

S.S. Jain Subodh P G College
GEC –Business Communication Skills

UG SEM - III

100 MCQs

Attempt the following questions:

Unit I: Introduction to Business Communication (25 MCQs)

1. Business communication is mainly concerned with:
 - A. Personal feelings
 - B. Business environment
 - C. Social activities
 - D. Entertainment
2. Which of the following is *not* a principle of effective communication?
 - A. Clarity
 - B. Completeness
 - C. Ambiguity
 - D. Conciseness
3. Communication can be classified as:
 - A. Written and oral
 - B. Formal and informal
 - C. Verbal and non-verbal
 - D. All of the above
4. The main objective of business communication is:
 - A. Entertainment
 - B. Profit-making
 - C. Information exchange
 - D. Emotional support
5. “Face-to-face communication” belongs to:
 - A. Visual media
 - B. Oral media
 - C. Written media
 - D. Audio-visual media
6. Which of the following is an example of *modern* communication?
 - A. Letter writing
 - B. Fax
 - C. Stone inscription
 - D. Oral speech
7. Kinesics refers to:
 - A. Tone of voice
 - B. Body language

- C. Written words
 - D. Listening skills
8. Which is the oldest medium of communication?
- A. Telephone
 - B. Email
 - C. Face-to-face speech
 - D. Fax
9. Which of these is *not* a medium of business communication?
- A. Tele-conferencing
 - B. Email
 - C. Gossip
 - D. Fax
10. The essential objective of communication is:
- A. To confuse others
 - B. To express ideas
 - C. To hide information
 - D. To spread rumours
11. Teleconferencing is an example of:
- A. Written communication
 - B. Non-verbal communication
 - C. Audio-visual communication
 - D. Visual communication
12. Which one is *not* part of non-verbal communication?
- A. Gestures
 - B. Postures
 - C. Reports
 - D. Eye contact
13. The process of communication begins with:
- A. Receiver
 - B. Message
 - C. Sender
 - D. Medium
14. "Fax" is an example of:
- A. Audio communication
 - B. Visual communication
 - C. Face-to-face communication
 - D. Oral communication
15. Which principle ensures that the communication is complete and leaves no doubts?
- A. Clarity
 - B. Completeness
 - C. Conciseness
 - D. Consideration
16. Communication is effective when:
- A. Receiver understands the message
 - B. Sender repeats the message

- C. Message is long
 - D. Message is in writing only
17. Which of the following is a formal communication channel?
- A. Grapevine
 - B. Orders and instructions
 - C. Gossip
 - D. Rumours
18. Which of the following is an example of visual media?
- A. PowerPoint presentation
 - B. Telephone call
 - C. Memo
 - D. Interview
19. Which is the most reliable form of business communication?
- A. Oral
 - B. Written
 - C. Visual
 - D. Gestures
20. “Communication through symbols” is called:
- A. Written communication
 - B. Non-verbal communication
 - C. Oral communication
 - D. Group communication
21. “Decoding” is the responsibility of:
- A. Sender
 - B. Receiver
 - C. Channel
 - D. Medium
22. Communication through “emails” is:
- A. Oral
 - B. Visual
 - C. Written electronic
 - D. Non-verbal
23. Which communication ensures quick feedback?
- A. Written
 - B. Oral
 - C. Non-verbal
 - D. Visual
24. The process of converting ideas into message is called:
- A. Decoding
 - B. Encoding
 - C. Noise
 - D. Channeling
25. Which communication is best for record keeping?
- A. Oral
 - B. Written

- C. Visual
 - D. Non-verbal
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Would you like me to go ahead and draft the **remaining 75 MCQs (Unit II, III, IV)** along with the **separate answer sheet** in the **same reply**, or do you prefer me to split them unit-wise (so each unit is manageable in one message)?

You said:

continue

ChatGPT said:

Perfect ☐ Let's continue with **Unit II, III, IV MCQs** and then I'll give you the **separate Answer Sheet** at the end.

