienced candidates  
b. Mentions most recent job or qualification first  
c. Appropriate when education and experience are unrelated to the job applied for  
d. Both a & b

114. The main purpose of a group discussion is to measure:  
a. Knowledge  
b. Personality  
c. Group communication skills  
d. Leadership skills

115. The primary role of a moderator is to:  
a. Facilitate the smooth functioning of the GD  
b. Keep track of time  
c. Announce the GD topic  
d. Interfere during the GD

116. Arriving ahead of time for a meeting is an example of:  
a. Feedback  
b. body language  
c. Non-verbal communication  
d. Verbal communication

117. The message sent is not always the same as the meaning attached to the message. This is because of the:  
a. Wrong sender  
b. Wrong medium
c. Faulty message
   d. Inaccurate decoding

118. Wrong decoding means:
   a. Badly worded message
   b. Message sent to wrong receiver
   c. Interpreted meaning is different from intended message
   d. Message sent by wrong sender

119. Consideration in a business letter means:
   a. Stressing the “me” attitude
   b. Using first person pronouns
   c. Stressing the “you” attitude
   d. Appealing to the sender’s interest

120. The resume should be written before the job application letter because:
   a. The resume is seen first
   b. The resume helps to decide what to highlight in the letter
   c. The resume is more important than the letter
   d. Most employers do not read application letters

121. A GD is highly structured because:
   a. It is coordinated by a moderator
   b. It measures group communication skills
   c. Members have to listen to the views of others
   d. The topic, time and number of participants are all decided in advance

122. Which of the following indicates the correct sequence of the elements of communication in the communication process?
   a. Sender, Receiver, Channel, Message, Feedback
   b. Receiver, Feedback, Sender, Message, Channel
   c. Sender, Channel, Message, feedback, Receiver
   d. Sender, Message, Channel, Receiver, Feedback

123. Which of the following is/are barriers of listening?
   a. Sluggishness
   b. Premature evaluation
   c. External distractions
   d. All of these.
124. ---------listening occurs when you go beyond what is being said and try to fathom what is not being said.
   a. Deep
   b. Passive
   c. Full
   d. Discriminative

125. Four essential elements of good listening process are:
   a. Attention, Hear, Understand, Respond
   b. Attention, Hear, Understand, Remember
   c. Accept, Hear, Update, Remember
   d. Adopt, Hear, Understand, Respond

126. An important function of --------- listening is to build a rapport with another person
   a. Deep listening
   b. False listening
   c. Relationship listening
   d. None of these.

127. "The concept the individual has of himself as a physical, social and spiritual or moral being" is:
   a. Self esteem
   b. Self perception
   c. Self concept
   d. Stereo typing

128. ----------- is a person's belief about his' or her chances of successfully accomplishing a specific task.
   a. Self esteem
   b. Self perception
   c. Self concept
   d. Self Efficacy

129. Which of the following is not a component of attitude?
   a. Affective
   b. Cognitive
   c. Openness
d. Intentional

130. Communication meant for changing the attitude of others is known as--------- communication.
   a. Directive
   b. Mass
   c. Persuasive
   d. All the above.

131. Chronemics is also known as------- language.
   a. Space
   b. Time
   c. Body
   d. Eye

132. --------- is the interpretation of sensory data so as to gather meaningful ideas.
   a. Sensation
   b. Retention
   c. Perception
   d. Cognition

133. Transactional analysis (TA) was developed by:
   a. Elton Mayo
   b. Weber
   c. Maslow
   d. Eric Berne

134. ----------- Means how our voice stress, pause, sigh etc. communicates.
   a. Paralanguage
   b. Body language
   c. Gestures
   d. Proxemics

135. ----------- tells how our body communicates.
   a. Paralanguage
   b. Kinesics
   c. Chronemics
   d. Proxemics

136. ----------- is talking to oneself in one’s own mind such as soliloquies, asides in dramatic work etc.
a. Dialogue
b. Interpersonal communication
c. Intrapersonal communication
d. Unilateral communication.

