

# Online Examinations (Even Sem/Part-I/Part-II Examinations 2020 - 2021)

Course Name - –Business Communication

Course Code - BBAS401

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- M.SC.CS)
- M.SC.(ANCS)
- M.SC.(MM)
- B.A.(Eng)

Answer all the questions. Each question carry one mark.

9. 1. Which of these should be avoided for an effective speech?

*Mark only one oval.*

- Determination of the purpose
- Selection of message
- Lack of interest
- Selection of theme

10. 2. Which of these ingredients is not required for selection of theme?

*Mark only one oval.*

- Planning
- Disorganisation
- Preparation
- Organisation

11. 3. Which of these is not a type of public speech?

*Mark only one oval.*

- Short speech
- Informal speech
- Written speech
- Professional speech

12. 4. What is the maximum time for a short speech?

*Mark only one oval.*

- Ten minutes
- Thirty minutes
- Forty- five minutes
- One hour

13. 5. Which of these does not come under short speech?

*Mark only one oval.*

- Introducing dignitaries
- Presenting reports
- Giving a briefing
- Presenting an award

14. 6. A serious listener concentrates on:

*Mark only one oval.*

- the speaker's body language
- the message
- the speaker's physical appearance
- other thoughts

15. 7. Listening and hearing refer to:

*Mark only one oval.*

- the same thing
- a specific act versus a general act
- mental and physical acts, respectively
- different things

16. 8. Evaluative listening is successful when we:

*Mark only one oval.*

- accurately distinguish stimuli in a message.
- understand the intended meaning of a message.
- make critical assessments of the accuracy of the facts in a message.
- all of the above.

17. 9. Which of these is the third step in the listening process?

*Mark only one oval.*

- Stop talking
- Interpreting
- Responding
- Receiving

18. 10. In which of these, the listener puts himself in place of the speaker?

*Mark only one oval.*

- Focused listening
- Evaluative listening
- Attentive listening
- Empathetic listening

19. 11. Which of the following is an example of a soft skill that allows a person to convey ideas and influence change?

*Mark only one oval.*

- Self motivation
- Communication
- Technological proficiency
- Personal accountability

20. 12. Hard skills are \_\_\_\_\_ skills used to perform daily job functions.

*Mark only one oval.*

- Subtle
- Time Management
- Creative Thinking
- Technical Thinking

21. 13. Which of these is not a physiological barrier?

*Mark only one oval.*

- Fear
- Different perception
- Gel effect
- Halo effect



22. 14. Which of these barriers occur when people belong to different religious backgrounds?

*Mark only one oval.*

- Physical barriers
- Linguistic barriers
- Cultural barriers
- Speech decoding

23. 15. What is one common time management mistake?

*Mark only one oval.*

- Procrastination
- Manage Distractions
- taking breaks
- Scheduling tasks

24. 16. Rapport is

*Mark only one oval.*

- the ability to evaluate another's point of view
- when you are attracted to someone
- the process of building a relationship with others
- A close connection marked by common interest or similarity in values

25. 17. Which of the following could be a strength?

*Mark only one oval.*

- weather
- a new international market
- a price that is too high
- the location of a business

26. 18. Which of the following could be a weakness?

*Mark only one oval.*

- A developing market like internet
- Competitors with access to better channels of distribution
- poor quality of goods and services
- special marketing expertise

27. 19. Which of the following could be a threat?

*Mark only one oval.*

- Changes in technology
- A market vacated by an ineffective competitor
- location of your business
- lack of marketing expertise

28. 20. Which of the following is true about preparing a swot analysis?

*Mark only one oval.*

- it should focus on where the organization is today, not where it could be tomorrow
- a swot analysis is objective
- it should be speciic and avoid grey areas
- it should analyze the organization and ignore the performance of the competitors

29. 21. Who usually conducts a swot analysis for a business?

*Mark only one oval.*

- financial institutions
- lawyers
- employees
- managers

30. 22. Which of the following is not a benefit of teamwork?

*Mark only one oval.*

- improved solutions to quality problems
- improved ownership of solutions
- improved communications
- decline in integrtion

31. 23. Which of the following is often called the key attribute of an effective team?

*Mark only one oval.*

- communication
- problem solving
- all get on
- motivation

32. 24. Benefits of teamwork include

*Mark only one oval.*

- increased productivity, motivation, morale
- improved product quality and customer service
- both statements
- neither statements

33. 25. In order to handle stress, it is essential to

*Mark only one oval.*

- fight with people
- prevent it
- none of these
- do nothing

34. 26. Teamwork in an organization leads to organizational

*Mark only one oval.*

- empowerment
- weakness
- economy fall
- skills

35. 27. What sort of reading do you use to find a word in a dictionary?

*Mark only one oval.*

- skimming
- scanning
- careful reading
- sub-vocalization

36. 28. What sort of reading do you use to find out what on TV today?

*Mark only one oval.*

- skimming
- scanning
- careful reading
- sub-vocalization

37. 29.Kinesics

*Mark only one oval.*

- includes gestures
- includes eye contact
- includes facial expressions
- all of the above

38. 30. Paralanguage refers to

*Mark only one oval.*

- the words spoken
- the various meanings in different languages
- the vocal messages of pitch,rate loudness
- languages passed on from parent to child

39. 31. Which is not a principle of non-verbal communication?

