**Government college for women (A) Kumbakonam.**

 **Department of commerce – Business communication MCQ questions – U21COC102**

**UNIT 1**

1. The term “communis” derived from------------------ word.
	1. Greek.
	2. **Latin.**
	3. Chin
	4. English
2. Communication means information, feeling and thoughts,-------------------- with others.
	1. To receive.
	2. Exchange of
	3. Conveying.
	4. **All the above.**
3. Grapevine communication is associated with-----------------------------communication.
	1. Formal
	2. **Informal**
	3. Horizontal
	4. Vertical.
4. Lateral communication is between------------------------
	1. Superior and subordinate.
	2. **Same cadre of personal**.
	3. Subordinate and superior.
	4. Among all.
5. Audio Visual communication combines---------------------
	1. Auditory only.
	2. Visual only.
	3. **Both auditory & visual**.
	4. Written
6. Communication problems otherwise known as:
	1. Enquiry.
	2. **Barriers.**
	3. Encoding.
	4. Decoding.

7. Posters fall under-------------------communication.

a. Oral.

**b. Visual.**

c. Written.

d. Spoken.

1. Informal communication is otherwise known as communication.
	1. **Grapevine.**
	2. Lateral.
	3. Visual.
	4. Horizontal.
2. Horizontal communication flows through
	1. **Face-to-face discussion.**
	2. Telephonic talk.
	3. Periodical meeting.
	4. All the above.
3. Gestural communication is a
	1. **Non-Verbal Message.**
	2. Direct conversation.
	3. Oral communication
	4. Written.
4. Physical Barriers to communication are ………
	1. **Time and distance**.
	2. Interpretation of words.
	3. Denotations.
	4. Connotations.
5. Communication is derived from a Latin word “Communis” which means
	1. Community
	2. Share
	3. **Common**
	4. Marxist
6. Communication starts with:
	1. Encoding
	2. **Sender**
	3. Channel
	4. Feedback
7. Communication through words is called ----------------------
	1. **Verbal communication**
	2. Grapevine communication
	3. Non verbal communication
	4. Out ward communication
8. The two broad areas of communication are:
	1. Oral and written communication
	2. Verbal and written communication
	3. **Verbal and non-verbal communication**
	4. Oral and non-verbal communication
9. Verbal communication may be --------------- or ----------------
	1. Letters and voicemail
	2. **Oral or written**
	3. Circulars and voicemail
	4. All the above
10. Which of the following combination is /are example/s of written communication?
	1. Letters and voicemail
	2. **Reports and email**
	3. Circulars and voicemail
	4. All the above.
11. Orders and directives are the example of:-------------------
	1. **Downward communication**
	2. Upward communication
	3. Diagonal communication
	4. Horizontal communication
12. Communication between HR manager and salesman is an example of:
	1. Horizontal communication
	2. Lateral communication
	3. Diagonal communication
	4. **Vertical communication**
13. Diagonal communication is also known as:
	1. **Cross ward communication**
	2. Horizontal communication
	3. Vertical communication
	4. Any of the above
14. Communication is a ………………….
	1. one way process
	2. **Two way process**
	3. Three way process.
	4. Four way process.
15. The main objective of communication is:
	1. **Information and persuasion**.
	2. Skill and personality development.
	3. Control and management.
	4. Need.
16. The downward communication flow from
	1. A subordinate to a superior.
	2. A subordinate to a subordinate.
	3. A superior to a superior.
	4. **A superior to a subordinate**.
17. Gossip and rumor are part of communication.
	1. Formal.
	2. **Informal.**
	3. Horizontal.
	4. Vertical.
18. Examples of oral communication----------
	1. Letter.
	2. E-mail.
	3. **Telephone.**
	4. Fax.
19. Which one is an effective audio-visual communication?
	1. Cinema.
	2. Television.
	3. Drama
	4. **All the above**.
20. Advantage of written communication
	1. Save time.
	2. Save money.
	3. Permanent record.
	4. **all of the above**
21. Written communication doesn’t includes
	1. Reports
	2. Forms.
	3. Notice.
	4. **None of these**.
22. Communication saves time in:
	1. Internal communication.
	2. Interview.
	3. Oral communication.
	4. **Schedule.**

30------------------------refers to mental disturbances.

1. Coherence
2. Notion
3. **Distraction**
4. Psychological noise
5. Mental turbulence refers to \_\_\_.
	1. Inability to understand
	2. **Confusion in the mind of receiver**
	3. Confusion in the mind of sender
	4. Inability to speak

 32. Which of the following techniques can be adopted to achieve clarity in communication?

1. Choose words that are short, familiar and conversational.
2. Construct effective sentences and paragraphs.
3. Achieve appropriate readability.
4. **All the above**
5. In empathetic communication, we can \_\_\_.
	1. Probe
	2. **Respond to the feelings**
	3. Interpret
	4. advice
6. Conciseness of message refers to:
	1. **Crispness**
	2. Comprehensiveness
	3. Specificity
	4. Brevity
7. Errors in language, grammar or visual representation of facts take away \_\_\_\_.
	1. Clarity
	2. **Correctness**
	3. Crispness
	4. Conciseness

36 is the process of exchanging messages between a seller and a customer.

