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Barasat, Kolkata -700125

## BRAINWARE UNIVERSITY

Term End Examination 2021 - 22

Programme – Bachelor of Technology in Computer Science & Engineering

Course Name – Soft Skills and Interpersonal Communication

Course Code - OEC-601C

( Semester VI )

Time allotted : 1 Hrs.15 Min.

Full Marks : 60

[The figure in the margin indicates full marks.]

### Group-A

(Multiple Choice Type Question)

1 x 60=60

Choose the correct alternative from the following :

- (1) ..... are like a news item informing people of some coming important events.
 

a) Notices	b) Memos
c) Agendas	d) Minutes
- (2) ..... are used to make formal appeals or extend invitations.
 

a) Agendas	b) Memos
c) Minutes	d) Notices
- (3) To announce occasions like inauguration or sale internally, or for meeting intimations, both notice and ..... can be used.
 

a) Circular	b) Memos
c) Agenda	d) Minutes
- (4) ..... Is an internal correspondence only.
 

a) Memo	b) Circular
c) Notice	d) Agenda
- (5) The ..... is an outline of what a meeting will address.
 

a) Memo	b) Circular
c) Notice	d) Agenda
- (6) he agendas are prepared by the ..... along with the Chairperson of the meeting.
 

a) Managing Director	b) CEO
c) General Managers	d) Secretary
- (7) The Agendas with the ..... should be distributed to attendees a day or two before the meeting.

- a) Minutes  
c) Memo
- b) Notice  
d) Circular
- (8) If the meeting includes ..... , the agenda should enlist the time allotted for each speaker.
- a) GD  
c) Presentations
- b) Interview  
d) Minutes
- (9) .....are the live written records of a meeting.
- a) GD  
c) Presentations
- b) Interview  
d) Minutes
- (10) MoM stands for?
- a) Money Orders  
c) Minutes of a Meeting
- b) Memorandum of a Meeting  
d) Memory of Moments
- (11) The final list of attendees of a meeting should be included in a .....
- a) Notices  
c) Agendas
- b) Minutes  
d) Memos
- (12) Deadlines of allotted works are also mentioned in ..... Of a meeting.
- a) Minutes  
c) Brochures
- b) Notices  
d) Memos
- (13) Who takes notes of a meeting proceedings and makes the Minutes and circulates it?
- a) Principal  
c) Board of Directors
- b) Secretary  
d) Chairperson
- (14) The full form of a Memo is
- a) Memorundum  
c) Memmorandum
- b) Memorandum  
d) Memorandom
- (15) ..... follows a specific format not common to any other official correspondences.
- a) Memos  
c) Notes for memory
- b) Memorandoms  
d) Letters
- (16) A Memo is a 'note' to a group of people (the employees) to inform or ..... them.
- a) pass-on  
c) instruct
- b) induce  
d) infuse
- (17) A policy change or internal goals are to be declared through a ..... with the company.
- a) Letters  
c) Emails
- b) Memos  
d) Minutes
- (18) To inform any change of a current production procedure, a ..... will be the best choice among all official correspondences
- a) Letter  
c) Memo
- b) Email  
d) Minutes
- (19) The opening of a ..... is unique of all official correspondences.
- a) Email  
c) Minutes
- b) Letter  
d) Memo
- (20) The 'Date' comes after '.....' in a Memo's opening.

- a) To
  - c) Subject
  - b) From
  - d) Salutation
- (21) After 'To' comes '.....' in the opening of a Memo.
- a) Date
  - c) Salutation
  - b) Subject
  - d) From
- (22) In a Memo, the receiver's name and title should be there in the '.....' line.
- a) To
  - c) Date
  - b) From
  - d) Subject
- (23) At the opening of a Memo, the writer's name and title should be there in the '.....' line.
- a) To
  - c) Date
  - b) From
  - d) Subject
- (24) The Date in any official correspondence should be written as .....
- a) July 10, 2021
  - c) 44387
  - b) 2021 July 10
  - d) None of these
- (25) A Memo can be a downward or a ..... communication.
- a) upward
  - c) horizontal
  - b) vertical
  - d) diagonal
- (26) A downward Memo generally ends with a .....
- a) Jingle
  - c) complementary closure
  - b) formal salutation
  - d) motivational tone
- (27) A ..... Memo generally states a policy or procedure the writer want the reader/s to follow.
- a) Prescriptive
  - c) Response
  - b) Surveying
  - d) Directive
- (28) A Memo in which there are 4 part - purpose statement, summary, discussion and action, it is called a ..... Memo.
- a) Prescriptive
  - c) Response
  - b) Surveying
  - d) Directive
- (29) A ..... Memo is particularly written to a supervisor after an employee returns from a business venture.
- a) Response
  - c) Field Report
  - b) Trip Report
  - d) Directive
- (30) The Memo which include the problems, methods, results and conclusion of an inspection, it is called a ..... Memo.
- a) Directive
  - c) Trip Report
  - b) Response
  - d) Field Report
- (31) There is no ..... required at the beginning or end of a Memo.
- a) format
  - c) salutation
  - b) formality
  - d) names and titles
- (32) SMS language ( dey, u, tmrw) in the email should be-
- a) Used with selected few clients
  - c) Can be used sometimes if you feel like.
  - b) Should not be used
  - d) Used while writing to juniors