☐ **Business Communication Skills – 100 MCQs**

Unit II: Barriers to Communication (25 MCQs)

26. Which of the following is a *semantic barrier*?
 - A. Noise
 - B. Jargon
 - C. Ill health
 - D. Wrong media
27. A physical barrier to communication is:
 - A. Wrong choice of media
 - B. Mechanical disturbance in telephone
 - C. Prejudice
 - D. Use of jargon
28. Misinterpretation of words occurs due to:
 - A. Semantic barrier
 - B. Physical barrier
 - C. Psychological barrier
 - D. Cultural barrier
29. When a manager chooses a wrong medium to convey a message, it is a:
 - A. Physical barrier
 - B. Wrong choice of media

- C. Psychological barrier
 - D. Semantic barrier
30. Difference in *perception of reality* creates:
- A. Socio-psychological barrier
 - B. Semantic barrier
 - C. Physical barrier
 - D. Technical barrier
31. Which is *not* a barrier of communication?
- A. Filtering
 - B. Clarity
 - C. Semantic gap
 - D. Wrong channel
32. Semantic barriers arise due to:
- A. Noise in surroundings
 - B. Faulty translation
 - C. Gestures
 - D. Psychological issues
33. A person's bias or prejudice causes:
- A. Physical barrier
 - B. Semantic barrier
 - C. Socio-psychological barrier
 - D. Technical barrier
34. Which barrier occurs due to poor telephone connectivity?
- A. Semantic
 - B. Physical
 - C. Psychological
 - D. Emotional
35. "Different meaning of the same word" is an example of:
- A. Wrong choice of media
 - B. Semantic barrier
 - C. Physical barrier
 - D. Socio-psychological barrier
36. In a noisy factory, communication faces which barrier?
- A. Semantic
 - B. Physical
 - C. Psychological
 - D. Cultural
37. Prejudice against a community may cause:
- A. Technical barrier
 - B. Physical barrier
 - C. Socio-psychological barrier
 - D. Semantic barrier
38. Which is a psychological barrier?
- A. Noise
 - B. Attitude of superiority

- C. Jargon
 - D. Poor handwriting
39. Which of the following reduces barriers?
- A. Ambiguity
 - B. Filtering
 - C. Active listening
 - D. Prejudice
40. Wrong choice of medium results in:
- A. Misunderstanding
 - B. Accuracy
 - C. Easy communication
 - D. Better listening
41. Complex organizational hierarchy creates:
- A. Physical barrier
 - B. Organizational barrier
 - C. Semantic barrier
 - D. Cultural barrier
42. Which barrier occurs due to cultural differences?
- A. Psychological
 - B. Semantic
 - C. Socio-psychological
 - D. Cross-cultural
43. Technical problems in email server create:
- A. Semantic barrier
 - B. Technical barrier
 - C. Psychological barrier
 - D. Wrong choice of media
44. "Filtering" means:
- A. Misrepresentation of facts
 - B. Sending clear message
 - C. Choosing right media
 - D. Proper encoding
45. Lack of common language causes:
- A. Semantic barrier
 - B. Physical barrier
 - C. Psychological barrier
 - D. None
46. Which barrier arises due to lack of attention?
- A. Semantic
 - B. Psychological
 - C. Physical
 - D. Technical
47. A manager's preconceived notion affects:
- A. Physical communication
 - B. Semantic understanding

- C. Psychological communication
 - D. Noise
 - 48. Poorly expressed message is an example of:
 - A. Wrong choice of media
 - B. Semantic barrier
 - C. Physical barrier
 - D. Emotional barrier
 - 49. Overloading of information creates:
 - A. Noise
 - B. Information barrier
 - C. Semantic barrier
 - D. Technical barrier
 - 50. Which of the following is a strategy to overcome barriers?
 - A. More ambiguity
 - B. Clear expression
 - C. Filtering
 - D. Wrong channel
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Unit III: Business Letters (25 MCQs)