1. Organizational communication
2. **Business Communication**
3. Managerial communication
4. Professional communication
5. Listening, reading, speaking and writing are all types of :
	1. **Communication skills.**
	2. Emotional barriers.
	3. Evaluation techniques.
	4. Nonverbal communication.
6. Communication barriers are;
	1. A receiver's response to a message.
	2. Avenues through which messages are delivered.
	3. **Obstacles that interfere with the understanding of a message**.
	4. The circumstances under which communication takes place.
7. Which of these do not deal with precise information?
	1. Engineer
	2. Scientist
	3. Technician
	4. **Fiction writer**
8. In an office, an employee communicates horizontally with his
	1. superiors
	2. subordinates
	3. **colleagues**
	4. assistant
9. Talking comes under \_\_\_\_ type of communication.
	1. **Verbal**
	2. Non- verbal
	3. Written
	4. Dramatic
10. Which of these has maximum reach?
	1. **Writing**
	2. Listening
	3. Speaking
	4. Talking
11. How is good technical writing achieved?
	1. Naturally
	2. **By practice**
	3. Listening
	4. Speaking
12. Which of these parameters are not required to define style?
	1. Moral truth
	2. Compassion
	3. **Gender**
	4. Information
13. Interview is an example of \_\_\_\_.
	1. **Verbal communication**
	2. Grapevine communication
	3. Non – verbal communication
	4. Outward communication
14. Body language comes under \_\_\_\_.
	1. Verbal communication
	2. **Non – verbal communication**
	3. Both verbal and non verbal communication
	4. Grapevine communication
15. A writer must not convey information with
	1. precision
	2. clarity
	3. **randomness**

d. truth

1. Which of these are to be avoided in any style of writing?
	1. Truth
	2. Clarity
	3. Compassion
	4. **Dishonesty**

 49.Written communication is \_\_\_\_\_\_\_\_\_ communication

a. **formal**

b.Verbal

c. Informal

d. Non verbal

1. Communication through body language is\_\_\_\_\_\_\_\_\_\_\_\_.

 a. **formal**

 b.Verbal

 c. Informal

 **d. Kinesics**

Upward communication flows from to .

* 1. Superior to subordinate
	2. **Subordinate to superior**
	3. Subordinate to subordinate
	4. Superior to superior
1. communication is suitable for large audience.

A.Written

1. Oral
2. Face to face
3. **Computer based**
4. The word communication has been derived from the Latin word .
5. **Communis**
6. Commons
7. Communs
8. Commis
9. enquiry is made in response to the seller’s advertisement.
10. **Solicited**
11. Unsolicited
12. Routine
13. Special
14. Replies to status enquires may be .
15. Favourable
16. Unfavourable
17. Rather unfavourable
18. **All the above**
19. The formal greeting in a business letter is .
20. Inside address
21. **Salutation**
22. Complimentary c
23. lose Letter head
24. Skype is an example for communication.
25. Written
26. Vertical
27. Horizontal
28. **Face to face**
29. of the letter consists of main message.
30. Heading
31. **Body**

 C. Greetings

 D. Closing

1. Study of body movement is \_\_\_\_.

 A. **Kinesics**

 B. Paralanguage

 C. Proxemics

 D. Semantic barrier

1. Order moves .

A. Upwards

B. **Downwards**

C. Horizontally

 D. Vertically

 **Unit 2**

1. Which of these is the most common type of business letters?

a) Letters of application **b) Letters of enquiry**

c) Letters of order d) Letters of adjustment

2. Which of these is not a type of letters of enquiry?

a) General enquiries **b) Personal enquiries**

c) Sales related enquiries d) Status enquiries

3. Which of these is not a letter of enquiry?

a) General enquiry b) Status enquiry

**c) Friendly enquiry** d) Sales related enquiry

4. To tap new source of supply, we write a \_\_\_\_.

**a) Letter of enquiry** b) Letter of quotation

c) Letter of complaint d) All the above

5. The letter clarifying the details sought by is \_\_\_\_.

a) Enquiry letter b**) Reply letter**

c) Status enquiry letter d) All the above

6. Which of these seek information regarding purchase of a product?

a) General enquiry b) Status enquiry

**c) Sales related enquiry** d) Private enquiry

7. Revival letter is sent to \_\_\_\_.

a) **Old customer** b) New customer

c) Potential customer d) All the above8. Which of these details is not required in a letter of enquiry?

a) Mode of packing b) Mode of payment

c) Mode of transport **d) Age of owner**

9. A letter seeking financial standing and credit worthiness of new customer is \_\_\_\_.

a) quotation b) trade enquiry c) **status enquiry** d) None of the above

10. --------------- are letters of enquiry.