*Mark only one oval.*

- communication occurs even when language is not used
- it is possible not to communicate nonverbally
- nonverbal communication is ambiguous
- nonverbal communication is culture bound

40. 32. Which of the following is the best strategy for effectively planning out your work

*Mark only one oval.*

- prioritize your work
- ignore all the unexpected work
- delay any unnecessary work
- all of the above

41. 33. The audience for a presentation consists of people are

*Mark only one oval.*

- are uniform in their level of information
- are confused in their purpose
- vary in their level of information and purpose
- are uniformed and lack a purpose

42. 34. To make a presentation effective and impressive, you should use

*Mark only one oval.*

- jargon
- passive sentences
- complex
- a simple and active form of sentences

43. 35. To select the content of your presentation, you should know

*Mark only one oval.*

- the time limit
- the available material
- your purpose
- the audience's needs

44. 36. It is a good idea to research a company

*Mark only one oval.*

- prepare a job search
- learn about specific companies and industries
- prepare for interview questions
- all of the above

45. 37. Good grooming includes

*Mark only one oval.*

- gold and silver jewellery
- perfume or cologne
- polished shoes
- a name tag



46. 38. A video- conferencing interviews

*Mark only one oval.*

- are not often used
- are more expensive because of the equipment
- can be cost efficient for employers when interviewing out of station candidates
- are used in 90% of first interviews

47. 39. In which kind of interview, insults are common?

*Mark only one oval.*

- screening interview
- stress interview
- behavioral nterview
- group interview

48. 40. The old friend Jimmy wrote a letter to was \_\_\_\_\_.

*Mark only one oval.*

- Bill
- Willy
- Shandy
- Billy

49. 41. Jimmy was actually an expert \_\_\_\_\_.

*Mark only one oval.*

- Wagon-breaker
- Safe-cracker
- Gang-leader
- Quiz-master

50. 42. The girl whom Jimmy fell in love with was \_\_\_\_\_.

*Mark only one oval.*

- Isabella
- Adella
- Polly
- Annabel

51. 43. Jimmy's would-be father-in-law was a \_\_\_\_\_.

*Mark only one oval.*

- Safe-cracker
- Tea-stall owner
- Banker
- Shoe-maker

52. 44. The original term of imprisonment of Jimmy was \_\_\_\_\_.

*Mark only one oval.*

- two years
- one year
- twelve months
- four years

53. 45. What was the number of Jimmy in the jail?

*Mark only one oval.*

- 9672
- 9762
- 9863
- 9572

54. 46. What was the name of the guard of the prison in 'Jimmy Valentine'?

*Mark only one oval.*

- Crofford
- Cronin
- Crofin
- Chronin

55. 47. How much did Jimmy pay the blind man?

*Mark only one oval.*

- quarter of a dollar
- half of a dollar
- one dollar
- two and a half dollar

56. 48. Whom did Jimmy meet first after coming out of jail?

*Mark only one oval.*

- Bob Dolan
- Sam Dolan
- Mike Dolan
- Pete Dolan

57. 49. How many burglaries did Jimmy commit after release from the jail?

*Mark only one oval.*

- Three
- Four
- Five
- Nine

58. 50. Where did Jimmy arrive after the three burglaries?

*Mark only one oval.*

- Elionois
- Montgomery
- Elmore
- Springfield

59. 51. In which hotel did Jimmy engage a room in Elmore?

*Mark only one oval.*

- Public Hotel
- Planter's Hotel
- Hotel Sparkle
- Peanut Hotel

60. 52. Where did Jimmy want to meet Billy?

*Mark only one oval.*

- Elmore
- Sullivan's place
- Springfield
- Richmond

61. 53. What did Annabel believe to be in Jimmy's suitcase?

*Mark only one oval.*

- iron dumbles
- Tools and instruments
- metal shoe-horns
- gold-bricks

62. 54. Who shut Agatha in the vault?

*Mark only one oval.*

- Mary
- Sally
- May
- June

63. 55. How old was May in 'Jimmy Valentine'?

*Mark only one oval.*

- 5 years
- 7 years
- 6 years
- 9 years

64. 56. What was Mr. Adams proud of?

*Mark only one oval.*

- his family
- his new car
- his would-be son-in-law
- his new safe and vault

65. 57. What is the name of the original story called 'Jimmy Valentine'?

*Mark only one oval.*

- Alias Jimmy Valentine
- A Retrieved Reformation
- The Retrieval
- The Retrieval of Real Jimmy

66. 58. What is the original name of the author, O. Henry?

*Mark only one oval.*

- William Sydney Porter
- Sydney Poker
- William Sympson
- John Denver

67. 59. William Sydney Porter Sydney Poker William Symphon John Denver

*Mark only one oval.*

- French
- Latin
- Spanish
- Greek

68. 60. \_\_\_\_\_ should not be used in a Resume or CV.

*Mark only one oval.*

- Photographs
- Family details
- Date of Birth
- Personal Pronouns

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