



BRAINWARE UNIVERSITY

Term End Examination 2021 - 22
Programme – Bachelor of Computer Applications
Course Name – Business Communication-III
Course Code - HU401
(Semester IV)

Time allotted : 1 Hrs.25 Min.

Full Marks : 70

[The figure in the margin indicates full marks.]

Group-A

(Multiple Choice Type Question)

1 x 70=70

Choose the correct alternative from the following :

- (1) A Formal Letter is incomplete without which one of the following phrases?

a) With reference to	b) Thank you
c) Please look into this matter	d) I would be obliged
- (2) The Full Form of CV is

a) Curriculum Vitae	b) Course Vision
c) Carrom Vista	d) Correct Value
- (3) The name of the narrator in the short story ‘The Black Cat’ is

a) Allen	b) Stephen
c) Anton	d) Not Mentioned
- (4) Which of the following options is NOT a part of Audience Analysis?

a) Demography	b) Interest
c) Voice Modulation	d) Setting
- (5) In a CV, your educational qualification should be arranged in _____ order.

a) chronological	b) random
c) reverse chronological	d) alphabetical
- (6) During a presentation you should be aware of the _____ of the audience.

a) gender	b) culture
c) location	d) all of them
- (7) Typing Speed is an example of

- a) Soft skill
c) Communication Skill
- b) Hard Skill
d) Presentation Skill
- (8) If there is no specific set of predetermined questions, the interview is known as
a) Unstructured
c) Stress
- b) Structured
d) Formal
- (9) 'Personal Bias' can be considered as one of the _____ of interview.
a) Limitations
c) Strengths
- b) Advantages
d) Benefits
- (10) Which of the following options is NOT a limitation of Interview?
a) Stereotyping
c) Leniency
- b) Halo Effect
d) Inter-personal Communication
- (11) Which of the following options is one of the types of Interview?
a) Televisonic
c) Telephonic
- b) Telescopic
d) Telegraphic
- (12) Which of the following skills is not judged during a Group Discussion?
a) Leadership Potential
c) Listening
- b) Inter-personal Communication
d) Writing
- (13) In which of these, more than one candidate is interviewed?
a) The behavioural interview
c) The group interview
- b) The stress interview
d) The audition
- (14) Interviews are conversations with _____.
a) Fun
c) Friendliness
- b) Purpose
d) Informality
- (15) Which of these is not a type of interview?
a) Screening interview
c) Music interview
- b) Stress interview
d) Lunch interview
- (16) Which of the following is NOT an example of Soft Skills?
a) Time Management
c) Self-Motivation
- b) Anger Management
d) Accounting
- (17) In an interview, you must be
a) Punctual
c) Confident
- b) Prepared
d) All of them
- (18) Résumé means
a) Summary
c) Examples
- b) Analysis
d) Professional Details
- (19) In a CV, your name should be mentioned
a) on the top
c) in the middle
- b) at the bottom
d) in every page
- (20) During a Group Discussion you should

- a) talk all the time
c) be aggressive
- b) keep silent and listen to others
d) None of these
- (21) EQ stands for
a) Emotional Quotient
c) Entrepreneurial Quotient
- b) Eligible Quotient
d) Empathic Quotient
- (22) In an interview, you must NOT be
a) Punctual
c) Confident
- b) Prepared
d) Casual
- (23) The synonym for sagacious is
a) wise
c) revealing
- b) unreliable
d) confused
- (24) Which of these are vital for any organization?
a) Debates
c) Speeches
- b) Group discussions
d) Arguments
- (25) Which of these qualities are important in a Group Discussion?
a) Emotional stability
c) Ignorance
- b) Hostility
d) Aggressiveness
- (26) In a group discussion, the candidate should be _____.
a) Assertive
c) Subjective
- b) Dominating
d) Ignorant
- (27) In a group discussion, one must communicate with _____.
a) Hostility
c) Knowledge
- b) Ignorance
d) Long sentences
- (28) Which of the following is an example of a soft skill that allows a person to convey ideas and influence change?
a) Self-motivation
c) Technological proficiency
- b) Communication
d) Personal accountability
- (29) Hard skills are _____ skills used to perform daily job functions.
a) Subtle
c) Creative thinking
- b) Time management
d) Technical
- (30) Collaborative and cooperative with co-workers; contribute to goals; these are examples of.....
a) Teamwork
c) Respect
- b) Responsibility
d) Time Management
- (31) Which of these is a 'soft' skill?
a) Analyzing
c) Budgeting
- b) Monitoring
d) Counselling
- (32) Experiential learning is most beneficial to people who have a _____ learning style preference?
a) Visual
- b) Kinesthetic