**a) Quotations** b) Orders

c) Sales d) All the above

11. Quotation is a \_\_\_\_\_\_\_\_\_\_.

a**) Specific offer** b) General offer

c) Anonymous offer d) firm offer

12. To order goods , \_\_\_\_\_\_\_\_\_\_\_\_ is written

a) Enquiry letter b) Unsolicited letter

c) Collection letter d) **Solicited letter**

13. Where is the courteous leave-taking mentioned in an invitation of quotation?

a) Top left **b) Bottom right**

c) Top right d) Bottom left

14. A quotation is made in response to an\_\_\_\_\_\_\_\_\_\_\_\_\_.

**a) Enquiry** b) Purchase

c) Sales d) Agreement

15. A tender is advertised in \_\_\_\_\_\_.

**a) Newspapers** b) Business environment

c) Domestic markets d) Sellers

16. Which of these is not mentioned in a tender?

a) Date b) Notice number

**c) Sign** d) Designation

17. Where is the designation of the authority giving the tender mentioned?

a) Top center b) Bottom left

**c) Bottom right** d) Top left

18. Order letter is a\_\_\_\_\_\_\_\_\_\_\_.

 a) **Contract**  b) Contingent contract

 c) Void contract d) Valid contract

19. Which of these is mentioned in a tender?

**a) Notice number** b) Signature

c) Address of the tendered d) Courteous leave-taking

20. Confirmation letter is drawn by\_\_\_\_\_\_\_\_\_\_\_\_.

 a) **Acknowledgement**  b) Circular letter

 c) Oder letter d) Enquiry letter

21. Cancellation letter is drawn by \_\_\_\_\_\_\_\_\_\_.

 a) **Buyer** b) Seller

 c) Customer d) None

22. A letter of cancellation of order must include \_\_\_\_.

 a) Reason for cancellation b) expression of regret

 c) assure to make good the loss due to cancellation d) **all the above**

23. A reply to an enquiry letter rejecting credit is \_\_\_\_.

 a) acknowledgement b) favourable reply

 c) **unfavourable reply** d) None of the above

24. An offer without the guarantee of sale is \_\_\_\_\_\_\_\_\_\_\_.

 a) **Offer without engagement** b) Offer letter

 c) Sales letter d) Enquiry letter

25. Delay in execution of an order is communicated by\_\_\_\_\_\_\_\_.

 a) Buyer **b) Seller**

 c) Official d) All the above

26. Order placed by telegram or phone need to be confirmed by a \_\_\_\_\_\_\_\_.

 a) **Written letter** b) Return telegram

 c) Return call d) Enquiry letter

 27. Letter written to confirm the order placed is\_\_\_\_\_\_\_\_.

 a) Defective letter b) Cancellation letter

 c) **Acknowledgement letter** d) Written letter

28. Order lacking any essential information is a\_\_\_\_\_\_.

 a) Confirmation letter b) **Defective letter**

c) Execution letter d) Cancellation letter

29. A letter intimating the dispatch of supply of goods\_\_\_\_\_\_\_\_\_.

 a) Defective letter b) Confirmation letter

 c) **Execution letter** d) Cancellation letter

30. Delay in execution of an order is communicated to\_\_\_\_\_\_\_\_.

 a) **Buyer** **b**) Seller

 c) Official d) All the above

31.

32. Loco price means \_\_\_\_\_\_\_\_\_\_\_\_\_.

a) Price in transit b) Price at the place of sale

c) **Price at the place of purchase** d) Price at the warehouse

33.

34.An offer is followed by an acceptance or\_\_\_\_\_\_\_\_\_\_.

**a) rejection** b) Enquiry.

c) Agreement d) All the above

35. The \_\_\_should arouse the interest of the reader\_\_\_\_\_\_\_\_\_\_.

**a) Offer letter b)** Circular letter

c) order letter c) Acknowledgement

36. The trader can also put additional or new conditions for sales and such an offer is called an\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

**a) Offer without engagement** b) Specific offer

c) General offer d) Anonymous offer

37.A firm offer stipulation a time frame for the buyer to accept the offer and make the \_\_\_\_\_\_\_\_.

**a) Purchase** b) Sales

c) Agreement d) contract

38.An offer letter is also a\_\_\_\_\_\_\_\_ letter

**a) Sales letter** b) Circular letter

c) Collection letter d) Purchase letter

39. Cancellation letter is drawn by\_\_\_\_\_\_\_.

a) Seller **b) Buyer**

**c)** Official d) All of the above

40. Where a buyer himself takes initiative in asking for information , it is an \_\_\_\_\_\_ letter of enquiry

 a) **Unsolicited letter** b) Sales letter c) solicited letter d) Reference letter

41. The offer is invalid beyond the time is stipulates you have of \_\_\_\_\_summer offers etc..

 a) F**estival offers** b) Business offers

 c) Summer offers d)Ledgers

42.The trader reserves the right to negotiate a \_\_\_\_\_\_.

 a)facts **b)new price** c)opinion d)all of the above

43. Letter ordering goods constitute a contract of\_\_\_\_\_\_\_\_\_\_.

 a) **Purchase**  b) Sales

 c) Orders d) Enquiry

44.The quantity, quality, description ,the terms of payment and its schedule, the mode of transport, packing the time of delivery etc should be clearly stated in the \_\_\_\_\_\_\_\_\_\_\_\_.

 a) Enquiry letter b) Potential customer

 **c) Offer letter** d) Status enquiry

45. Which of the following should be content of order letter?

 a) Description of goods b) Quantity

 c) Packing d) **All the above**

 46.The letter should arouse the interest or arrest attention of the \_\_\_\_\_\_\_.

 **a)Receiver** b)Horizontal .

 c) Subordinate d)None of these

47. Persuade the \_\_\_\_to grab the opportunity provided by the offer\_\_\_\_\_\_\_\_\_\_.

 a) sales/buyer b) Wholesaler/retailer

 c)Price/demand **d)reader/buyer**

48. Make a request for an action \_\_\_\_\_\_of offer.

**a) Within the period** b) Offer within engagement

c) Length of words d) Horizontal

49.In business an\_\_\_\_is a proposal by one party to a contract for sale or service

