

## LIST OF ATTEMPTED QUESTIONS AND ANSWERS

### Select The Blank

Question            The concept of achieving success begins with \_\_\_\_\_ mental attitude

Correct Answer   Positive

Your Answer      Positive

### Match The Following

Question	Correct Answer	Your Answer
The handshake that conveys confidence is	Firm and dry	Firm and dry
Pounding the fist on table	Anger	Anger
Kind of non verbal communication	Eye contact	Body language
Clothing , hair, jewellery, cosmetics	Appearance	Appearance

### True/False

Question            Delegation is the special ability to recognise your own special abilities and limitations

Correct Answer   False

Your Answer      False

### Select The Blank

Question            Communication is the task of imparting \_\_\_\_\_

Correct Answer   Information

Your Answer      Information

### Multiple Choice Single Answer

Question            Advantage of reading presentation is

Correct Answer Accuracy is maintained

Your Answer Eye contact is not maintained with audience

### Select The Blank

Question Goals give \_\_\_\_\_ target to shoot for

Correct Answer Tangible

Your Answer Tangible

### Multiple Choice Single Answer

Question "Barrier of Allness" is

Correct Answer Attitude of the communicatee that he knows everything

Your Answer Attitude of the communicatee that he knows everything

### Multiple Choice Single Answer

Question What is salutation?

Correct Answer It is a greeting to the receiver

Your Answer It is a greeting to the receiver

### True/False

Question The whole concept of achieving success begins with how you think

Correct Answer True

Your Answer True

### True/False

Question Telesales is generating and qualifying new leads for closure by another sales channel.

Correct Answer False

Your Answer True

**Match The Following**

Question	Correct Answer	Your Answer
Pressures	Limited vision	Limited vision
Keen foresight	Power of imagination	Power of imagination
Vision	Visualize future	Visualize future
Positive changes	Positive growth	Positive growth

**Multiple Choice Single Answer**

Question	Common form of salutation is
Correct Answer	Dear Sir
Your Answer	Dear Sir

**Multiple Choice Multiple Answer**

Question	What is audit report
Correct Answer	It is a short form report , It is a long form report , It verifies accountant's inspection of firm's financial record
Your Answer	It is a short form report , It is a long form report , It verifies accountant's inspection of firm's financial record

**Multiple Choice Single Answer**

Question	The trump card during negotiation should be brought out at
Correct Answer	At the crucial moment
Your Answer	At the crucial moment

**True/False**

Question	Tele prospecting is calling customers to maintain and nurture key account relationships.
Correct Answer	False
Your Answer	True

### Multiple Choice Multiple Answer

Question	A head drawn too far backwards or stiffly held straight up indicates
Correct Answer	Pride , Haughtiness
Your Answer	Pride , Haughtiness

### True/False

Question	Working away from home makes it easier to focus on our job
Correct Answer	True
Your Answer	False

### Multiple Choice Single Answer

Question	It can be used as legal record which may be used in the court of law
Correct Answer	Written communication
Your Answer	Written communication

### Select The Blank

Question	Goals help us to _____
Correct Answer	Communicate
Your Answer	Success

### Multiple Choice Single Answer

Question	Strain
Correct Answer	When pressure and stress is continuous
Your Answer	When pressure and stress is continuous

### Multiple Choice Single Answer

Question	Barrier for written communication can be
Correct Answer	Language

Your Answer All of above

### Multiple Choice Single Answer

Question Written communication is a

Correct Answer Non-Direct Communication

Your Answer Non-Direct Communication

### Multiple Choice Single Answer

Question These are permanent records for business

Correct Answer Business letters

Your Answer Business letters

### True/False

Question Memorandums do not require preliminary explanation , justification and persuasive strategy.

Correct Answer True

Your Answer False

### Select The Blank

Question \_\_\_\_\_ is an example of psychological noise

Correct Answer Egotism

Your Answer Egotism

### Multiple Choice Single Answer

Question Prescience means

Correct Answer Knowledge about the future

Your Answer Knowledge about the future

### Select The Blank

Question In a letter \_\_\_\_\_ consists of name and address of the person or organisation to whom the letter is being sent to.

Correct Answer Inside address

Your Answer Inside address

### True/False

Question Visual aids should be well fitted in the presentation

Correct Answer True

Your Answer True

### Select The Blank

Question Body of a letter is divided into \_\_\_\_\_ parts.

Correct Answer 3

Your Answer 3

### Multiple Choice Single Answer

Question It consists of the name and address of the person to whom the letter is being sent

Correct Answer Inside address

Your Answer Inside address

### Multiple Choice Multiple Answer

Question As per Newman and Summer Communication is the Exchange of

Correct Answer Facts , Opinion , Emotions

Your Answer Facts , Opinion , Emotions

### True/False

Question Report plays an important role as a vehicle of communication.

Correct Answer True

Your Answer True

### Multiple Choice Multiple Answer

Question Resistance stage

Correct Answer It is the second stage of stress , Here the body repairs damage caused from the stress

Your Answer It is the second stage of stress , It is the first stage of stress

### Select The Blank

Question The pattern of business letter is called\_\_\_\_\_

Correct Answer Layout

Your Answer Layout

### Multiple Choice Single Answer

Question While encoding a message the receiver

Correct Answer Interprets the message

Your Answer Interprets the message

### Select The Blank

Question The \_\_\_\_\_ body of the presentation should be broken into short and clear units

Correct Answer Main

Your Answer Middle

### Multiple Choice Multiple Answer

Question People who do not have their vision try to tell that your vision is

Correct Answer Impossible , Not achievable

Your Answer Impossible , Not achievable

### Multiple Choice Multiple Answer

Question	Stress at times works
Correct Answer	As motivator , As positive
Your Answer	As motivator , As positive

### Select The Blank

Question	_____ of the letter consists of main message.
Correct Answer	Body
Your Answer	Body

### Multiple Choice Multiple Answer

Question	Personal negative emotions which make it difficult to do our best are
Correct Answer	Jealousy , Anger , Strife
Your Answer	Jealousy , Anger , Strife

### True/False

Question	Inside address consists of the name and address of the sender.
Correct Answer	False
Your Answer	False

### True/False

Question	Goals promote enthusiasm in an organisation
Correct Answer	True
Your Answer	True

### Multiple Choice Multiple Answer

Question	A common fallacy about manager is that he must be
Correct Answer	Loud , Flambuoyant , Drinker
Your Answer	Loud , Flambuoyant , Drinker

### Multiple Choice Single Answer

Question The most effective way of communication

Correct Answer Written

Your Answer Written

### Multiple Choice Multiple Answer

Question Goals give us a sense of

Correct Answer Purpose , Tangible target

Your Answer Purpose , Objectives

### Multiple Choice Multiple Answer

Question Channel is the

Correct Answer Method for delivering message , Medium for delivering message

Your Answer Method for delivering message , Medium for delivering message

### Multiple Choice Single Answer

Question Motivation is :

Correct Answer Encouraging

Your Answer Encouraging