- 51. Which of the following is *not* a type of business letter?
 - A. Inquiry
 - B. Appointment
 - C. Poem
 - D. Complaint
- 52. A sales letter is generally:
 - A. Persuasive
 - B. Informative
 - C. Negative
 - D. Ambiguous
- 53. The main purpose of a complaint letter is:
 - A. To praise
 - B. To criticize constructively
 - C. To request
 - D. To sell
- 54. Which letter confirms the receipt of goods?
 - A. Inquiry
 - B. Acknowledgement
 - C. Complaint
 - D. Order
- 55. Layout of business letters usually follows:
 - A. Informal style
 - B. Block or semi-block style

- C. Casual format
 - D. Oral format
56. Which letter is written to request information?
- A. Inquiry letter
 - B. Acknowledgement letter
 - C. Complaint letter
 - D. Sales letter
57. An order letter is sent by:
- A. Seller to buyer
 - B. Buyer to seller
 - C. Manager to employee
 - D. Teacher to student
58. A letter of appointment is given to:
- A. Customer
 - B. Supplier
 - C. New employee
 - D. Business rival
59. A letter asking for quotation is:
- A. Inquiry letter
 - B. Sales letter
 - C. Complaint letter
 - D. Appointment letter
60. A business letter should always be:
- A. Complex
 - B. Polite
 - C. Ambiguous
 - D. Wordy
61. Reply letters are written to:
- A. Continue communication
 - B. End communication
 - C. Confuse receiver
 - D. Show emotions
62. Which letter is written to confirm acceptance of order?
- A. Order letter
 - B. Reply letter
 - C. Circular letter
 - D. Sales letter
63. Which letter circulates important information to many people?
- A. Inquiry
 - B. Complaint
 - C. Circular
 - D. Appointment
64. A sales promotion letter should be:
- A. Persuasive and attractive
 - B. Formal and lengthy

- C. Harsh and critical
 - D. Ambiguous
65. Acknowledgement letter indicates:
- A. Refusal
 - B. Confirmation of receipt
 - C. Complaint
 - D. Information seeking
66. Which of the following is a goodwill letter?
- A. Complaint letter
 - B. Appreciation letter
 - C. Inquiry letter
 - D. Order letter
67. A letter of resignation is:
- A. Personal letter
 - B. Business letter
 - C. Informal letter
 - D. Circular
68. The tone of a complaint letter should be:
- A. Harsh
 - B. Polite but firm
 - C. Sarcastic
 - D. Casual
69. An interview call letter is sent by:
- A. Employer to candidate
 - B. Candidate to employer
 - C. Buyer to seller
 - D. Student to teacher
70. A sales letter should avoid:
- A. Persuasion
 - B. Benefits
 - C. Technical jargon
 - D. Clarity
71. Which letter requests a meeting?
- A. Interview letter
 - B. Appointment letter
 - C. Inquiry letter
 - D. Circular letter
72. Which letter informs about organizational changes?
- A. Circular letter
 - B. Inquiry letter
 - C. Complaint letter
 - D. Appointment letter
73. A resignation acceptance letter is written by:
- A. Employer
 - B. Employee

- C. Customer
 - D. Seller
 - 74. Which part of business letter contains “Yours faithfully”?
 - A. Heading
 - B. Salutation
 - C. Closing
 - D. Body
 - 75. Which letter responds to customer dissatisfaction?
 - A. Sales letter
 - B. Reply to complaint letter
 - C. Appointment letter
 - D. Circular
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Unit IV: Practical Aspects of Business Communication (25 MCQs)

- 76. A written account of facts and findings is called:
 - A. Report
 - B. Interview
 - C. Seminar
 - D. Group discussion
- 77. Public speaking is mainly aimed at:
 - A. Entertainment
 - B. Persuasion and information
 - C. Argument
 - D. Personal talk
- 78. Which of the following is a group communication activity?
 - A. Report writing
 - B. Seminar
 - C. Group discussion
 - D. Both B and C
- 79. Effective listening requires:
 - A. Ignoring others
 - B. Concentration
 - C. Interrupting
 - D. Talking more
- 80. A short talk delivered to an audience is called:
 - A. Interview
 - B. Presentation
 - C. Report
 - D. Complaint
- 81. In group discussion, success depends on:
 - A. Dominating others