**a) Offer** b) Seller

c) Horizontal d) Punctuation

50. Tender when accepted becomes\_\_\_\_\_\_\_\_\_\_.

 a) **Contract** b)Agreement

 c) Counter offer d) None of the above

51. The \_\_\_\_quotes a price and remains open for some time for acceptance

 a) Feedback **b) offer**

c) Body language d) sales letter

52. Though an offer quotes price, it does not become a \_\_\_\_\_\_\_\_\_\_\_.

 a) Personality b) Punctuation

 **c) Quotation** d) Feedback

53. A\_\_\_\_\_\_is specific and is response to an enquiry asking for a quotation.

 a) Superiors b) Subordinates

 c) Peers **d) Quotation**

54. Even an \_\_\_\_\_\_\_is a kind of offer.

 a)Lund stein b)**advertisement**

c) instructions d)tom peters

55. Which of the following should be content of the letter for execution of orders?

 a) Reference number of the order b) Expression of thanks

 c) Information about date of despatch and mode of transport d) **All the above**

56. An offer is made voluntarily to potential\_\_\_\_\_\_\_\_\_\_\_\_.

 a) Seller b) B**uyer**

 c) Retailer d) Wholesaler

57. A letter of order is written by \_\_\_\_.

 a) **Buyer** b) Seller c) Both d) None

58.A quotation is made in response to an\_\_\_\_\_\_\_\_\_\_\_.

 a)quotation **b)enquiry**

c) Distraction d) offer

59. Quotation is followed by an order\_\_\_\_\_\_\_\_\_\_\_\_.

 a)Coherence b)Notion

 c)Ordinary **d)Selection**

60. Order lacking any essential information is a \_\_\_\_\_\_\_\_\_\_.

a. Confirmation letter b. Cancellation letter

c. **Defective letter** d. Execution letter

**Unit 3**

1. Business involves.............sales.

 a. sales b. Debit

 **c. credit** d. Purchase

2. Failure of customers to clear their accounts by prompt and timely payment leads to..........and

 The creditor cannot continue his business freely.

 a. write-off **b. Bad debts**

 c. No remittal d. Share

3. Credit is given only for a.................time

 **a. stipulated** b. Assured

 c. Agreed d. Ensured

4. If the buyers delays, he is reminded of the conditions or the terms of credit probably

 Gently at the.................

 a. beginning **b. Initial stage**

 c. Opening d. Starting

5. The creditor, writes a collection letter also known as............to a defaulter

 **a. Dunning letters** b. Demand note

 c. Demand letter d. Warning letter

6. Defaulters do not like to be told of their dues by..................

 a. shop clerk b. Assistant

 **c. Employees or shop-assistants** d. Clerk

7.................. will be lost if the job is entrusted to workers.

 a. but good **b. Much goodwill**

 c. Excellent d. Great

8. In................there will be a separate collection department with a credit manager or

 some else as its head.

 a. great company b. Big company

 c. Large corporation **d. Large organization**

9. It should be remembered that collecting dues is important as also the continuance of...............

 a. altruism b. Charity

 **c. Goodwill** d. Comity

10. The...............mindset should be understood.

 **a. Reader’s** b. Announcer

 c. Bookworm d. Pro freader

11. Details of all credit sales should be reported to the collection department with copies of the invoice and the.............

 a. selling **b. Terms of sales**

 c. Market d. Dealings

12. The collection departments maintains a record of all..........and concerns.

 **a. Buyers** b. Purchaser

 c. Consumer d. Shopper

13. A letter addressed to a large number of customers conveying the same message is \_\_\_\_\_\_\_\_\_\_.

 a. Collection letter b. Agency letter

 **c. Circular letter**  d. Sales letter

14. A collection letter should be courteous...............and factful

 a. profit **b. polite**

 c. Credit d. Loss

15. A..............letter indicating the difficulties caused by the delay of the customer/dealer

 a. seller b. Buyer

 c. Intermediates **d. persuasive**

16. A letter intimating an establishment’s change of..................

 **a. Address** b. Rent

 c. House d. Charge

17. A circular letter announcing company’s new product or a new scheme to.................

 a. employer b. Buyer

 **c. customer** d. Seller

18. A letter that is sent to.............conveying information is called a circular letter.

 a. few people b. Customer

 c. May people **d. several people**

19. A circular letter is usually..................................................................

 **a. Formal and offical** b. Legal and formal

 c. Circular and uncircular d. personal and legal

20. They are easy to sent to...........of clients/customers.

 **a. Precise targets** b. Goal actual

 c. Accurate d. Definite.

21. A letter sent to several people conveying information is called a.....................

 a. Collection letter **b. circular letter**

 c. Business letter d. Adjustment letter

22. A letter announcing company is new product or a new scheme to customers..........

 a. complaints letter **b. Collection letter**

 c. circular letter d. adjustment letter

23. A letter intimating an establishment’s change of.............

 **a. Address** b. place

 c.name d. image

24. A letter stating new rules regarding women related transactions to be intimated to........

 a. Employer/consumer b. Employer/customer

 c. owner/custom **d. Employees/customer**

25. A circular letter is usually..............and official

 **a. Formal** b. real

 c. Legal d. Approved

26. Circular letter may become informal and friendly if the intension is also..........or an idea.

 a. sales promotion **b. Promotional of sales**

 c. Promotion of letter d. promotion of purchase

27. Circular letter are effective means communication between ...............and its clientele.

 a. buying and selling organization b. Profession organization

 **c. Business organization** d. Commerce organization

28. Circular letter are an .............means of communication

 a. Easy and legal b**. Easy and formal**

 c. Official and formal d. Ritual and formal

29. Advertisements and announcement have limitations Owings to the reach of the

 Broadcast or telecast and their........................

