MID-WESTERN UNIVERSITY

FACULTY OF MANAGEMENT

FINAL EXAMINATION: 2073

BACHELOR OF BUSINESS ADMINISTRATION (BBA)

SEMESTER – II

R.No. ……………………

Subject: Business Communication -II Course Code: MGMT 321

Full Marks: 100 Time: 3:00 Hours

**SECTION A: MULTIPLE CHOICE QUESTIONS (1 × 15 = 15 MARKS) / (TIME: 15 MINUTES)**

*Tick the best answers.*

1. Which of the following is a correct format of Email address?
2. name@website@info
3. [name@website.info](mailto:b)%20%20name@website.info)
4. [www.nameofebsite.com](http://www.nameofebsite.com)
5. name.website.com
6. ‘[He](http://www.helpteaching.com/questions/52756/adverbs-answer-all-of-the-following-questions-except) hit the wall hard’. The word ‘hard’, in the given statement is…………..
7. Adjective
8. Adverb
9. Noun
10. All of the above
11. An [adverb](http://www.helpteaching.com/questions/69065/adverb) is a word:
12. that modifies a noun
13. that begins a sentence
14. that modifies a verb, adjective, or other adverb
15. that takes the place of a noun
16. All the girls fell in love with the……teacher.
17. handsome new American
18. New handsome American
19. American new handsome
20. All of the above
21. Business communication is established upon the ideas of following Cs:
22. Clear
23. Concise
24. Courtesy
25. All of the above
26. To convert a message into group of words, symbols, gestures, or sounds that present ideas or concepts is called:
27. Encoding
28. feedback
29. Noise
30. media richness
31. In which stage of the communication process, noise is not taken as problem.
32. source
33. receiver
34. decoding
35. none of the above
36. Effective communication is essentially :
37. one-way process
38. three way process
39. two ways process
40. both a one-way and a two-way process
41. The following is (are) non-verbal communication:
42. Facial expression
43. Appearance
44. Posture
45. All of the above
46. Body of a letter is divided into …………… parts.
47. One
48. Three
49. Two
50. Four
51. As per Newman and Summer, communication is the Exchange of ……………..
52. Facts
53. Emotions
54. Opinion
55. All of the above
56. ………… of the letter consists of main message.
57. Heading
58. Greeting
59. Body
60. Closing
61. What does KISS stands for?
62. Keep it short and simple
63. Keep it straight simple
64. Keep it super simple
65. All of the above
66. In business, keep telephone calls very short because the other person may not be:
67. Free to talk to you
68. Paying attention to you
69. Nothing down what you say
70. Interested in talking to you
71. Which of the following is not a type of report?
72. Progress report
73. Trip reports
74. Incident report
75. All of the above

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