- (33) Email is a reflection of -
- a) Designation and pride
  - b) Professionalism, Values, Attention to detail
  - c) Authority and status
  - d) Nothing. It is used for getting work done
- (34) Email fonts should be -
- a) Colourful and fancy
  - b) Black in colour, easy to read
  - c) In most bright colours
  - d) Bold and all capital alphabets
- (35) Most effective way of closing an email is -
- a) With a proverb
  - b) Repeating the subject line
  - c) With a clear actionable
  - d) With a social message
- (36) How should the subject line be, of an Email?
- a) Long & strong
  - b) Short & emphatic
  - c) With a greeting
  - d) Does not matter
- (37) In an Email, important points/words can be -
- a) Mentioned repeatedly for impact
  - b) Need not be highlighted
  - c) Highlighted in bold/underlined
  - d) Highlighted with multiple colours
- (38) Usage of all capital alphabets on email is considered as -
- a) Screaming/insulting
  - b) Showing importance
  - c) looks fancy
  - d) irrelevant
- (39) Proofreading emails before hitting send is-
- a) not needed
  - b) can be done sometimes
  - c) A best practice
  - d) Waste of time
- (40) Powerpoint presentations should be a combination of-
- a) Texts
  - b) Doesn't matter
  - c) Only videos/pictures
  - d) Text and pictures/videos
- (41) Two important things to be kept in mind while working on a PPT are-
- a) Audience and objective
  - b) No of slides and no of pictures
  - c) First and last slides
  - d) Videos and music
- (42) The title of a slide should be-
- a) Large
  - b) Centrally aligned with a larger font size
  - c) Very very colourful
  - d) Left aligned
- (43) Speedy response of and email improves credibility -
- a) Yes
  - b) No
  - c) doesn't matter
  - d) Everybody delays so that's ok
- (44) The font used throughout the presentation must be uniform -
- a) No
  - b) not necessarily
  - c) Yes
  - d) vcan't say
- (45) The tone of your emails should be-
- a) bossy and rude to a junior
  - b) always bossy
  - c) can be rude if it is not a client
  - d) polite and assertive
- (46) The email signature must capture all necessary contact details -
- a) Yes
  - b) No
  - c) Not that important
  - d) Never know

- (47) When you "Reply All", who receives the email?
- a) You and the sender  
b) Only the sender  
c) Everyone who received the initial email  
d) Everyone and you
- (48) What does BCC stand for?
- a) Behind Carbon Copy  
b) Blend Carbon Copy  
c) Business Carbon Copy  
d) Blind Carbon Copy
- (49) What is the term in case of emails, what we call enclosures to letters?
- a) Alongwith  
b) Companion  
c) Attachment  
d) None of these
- (50) What is the first part of an email address called? (the underlined part)  
lsedlacek@canyoncreekschool.org
- a) Log in  
b) User name  
c) Host name  
d) Recipient
- (51) What does "cc" stand for in the address bar of an email?
- a) Copy cat  
b) Counting coins  
c) Carbon Copy  
d) Clueless Captain
- (52) You should \_\_\_\_\_ your emails before sending.
- a) review  
b) return  
c) remind  
d) reply
- (53) Basic rules of formality whenever you present, or write an email, or hold an office telephone or so, are called \_\_\_\_\_.
- a) reverence  
b) good manners  
c) gentility  
d) etiquettes
- (54) Slang and ..... should not be used in an email.
- a) taboos  
b) greetings  
c) etiquettes  
d) abbreviations
- (55) What is an email?
- a) A letter you get in your mailbox  
b) A mail bird  
c) A message you send on your computer  
d) A card of greetings
- (56) Persuasion is an essential element of effective negotiation because it helps in:
- a) settling issues between two parties  
b) effecting agreements and solutions in the interest of all  
c) resolving disputes among people  
d) achieving one's own interests
- (57) The final aim of negotiation is to -
- a) implement an agreement between two parties  
b) end a dispute  
c) win at all cost  
d) reach an agreement
- (58) Negotiation strategy is partly concerned with -
- a) prolonging the length of the negotiation  
b) ending the discussion  
c) avoiding failure  
d) searching for a common goal
- (59) Negotiation implies that both parties accept that the agreement between them is .....
- a) conditional  
b) obvious  
c) necessary  
d) final and binding

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98, Ramkrishnapur Road, Baran  
Kolkata, West Bengal-700125

(60) One's negotiation objective should be:

- a) personal
- c) ideal

- b) realistic
- d) social