 **a. Timing** b. arrange

 c. Schedule d.fix

30. Circular letter are................means of communication

 a. low-price b. In economic

 **c. Inexpensive** d. Competitive

31. Circular letter are easy to the precise targets of................

 a. agent/customer **b. Clients/customer**

 c. employee/customer d. employer/customer

32. Information to...................about meeting dividends change in person issue of new Share / debentures.

 **a. Shareholder** b. Sharer

 c. Stockholder d. Investor

33. Circular letter should be note and...............

 **a. In attractive** b. Adorable

 c. Attractive d. Tempting

34. Circular letter has some unfavorable information, its tone should ..............

 **a. Conciliatory** b. Calm

 c. Pacifying d. Civil

35. Shifting of office, change telephone number , change of address etc ...........

 a. collection letter b. Complaint letter

 c. Business letter **d. Circular letter**

36. In circular letter, instructions to............

 a. employer b. Labor

 **c. Employees** d. Workers

37. In circular letter, they do not cause immediate reactions that may be..........

 a. conflicting **b. Aduesse**

 c. Injurious d. Inuesse

38. It us used for............communication for conveying messages to customers and supplier.

 a. outward b. Internal

 **c. Outer** d. External

39. According to...........,”The letter that is written for large number o readers to convey a

 Message is called a circular letter.”

 a. prof. Bhim Sigh b. Prof. W. Wallrer

 **c. Prof. W. J. Wes** d. Prof. Amautyaren

40. .....................is the most important feature of circular letter is that it circulates the message to a

 Large number of audiance at a time.

 **a. Wide circulation** b. drafting method

 c. Reader’s interest d. Attractiveness

 41. An adjustment Letter usually follows a letter of........

 a. Enquiry b. Application

 **c. Complaints** d. invitation

42. Letter announcing clearance sale is \_\_\_\_\_\_\_\_\_\_\_\_ letter.

a. **Circular** b. Complaint

c. Sales d. Agency

43. Where is the name of the company writing the letter of adjustment mentioned?..........

 a. Top Left **b. Top Right**

 c .Bottom left d. Bottom right

44. Where is the date mentioned in the letter of adjustment? ......

 a. with the name of the company which placed the complaint

 **b. With name of the company writing the letter**

 c .After the main body of the letter d .After the leave-taking

45. Where is the name and address of the company that complained? Mentioned........

 a. Top Right b. Bottom right

 **c. Top left** d .Bottom left

46. where is the leave-taking mentioned in the letter?......

 a. Top left b. Top right

 c. Bottom left **d. Bottom right**

47.If the letter of complaint in order, which of there need not be assessed........

 a. If money can be refused b. If substitute items can be supplied

 **c. If the damage of the goods was the fault of the owner**

 d. If the loss can be claimed from the insurance company

48. The fault in a letter of adjustment should be accepted with.........

 **a. grace** b. Disgrace

 c. disapproval d. Clumsiness

49. A letter of adjustment must explain.....

 a. excuses b. lies

 **c. facts** d. falseness

50. An...........letter is the reply to a complaint [called claims letter]

 a. Advertisement letter b. collection letter

 **C. Adjustment letter** d. Circular letter

51. The corpse of an adjustment letter should be on a............

 a. Pretty note b .Grateful

 c. Pleasing note **D. Pleasant no**

52. Claims letter are......................................

 a. Complaint letter b. Adjustment letter

 **c. Collection letter** d. Business letter

53. ...................are addressed to government department handling

 Power . water supply, hospitals, goods etc.

 a. adjustment letter b. collection letter

 **c. Complaints Letter** d. circular letter

54. Decide on the person whose should be.............in complaints.

 **a.name** b. address

 c. Place d. number

55. The letter should express regret for them..........expressed by the customer

 a. Discontented b. Disappointed

 c. Satisfaction **d. Dissatisfaction**

56. A statement rejecting the claim with...............

 a. A**dequate reasons** b. Competent

 c. Inadequate reason d. Sufficient

57. In adjustment, whether it is the buyer's or the .............. some firms believe in granting such claims as well

 a. Second party b. Fourth party

 **c. Third party** d. Fifth party

58. Letters that completely agree with the complaint and accept to........ adjustment

 A.100% b.80%

 c.90% **d.50%**

59. partial agreement with the complaint and agree to do.............

 a. Partial complaint b. partial application

 c. Partial circular **d. Partial adjustment**

60. A complaint letter is part of...........communication

 **a. written** b. vocal

 c. oral d. uttered

61. A letter for remedial auction.............

 a. Collection letter b. circular letter

 **c. Complaint letter** d. Business letter

**Unit 4**

1. Account held by business people is \_\_\_\_\_\_\_\_\_\_\_.

a)Savings A/C **b) Current A/C**

c) Recurring A/c d) Fixed deposit A/C

2. Loan given on the basis of C's is \_\_\_\_\_\_\_\_\_\_\_\_.

**a) Clean loan** b) Montage

c) Collaterals. d) None of the above.

3. Collective name of securities to be given by the customer for a loan \_\_\_\_\_\_\_\_\_\_\_.

a) Hypothecation **b) Mortgage**

c) Collaterals d) none of the above.

4.Customer instructing the bank to stop payment is\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

a) Reserve Funding b) upholding

c) Revoking **d) Countermanding**

5. Letters Supplied by bankers is\_\_\_\_\_\_\_\_\_\_\_\_.

a) Individual letters **b) Formatted Letters**

c)Business Letters d)complaint Letters

6. Amount drawn over and above the credit balance of a customer is\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

a) Joint A/C b) Saving A/C

**c) Over draft** d) Current A/C

7. Which are the essential features of Bank Correspondence \_\_\_\_\_\_\_\_\_\_.

a) Clarity b) correctness

c) Courteousness **d) All of the above.**

8. Banks have to answer the Quiches and doubts raised by the customer\_\_\_\_\_\_\_\_\_\_.

a) Letters from banker to custom b) letters from customers to bank

c) Both A and B are correct**d) A is correct, B is wrong**

9. Which type of letter is not standardized?

 a) Format letter b) Business Letter

**c) Individual Letter** d) Order Letter

10.Business Correspondence means the exchange of information in a\_\_\_\_\_\_\_\_\_\_\_\_ Format.