137. --- -----is exchange of messages between two persons such as conversation, dialogue, interview etc.
   a. Soliloquies
   b. Interpersonal communication
c. Intrapersonal communication
d. Mass communication.

138. Class room teaching and directors meeting are the examples of :
   a. Mass communication
   b. Intrapersonal communication
c. Group communication
d. All of these.

139. Communication through newspapers and television are known as:
   a. Group communication
   b. Interpersonal communication
c. Mass communication
d. None of these.

140. In ---------speakers’ choice of words unintentionally communicates something more than what the actual words state.
   a. Unintended communication
   b. Meta communication
c. Active communication
d. Fathom communication

141. -------- communication refers to the communication between a superior and a subordinate through scalar chain.
   a. Wheel communication
   b. Chain communication
c. Circular communication
d. Free flow communication.

142. In --------- form of communication, all the subordinates of a superior talk to one another through his medium and the superior works as a hub.
   a. Wheel communication
b. Chain communication  
c. Circular communication  
d. Free flow communication.

143. This communication takes place among the members of a group where every member of a group can communicate with the nearest two members.
   a. Wheel communication  
b. Chain communication  
c. Circular communication  
d. Free flow communication.

144. In -------- form of communication, a subordinate is permitted to communicate with the boss of his boss.
   a. Wheel  
b. Chain  
c. Circular  
d. Inverted “V”

145. Any letter designed and directed to the exchange of information connected with trade and trade related activities is known as:
   a. Business Report  
b. Business enquiry  
c. Business letter  
d. Business memos

146. Which of the following is not a type of business letter?
   a. Business enquiry  
b. Sales letter  
c. Quotations  
d. Reference letter.

147. Which of the following is/are business letters?
   a. Refusal letter  
b. Customer relation letter  
c. Order status letter  
d. All of these.

148. Comparing to resume,--------- is more academic oriented.
   a. Cover letter
b. Interview

c. Curriculum Vitae
d. Bio-data

149. Is a kind of written announcement that is distributed to a large number of people to convey any commercial or non-commercial message at minimum time, costs and efforts.

   a. Memo
   b. Notice
   c. Circular
   d. Publicity

150. In layout of letter, every line begins at left margin and thus makes each paragraph look like a distinct block of message.

   a. Full block
   b. Semi-block
   c. Simplified
   d. All the above.

151. The purpose of a is to help the management identify the reasons underlying a situation that management already know.

   a. Report
   b. Memos
   c. Letters
   d. Circulars

152. Which of the following is an element of body of a business report?

   a. Glossary
   b. Cover letter
   c. Recommendation
   d. Executive summery

153. Which of the following is not an element of front matters of business report?

   a. Introduction
   b. Cover letter
   c. Acknowledgement
   d. Table of contents

154. Which of the following is not an element of back matters of business report?
155. Which of the following is not a basic part of report?
   a. Introduction
   b. Discussion
   c. Executive summary
   d. Glossary

156. Which of the following is a basic part of report?
   a. Cover
   b. Recommendation
   c. Title page
   d. Glossary

157. ------------ indicates the hierarchy of topics and their sequences.
   a. Appendix
   b. List of references
   c. Bibliography
   d. Table of contents

158. A------------- includes rules for forming compound words, abbreviating technical terms, and writing unusual or difficult words
   a. Appendix
   b. List of references
   c. Bibliography
   d. Glossary

159. Which is NOT one of the three purposes for giving oral presentations?
   a. To persuade
   b. To debate
   c. To build goodwill
   d. To inform

160. Denotations and Connotations are ------------ barriers in communication process.
   a. Physical barriers
b. Semantic barriers  
c. Encoding barriers  
d. Technical barriers

Answers.

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<th>answer</th>
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### MCQs - Business Communication

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Source: [Collected by R. N. Shakya](http://www.employability.com)
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