- B. Team participation
 - C. Staying silent
 - D. Avoiding the topic
82. An interview involves:
- A. One-way communication
 - B. Two-way communication
 - C. No communication
 - D. Written communication only
83. Which type of report is prepared regularly?
- A. Special report
 - B. Periodic report
 - C. Informal report
 - D. Investigative report
84. A seminar is:
- A. One-way speech
 - B. Interactive academic session
 - C. Telephone talk
 - D. Written message
85. Listening carefully without interrupting is called:
- A. Passive listening
 - B. Active listening
 - C. Pretending
 - D. Careless listening
86. A structured discussion on a given topic is called:
- A. Debate
 - B. Group discussion
 - C. Presentation
 - D. Complaint
87. Which of the following is essential in report writing?
- A. Personal opinions
 - B. Clear and factual information
 - C. Long sentences
 - D. Informal tone
88. Which skill is tested in interview?
- A. Communication and personality
 - B. Singing
 - C. Sports
 - D. Casual talk
89. In presentation, visual aids include:
- A. Charts, graphs, PPTs
 - B. Letters
 - C. Orders
 - D. Circulars
90. "Minutes of meeting" are related to:
- A. Reports
 - B. Interviews

- C. Seminars
 - D. Presentations
91. A report prepared for specific situation is:
- A. Periodic
 - B. Special
 - C. Routine
 - D. Formal
92. A GD evaluates:
- A. Knowledge and communication
 - B. Singing ability
 - C. Writing ability
 - D. Physical strength
93. In public speaking, the most important element is:
- A. Clarity of speech
 - B. Fast talking
 - C. Technical jargon
 - D. Anger
94. A presentation should be:
- A. Monotonous
 - B. Interactive and engaging
 - C. Confusing
 - D. Lengthy
95. An interviewee should:
- A. Argue with interviewer
 - B. Remain polite and confident
 - C. Avoid eye contact
 - D. Remain silent
96. Effective listening means:
- A. Hearing without attention
 - B. Responding appropriately
 - C. Interrupting
 - D. Ignoring message
97. Which report is brief and informal?
- A. Special report
 - B. Informal report
 - C. Formal report
 - D. Investigative report
98. Which skill is crucial for a seminar presenter?
- A. Reading loudly
 - B. Clear communication and confidence
 - C. Whispering
 - D. Copying
99. A good group discussion requires:
- A. Cooperation
 - B. Team spirit

- C. Knowledge of topic
 - D. All of the above
100. Which of the following is *not* part of business communication practice?
- A. Report writing
 - B. Group discussion
 - C. Playing games
 - D. Interview
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☐ Answer Sheet (100 MCQs)

Unit I → 1-B, 2-C, 3-D, 4-C, 5-B, 6-B, 7-B, 8-C, 9-C, 10-B, 11-C, 12-C, 13-C, 14-B, 15-B, 16-A, 17-B, 18-A, 19-B, 20-B, 21-B, 22-C, 23-B, 24-B, 25-B

Unit II → 26-B, 27-B, 28-A, 29-B, 30-A, 31-B, 32-B, 33-C, 34-B, 35-B, 36-B, 37-C, 38-B, 39-C, 40-A, 41-B, 42-D, 43-B, 44-A, 45-A, 46-B, 47-C, 48-B, 49-B, 50-B

Unit III → 51-C, 52-A, 53-B, 54-B, 55-B, 56-A, 57-B, 58-C, 59-A, 60-B, 61-A, 62-B, 63-C, 64-A, 65-B, 66-B, 67-B, 68-B, 69-A, 70-C, 71-B, 72-A, 73-A, 74-C, 75-B

Unit IV → 76-A, 77-B, 78-D, 79-B, 80-B, 81-B, 82-B, 83-B, 84-B, 85-B, 86-B, 87-B, 88-A, 89-A, 90-A, 91-B, 92-A, 93-A, 94-B, 95-B, 96-B, 97-B, 98-B, 99-D, 100-C