

**F.Y.B.Com. sem - II ATKT Sample Paper
Business Communication**

1. Committees are part of _____
 - a. **group communication**
 - b. individual communication
 - c. informal communication
 - d. personal communication

2. After the meeting the secretary circulates the _____ of the meeting
 - a. Notice
 - b. Agenda
 - c. **Minutes**
 - d. Proposals

3. The name Skype is derivation of the phrase _____.
 - a. **sky peer-to-peer**
 - b. sky perception
 - c. sky person to person
 - d. sky people to people

4. The word 'conference' is derived from _____.
 - a. **Confer**
 - b. Confuse
 - c. Console
 - d. Consider

5. PR stands for _____.
 - a. Poll Recordings
 - b. Press Relations
 - c. Proceeding Reports
 - d. **Public Relations**

6. The objectives of the public relations department is to _____.
 - a. **improve understanding with the public**
 - b. increase a crisis
 - c. spread rumours
 - d. publicise a scam

7. Status Inquiry refers to an inquiry about the customer's _____.
 - a. product quality
 - b. **financial position**
 - c. employment policies

- d. retail outlets
8. Neat appearance and personal hygiene is part of _____ preparation of a candidate.
- a. emotional
 - b. intellectual
 - c. mental
 - d. physical**
9. Group Discussion is mainly used for _____
- a. selection of candidate**
 - b. sales and marketing
 - c. solving problems
 - d. resolving crisis
10. The state level of the Consumer Redressal agency accepts complaints when the compensation claim is _____
- a. Less than 5 lakh
 - b. Between 5 lakh and 20 lakh**
 - c. Exceeds 20 lakh
 - d. Upto one lakh
11. Suggestion Schemes are an important part of _____ public relations.
- a. Internal**
 - b. External
 - c. Both internal & external
 - d. Neither internal nor external
12. Which of the following should not be done during a crisis?
- a. Express regret
 - b. Explain the situation
 - c. Be aggressive and defensive**
 - d. Give timely updates
13. Newsletters are circulated _____
- a. only internally
 - b. only externally
 - c. both internally & externally**
 - d. neither internally nor externally
14. Skype is a _____
- a. video and voice call software**
 - b. vlog software
 - c. audio only software
 - d. blog software
15. Notice is _____

- a. list of items to be discussed at a meeting
 - b. formal document giving details of meeting**
 - c. recording of the meeting
 - d. decisions taken at a meeting
16. Arrangement for a company meeting is done by _____
- a. members
 - b. chairperson
 - c. Board of Directors
 - d. Secretary**
17. A brochure is sent to announce _____
- a. an interview
 - b. a conference**
 - c. a meeting
 - d. a group discussion
18. The concluding session of a conference is _____
- a. Keynote Address
 - b. Valedictory session**
 - c. Technical session
 - d. Presentations
19. An official statement for members of the media is called _____
- a. Advertisement
 - b. Brochure
 - c. Press Release**
 - d. Newsletter
20. Published material meant for a small readership is _____
- a. Brochures
 - b. Pamphlets
 - c. Newsletters**
 - d. Leaflets
21. Testimonials are _____
- a. Response to queries
 - b. Queries of customers
 - c. Complaints of customers
 - d. Feedback of customers**
22. Which of these should one avoid to get a good summary?
- a. reduce length of the passage
 - b. write in own words
 - c. add more details**
 - d. repeating points

23. The first letter in "WASP" stands for _____
- a. Watching the candidate
 - b. Wasting time
 - c. Weighing the candidate's answers
 - d. **Welcoming the candidate**
24. A Selection interview is between _____.
- a. **an employer & candidate**
 - b. a board member & shareholders
 - c. a celebrity & journalist
 - d. a salesman & customer
25. _____ letter is a reply to a complaint.
- a. **Adjustment**
 - b. Inquiry
 - c. Collection
 - d. Sales