**a) Written format** b) oral Format

c) computerized format d) none of these

11. Who can work as a Banking Correspondent?

a) NGOs b Micro-finance institutions

**c) Individuals** d) All of the above

12.Which of these deposits can be offered by banking correspondents?

a) Fixed deposits b) Current deposits

c) Recurring deposits **d)Small saving account**

13. Application form for opening the current account with reference.

a) Three **b) Two**

c) Four d) Five

14.Where is the date mentioned in a bank correspondence letter?

**a) Top right corner** b) Top left corner

c) Bottom right corner d) Bottom left corner

15. What should be the complimentary close in bank Corresponding letter?

a)Yours lovingly **b)Yours Faithfully**

c)Yours Obediently d) All the above

16. Where is the address mentioned in bank Correspondence letter?

a)Top right corner **b)Top left corner**

c) Bottom right corner d) Bottom left corner

17.Which of these is not a feature of bank correspondence\_\_\_\_\_\_\_\_\_\_.

**a) Unclarity** b) Completeness

c) Correctness d) Confidentiality

18. Banking correspondence is of a special nature because of

a) Investment b) Capital

c)Funds **d) Finance**

19.Correspondence with banks is essential for.

a)Firms **b) Organization**

 c) Industry d)All the above

20. Other party else for performing its banking activities is known as

a) Insurance Correspondence  b)Import-Export correspondence

**c) Banking correspondence** d)All the above

21. How many countries involved in export and import?

1. One b. Two

**c. Two or more** d. Four

22.There are number of export and import trade    and covenants that apply to export and import trade.

a. National b. International

**c. Both A and B** d. none of these

23. Which one of the following is not a part of export documents?

a. Commercial Invoice b.Certificate of origin

**c. Bill of entry d.** Bill of sight

24. A receipt issued by the commanding officer of the ship when the car is loaded on the ship is known as\_\_\_\_\_\_\_\_\_\_\_.

a. Shipping receipt b.  **Mate receipt**

c. Cargo Receipt d. Charter receipt

25.The document containing of the guarantee of a bank to honor draft drawing on it by an exporter is\_\_\_\_\_\_\_\_\_\_\_.

**a. Letter of credit b.**  Bill of lading

c. Bill of entry d. bill of exchange

26. What the document of title to the goods?

a. Bill of entry b.  **Bill of lading**

c. Mate's receipt d. Bill of sight

27. The convention is that the\_\_\_\_\_\_\_\_\_.

**a. Freight Payable b.**  Freight receivable

 c. Both a and b d. Non of these

28.What will be replaced by the bill of lading?

a. Bill of entry b. **Mate's Receipt**

c. Freight d. Letter of Credit

29. Which the initial rough receipt given by the mate while loading the goods

a. Bill of entry b. Bill of sight

c. Freight d. **Mate's receipt**

30. This is a secure method of receipts for the exporter?

a. Letter of credit b. Bill of exchange

**c. Cash with order d.** Bill of sight

31. What is the method is disadvantageous in importer?

a. Bill of exchange b. Bill of sight

c**. Cash with order** d. Letter of credit

32.Whose are the deposits the cost of the goods in a bank?

a. Exporter b. **Importer**

 c. Dealer d. All the above

33. Whose is this to pay the exporter on due date?

**a. Banker b.** Importer

c. Company d. Both a and b

34 Which the document in connection with the shipment of the goods?

**a. Documentary bill  b.** Bill of lading

c. Bill of entry  d. Bill of sight

35. Account held by business people is \_\_\_\_\_\_\_\_\_\_\_\_.

a. Savings account **b. Current account**

c. Recurring account d. Fixed deposit account.

36. Letter supplied by banker is \_\_\_\_\_\_\_\_\_\_\_.

a. Over draft b. Cheque

c. **Formatted letter** d. Individual letter

37. Collective name of securities to be given by the customer for a loan \_\_\_\_\_\_\_\_\_\_.

a. Hypothecation b. Mortgage

c. **Collaterals**  d. None of them

38. Customer instructing the bank to stop payment is \_\_\_\_\_\_\_\_\_.

a. **Countermanding** b. Mortgage

c. Clean loan d. Hypothecation

40. Loan given on the basis of C’s is \_\_\_\_\_\_\_\_\_\_.

a. Secured loan b. Mortgage

c. **Clean loan**  d. All of them.

41. Amount drawn over and above the credit balance of a customer is\_\_\_\_\_\_\_\_\_\_.

a. **Over draft**  b. Recurring account

c. Fixed deposit d. None of them

42.Order placed by an importer is \_\_\_\_\_\_\_.

