



Foreign Language (English).d(5)

- 1 Which of the following communication skills are used when you listen to instructions and ask questions for clarification?
- 2 Which of the following will enhance and reinforce your listening skills
- 3 Which communication skill broadens your knowledge and understanding of the world and actually makes you a more interesting person in your social life?
- 4 Transmitting information between and among persons within a business or organization is called:
- 5 A job listing that tries to attract qualified personnel to fill a certain position is an example of:
- 6 In the listening model, interpreting is the act of
- 7 Which of the following is considered to be a listening barrier?
- 8 Which of the following is a useful tip on taking lecture or meeting notes?
- 9 Where is the main idea of a written paragraph usually found?
- 10 Which of the following helps you retain the content of a speaker's message?
- 11 Which of the following terms refers to the customs, beliefs, lifestyles, and practices of a group of people?
- 12 Which of the following should be avoided when communicating with people for whom English is a second language?
- 13 Moral principles of right and wrong that guide a person's actions are called:
- 14 The language you use in business should always be:
- 15 A negative attitude about an individual, group, or race, or about its supposed characteristics is called a(n):
- 16 Which of the following is an example of a common noun?
- 17 A ____ is a group of words that expresses a complete thought and contains a subject and a predicate.





- 18 Which of the following is an example of a declarative sentence? How much is this watch?
- 19 Which of the following is an indefinite pronoun?
- 20 Which of the following is an example of a collective noun?
- 21 Which of the following is the correct singular-plural pair of words?
- 22 Which of the following words correctly illustrates the plural form of the proper noun "Sally"?
- 23 An apostrophe is always used with a noun to show:
- 24 The term _____ refers to the form of a pronoun.
- 25 In a sentence, the person or thing that receives the action of the verb is known as the _____.
- 26 Words that join words, phrases, or clauses within a sentence are called:
- 27 The words "although", "because", "how", and "whenever" are examples of:
- 28 The part of speech that connects a noun or a pronoun to the rest of the sentence is a(n):
- 29 Words that modify or describe nouns or pronouns are called:
- 30 Words that answer questions such as "Why?" "When?" "Where?" "How?" "How much?" and "To what extent?" are called:
- 31 When writers want to show strong emotion or feeling in their writing, they should end their sentences with:
- 32 A writer should avoid using a comma to:
- 33 A _____ is used (1) in place of a coordinating conjunction to join independent clauses, (2) before an introductory word that begins the second clause in a sentence, and (3) before explanatory or enumerating words.
- 34 Which of the following statements has been capitalized correctly?
- 35 Which of the following practices is preferred by writers in order to write effective sentences?





- 36) If a writer wants to provide an example between sentences and between paragraphs, the most effective transitional phrase to indicate the example would be
- 37) Fred is going through the revised draft of a document to make sure that it is clear, complete, concise, consistent, correct, and courteous. It can be concluded that Fred is ____ the document.
- 38) Which of the following examples is most effective in the context of the you-attitude conveyed through word usage?
- 39) In which of the following statements is the "which" clause misplaced?
- 40) When using the persuasive approach to write a sales letter for a new product, you should begin by:
- 41) Which of the following practices will NOT be considered unprofessional when writing a formal e-mail?
- 42) Which of the following is an optional element in a business letter?
- 43) Which of the following is NOT part of formatting a business letter?
- 44) Bill is the customer relationship manager at a bank. A customer has requested for a loan, but the bank has assessed that the customer is not financially sound to repay the loan. Hence, in his reply to the customer's request, Bill should:
- 45) Which of the following items included with a sales letter is NOT meant to provide customers with an opportunity to act on an urge to buy?
- 46) Collection letters are used to:
- 47) An adjustment letter is written by a:
- 48) A bank wants to congratulate one of its customers for having repaid an entire loan amount with no defaults. Which of the following letters would best help the bank convey this message?
- 49) If you receive a claim letter threatening legal action against the company you are working for, which of the following actions would be most appropriate for you to take?
- 50) What is a bibliography in a report?
- 51) Which of the following practices should be followed when writing an informal report?





- 52) Which of the following statements is true of the outline form of informal reports?
- 53) Which of the following sections of a formal report tells the reader why the report was written, what its scope is, and how the data were gathered?
- 54) A business report prepared by Elena has a two-page section that contains the most significant information of the report in succinct form. This section has been included right after the report's introduction to help senior management get a brief review of the report quickly. This section of the business report is referred to as the ____.
- 55) ____ refers to online services, resources, and applications that are delivered over the Internet and accessed through an array of Internet-connected devices, such as tablets, laptops, and smartphones.
- 56) Which of the following is an example of synchronous communication tools?
- 57) LittleSea.com allows users to discuss and post their reviews about a particular product or service, like a movie, a new gadget, or a car. Companies can also use this platform to promote their new products and connect with customers. Which of the following online communication technologies does this scenario best illustrate?
- 58) A ____ is a special type of bar code: a small square filled with a pattern of different-size black squares and rectangles and white spaces.
- 59) Which of the following is a characteristic of future communication technology?
- 60) Charlie owned a landscaping company and often got paid with a personal check when the job was complete. Charlie would lay the check on the seat of his truck, open his banking app on his phone and take a picture of the check. The check would be automatically deposited into Charlie's bank account and he could transfer the money to another account using the same banking app. This is an example of:
- 61) Which of the following is NOT a professional guideline to use when answering the telephone?
- 62) When handling customer transactions by telephone, which of the following should be avoided?
- 63) Which of the following is NOT a purpose of the order confirmation function?
- 64) When talking from a sitting position, speakers should:





- 65 To emphasize important points while making a speech, speakers should:
- 66 Which of the following is an effective practice to follow when introducing a speaker?
- 67 When responsible for closing remarks after a speaker has done poorly, you should:
- 68 Which of the following practices is best avoided when making a speech?
- 69 The audience will judge a speaker as apprehensive when the speaker:
- 70 Which of the following statements is true of placement agencies?
- 71 Jacob is preparing his portfolio to apply for accounting and finance jobs after graduation. Which of the following items will not be included in Jacob's portfolio?
- 72 When preparing a résumé in a format compatible with computers, fax machines, and scanners, the ____ should be the second line of text in the résumé.
- 73 ____ are folders or notebooks that contain evidence and examples of a job applicant's achievements, skills, and qualifications.
- 74 The main purpose of a(n) ____ is to highlight your most important qualifications and to persuade an employer to grant you a personal interview for the job position.
- 75 A ____ may be conducted over the telephone and may also serve as a preliminary selection of your communication skills and interpersonal skills.
- 76 Agatha is appearing for her third and final interview with a casting agency. The interview is being conducted by the head of the agency, Mr. Porter. Once the interview is over, Mr. Porter will make the decision about her employment. In this scenario, Agatha's interview with Mr. Porter is a:
- 77 During an employment interview, the interviewer asks you the question, "If you could change one event in the world, what would it be?" This is an example of a ____ question.
- 78 A good way for an applicant to make a positive first impression is by arriving for an interview appointment at least:
- 79 Which of the following is a good way to find out the competitive salary for employees with your job responsibilities?