a. **Indent** b. L.C. c. Franco d. Bill of exchange

43. Clearing of goods is done by an agency\_\_\_\_\_\_\_\_\_\_.

a. Importer b. Commission agent **c. clearing agent** d. Broker

44. L.C. is issued by a banker in \_\_\_\_\_\_\_\_\_\_\_\_\_\_.

a**. Importer place** b. Exporter place

c. Both A& B d. Place where neither exporter nor importer are present

45. Intermediary acting for a foreign principal?

a. Factor **b. Commission agent**  c. Broker d. Importer

46. Detailed description of goods is found in \_\_\_\_\_\_\_\_\_\_\_.

a. L.C b. Open indent c. **Closed indent**  d. Bill of lading

47. Document stating goods have been shipped as per order is\_\_\_\_\_\_\_\_\_\_.

a. Bill of lading b. Bill of entry c. L.C **d. shipping advice**

48. Price of goods includes expenses till the goods are loaded aboard a ship\_\_\_\_\_\_\_\_.

a**. F.O.B** b. F.A.S c. C.I.F d. L.C

49. Cost of the goods at the place of purchase is \_\_\_\_\_\_\_\_\_\_\_\_\_.

a. Franco **b. Loco** c. CIF d. F.A.S

50.All charges up to the point of delivery to the buyer are includes in \_\_\_\_\_\_\_\_\_\_\_\_\_.

a. Franco **b. Loco** c. CIF d. F.A.S

51.Order for goods placed by an importer is \_\_\_\_\_\_\_\_\_\_\_\_.

**a. Indent** b. Commission agent c. Broker d. Importer

52.Indent specifying negotiated price is \_\_\_\_\_\_\_\_\_\_\_\_\_.

**a. Confirmed indent** b. Open indent c. Closed indent d. Bill of lading

53. Work of clearing the goods is under taken by an agent called\_\_\_\_\_\_\_\_\_\_.

a. Commission agent **b. Clearing agent** c. Broker d. Importer

54. Expenses up to the ship are borne by exporter price quotation under \_\_\_\_\_\_\_\_\_\_.

a. Franco b. Loco c. CIF **d. F.A.S**

55.\_\_\_\_\_\_\_\_\_\_\_\_ document evidences the nationality of goods.

a**. Certificate of origin** b. Commission agent c. Broker d. Importer

56. Agent employed in foreign location to buy /sell goods for a principal is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

**a. Commission agent** b. Clearing agent c. Broker d. Importer

57.\_\_\_\_\_\_\_\_\_\_\_\_\_ is stationed in foreign country to take care of the commercial interest of his country.

**a. Consul** b. Open indent c. Closed indent d. Bill of lading

58. Which document specifies goods of specified quality entering a particular country?

a. Consular invoice b. Mate’s receipt **c. Bill of entry** d. Bill of exchange

59. Shipping document is handed over to the importer on his paying the amount of the bill under. This is known as

a**. Document against payment** b. L.C. c. Franco d. Bill of exchange

60. Official stationed in a foreign country to take care of commercial interest of his country is

a. Customer officer b. Mate c**. Consul** d. L.C

**Unit 5**

1. Which of these is not a medium for e-mail?

a) Intranet b) Internet

c) Extranet **d) Paper**

2.Which of these defined the internet?

**a) The Federal Networking Council** b) The Federal Network Council

c) The Federal Networking Committee d) The Federal Network Committee

3.Intranet is a company’s \_\_\_\_\_\_\_\_\_\_\_ web.

**a) Internal** b) External

c) World web d) None

4. **\_\_\_\_\_\_\_\_** gives a brief description of what the messages is about.

**a. Subject** b. Desktop

c. E-mail d. Google

**Answer: A**

5. Which of these is not used by intranet?

a) TCP **b) BSNL**

c) IP d) HTTP

6. Which of these is the easiest way of communication?

**a) E-mail** b) Telephone

c) Fax d) Letter

7. Which of these do not provide free E-mail?

a) Hotmail b) Rediff

**c) WhatsApp** d) Yahoo

8. Which of these should be avoided in an E-mail?

**a) Wrong E-mail address** b) Subject line

c) Smiles d) Re-reading

9. Free of cost repair of software bug available at Internet is called ….

a.Version b. Ad-on

c.Tutorial d**. Patch**

10. The Internet was originally a project of which agency?

**a. ARPA b**.NSF

c.NSA d.None of these

11. Which of the following is a correct format of Email address?

A. name@website@info **B.name@website.info**

C.www.nameofebsite.com D.name.website.com

12. HTML is used to create

a. machine language program b. high level program

**c.web page** d.web server

13. The computer jargon – WWW, stands for :

**a.World Wide Web Worm**  b**.**World Wide Wildlife Web

c. World Wide Women’s Web d.World Wide Women’s Week

14.The process of transferring files from a computer on the Internet to your computer is called

a. Uploading b. Forwarding

c. FTP d**. Downloading**

15. In internet terminology IP means

a. Internet Provider b. **Internet Protocol**

b. Internet Procedure d. Internet Processor

16. A Web site’s front page /main page is called

a. Browser Page b. Search Page

**c. Home Page** d. Bookmark

17. Which one of the following is not a search engine?

a. Bing b. Google

c. Yahoo d**. Windows**

18. Verification of a login name and password is known as:

a. configuration b. accessibility

**c. authentication**  d. logging in

19 . Who is the father of Internet?

**a. Vint Cerf** b. Tim Berners Lee

c. Charles Babbage d. None of these

20 . Who is the founder of the Internet?

a.Vint Cerf b. Charles Babbage

**c .Tim Berners-Lee** d. None of these

21 . Who invented world wide web ?

**a. Tim Berners Lee** b. Sir Thomas

c. Charles Babbage d. None of these

22 . Who is the father of email ?

a.Tim Berners Lee b. Charles Babbage

c. Paul Buchheit **d. Ray Tomlinson**

23 . Internet’s initial development was supported by

a. Microsoft **b. ARPANET**

c. Bill Rogers d. Bill Gates

24 . World Wide Web was proposed by\_\_\_\_\_\_\_\_\_\_\_.

**a. Bill Rogers** b. ARPANET

c. Tim Berners-Lee d. Bill Gates

25 . The internet also known simply as ——–.

a. NIT b. NAT

**c. NET** d. NFT

26 . Which of the following is an example of connectivity?

**a. Internet** b. Power Card

c. Data d. Floppy Disk

27 . ——– to transmit information on the World Wide Web.

a. TPPH **b. HTTP**

c. HPTT d. HTPT

28 . A web address is also called a ——–

**a. URL** b. ULR

c.RLU d. LUR

29 . ——– is the exchange of computer stored messages by telecommunication.

**a. E-mail** b. Download

c. Copy d. Save

30 . Which of the following refers to dangerous programs that can be ‘caught’ by opening E-mail attachments and downloading software from the internet?

a. Hardware

b. Utility

**c. Virus**

d. Spam

31 . The internet is\_\_\_\_\_\_\_\_\_\_\_.

a. An internal communication system

**b. A large network of networks**

c. A communication system for the Indian Government

d. All of these

32. \_\_\_\_\_\_\_\_\_ represents the persons to whom copies are sent.

a. Body b. Subject **c. CC** d. Attachment file

33 . \_\_\_\_\_\_\_\_ accommodates the main message.

**a. Body** b. Subject c. CC d. Attachment file

34 . The internet is

a. an internal communication system

**b. a large network of networks**

c. a communication system for the Indian Government

d. all of these

35 . Which of the following is used to write web pages?

**a. HTML** b. HTTP

c. FTP d. URL

36 . Junk E-mail is also called

a. URL b. Sniffer script

**c. Spoof** d. Spam

37 . Each computer connected to the internet must

a. be an IBM PC

b. be internet compatible

c. have a modern connection

**d. have a unique IP address**

38 . TCP stands for

a. Transmission Communicational Protocol

**b. Transmission Control Protocol**

c. Transistor Control Protocol

d. Transform Control Protocol

39. Messages sent electronically via computer network is \_\_\_\_\_\_\_\_\_.

 a.Mobile phone

 **b. E- mail**

 c. Computer

 d. Laptop

40. \_\_\_\_\_\_\_\_ is a medium for accessing all segments of customers.

 a. Online

 b. Offline

 **c. Website**

 d. Internet

41. Machine which sends photocopy to distant places via telephone line is \_\_\_\_\_\_\_\_.

 a. Printer

 b. Scanner

 **c. Fax**

 d. PC

 42. Computer kept on a desk is called \_\_\_\_\_\_\_\_\_\_\_.

 **a. Desk top**

 b. Scanner

 c. Web page

 d. Alignment

43. Portable computer is \_\_\_\_\_\_\_\_\_\_\_\_\_.

 a. Personal computer

 b. Tab

 c. Smart phone

 **d. laptop**

44. \_\_\_\_\_\_\_\_\_\_\_\_ is a place where a person stores information about people with whom he corresponds.

 **a. Address book**

 b. E- mail

 c. Face book

 d. Whats app

45. \_\_\_\_\_\_\_\_\_\_\_\_\_ allows information to be sent between computer and people on the net.

 **a. E- mail**

 b. Face book

 c. Whats app

 d. Instagram

46. \_\_\_\_\_\_\_\_ facilitates distant learners.

 a. Web based distance

 b. Data based distance

 c. Good communication

 d. All the above

 47.\_\_\_\_\_\_\_\_\_\_ enables students to learn in a simulated environment

 a. Computer based training

 b. Creative work

 c. Physical work

 d. All the above

48. Unwanted messages are stored in \_\_\_\_\_\_\_\_\_\_\_\_.

 **a. Spam**

 b. Scam

c. Subject line

d. Humor

49. Which accommodates the main menace\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

 **a. Body**

 b. Subject line

 c. Closing of e-mail

 d. Opening of e- mail

50. Which gives central idea about the manage sent\_\_\_\_\_\_\_.

 a. Opening

 **b. Subject line**

 c. cc

 d. Attach file

51. Dear , Hai , greetings , etc ., represent

a. Body of e-mail

 b. cc

 c. Salutation

 d. Subject

52. Guidelines observed in writing e-mail are accommodated in

 a. E-mail etiquette

 **b. E-mail ethics**

 c. E-mail practices

 d. E- mail techniques

53. Which one of the following helps organization functioning in multiple location keep disparate teams together?

 **a. instant messaging**

 b. CD-Rom

 c. Laptop

 d.CD-Ram

54. A mass of information can be stored in\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

 a. Cell phone

 b. Zocker

 c. **CD-Rom**.

 d. Chip

55. Workflow at different locations is monitored through\_\_\_\_\_\_\_\_\_.

 a. Website

 b. video conference

 **c. Group ware**

 d. Internet

56. A large number of computers spanning the globe connecting a number of computers is \_\_\_\_\_\_\_\_\_\_.

 a. Voice net

 **b. Internet**

 c. Cell phone

 d. Blue tooth

57. The instrument that creates a digital image which can be stored in a computer is\_\_\_\_\_\_\_\_\_\_\_.

 a. LAN

 b.WAN

 **c. Scanner**

d. Floppy

58. Net work of studios in different location is\_\_\_\_\_\_\_\_\_.

 a. Teleconference

 **b. Video conference**

 c. Audio conference

 d. Auto conference

59. Chief advantage of a mobile is\_\_\_\_\_\_\_\_.

 a. Used as advertisement media

 b. Del net

 **c. Computer conference**

d. Better communication

60. Which of the following helps in locating of an item on earth?

 a. Global information system

 **b. global positioning system**

 c. CRM

 d. None