- c) Auditory
d) Casual
- (33) When planning the running order for a meeting it is generally best to put the big important items _____.
- a) First
b) Last
c) In the middle
d) Second to last
- (34) Hard Skills are _____.
- a) Non-tangible
b) Specific
c) Abstract
d) Unspecified
- (35) Which one of the following options cannot be considered as Key Soft Skills?
- a) Leadership
b) Communication
c) Responsibility
d) Intelligence
- (36) Problem Solving requires _____ skills.
- a) Soft
b) Hard
c) Analytical
d) Punctuality
- (37) Which one of the following options is NOT a category of EQ?
- a) Self-awareness
b) Self-regulation
c) Motivation
d) Sympathy
- (38) Communication is an example of
- a) Soft skill
b) Hard skill
c) Analytical skill
d) Writing skill
- (39) The first objective in a group discussion is to:
- a) act as a self-appointed leader of the group
b) create sub-groups
c) catch the group's attention
d) prove your superiority
- (40) The group discussion evaluates the candidate's ability to:
- a) lead others
b) confer with others on a given subject
c) control others
d) argue with others
- (41) The left part of our brain controls:
- a) logic and reasoning
b) emotions
c) creativity
d) imagination
- (42) Once you get your chance to speak in a group discussion, _____
- a) don't speak.
b) speak hastily and draw the conclusion
c) listen to others carefully.
d) speak slowly and with authority.
- (43) Behavioral-based questions are best answered through the use of
- a) Proof stories
b) Skill stories
c) Result stories
d) Personal stories
- (44) When answering interview questions it is important to:
- a) Be specific
b) Be general
c) Stretch the facts to look good
d) Seize control of the interview whenever possible
- (45) In every answer you give, the employer is looking for:

- a) How you will save them time
c) How you will solve their problems
- b) How you will save them money
d) Any of the above
- (46) When giving a presentation in front of an audience you should do all of the following except for:
- a) Speak loud and clear
c) Dress professionally
- b) Provide handouts if needed
d) Look at your screen and not the audience
- (47) To whom should a presentation be aimed?
- a) Your best friend in the room
c) The entire audience
- b) The people in the closest rows
d) The highest authority in the room regardless of where they are
- (48) Where should you look while presenting?
- a) At the board -- that's where the audience is looking
c) In the eyes of random people in audience
- b) At your notes so you get the info correct
d) In the chin of the random people in the audience
- (49) Why should you keep text to a minimum on slides?
- a) So the focus is on you as the speaker
c) So the pictures are easier to see
- b) To make your presentations longer
d) To make sure your audience can read everything you tell them
- (50) Your presentation should consist of title slide, _____, body, and _____.
- a) objects and summary
c) objectives and summary
- b) opinions and paragraphs
d) options and pages
- (51) _____ is a good font size for headers
- a) 18 pt
c) 16 pt
- b) 12pt
d) 32 pt
- (52) Which of the following is not an easy to read font?
- a) Segoe script
c) Times new roman
- b) Calibri
d) Ariel
- (53) You should have only _____ lines with _____ per line for each slide
- a) 7 by 8
c) 8 by 7
- b) 7 by 7
d) 6 by 7
- (54) Generally there are no more than _____ colors on one slide.
- a) 1
c) 4
- b) 2
d) 3
- (55) What is the last Rule of Thumb when creating an effective presentation?
- a) Organise your information
c) Keep it simple
- b) Spell check
d) Minimise text on the presentation
- (56) When presenting, your poise should be:
- a) nervous and angry
c) confident and relaxed
- b) shy
d) confused

- (57) A presentation is a form of oral communication in which a person shares factual information with an audience that is:
- a) small
 - b) specific
 - c) mixed
 - d) large
- (58) The presenter acts as the:
- a) medium
 - b) advocate
 - c) deliverer
 - d) supporter
- (59) The three major elements of presentation do not include:
- a) a presentor
 - b) an audience
 - c) a specific content
 - d) visual aids
- (60) To be able to give a good presentation, a full rehearsal is:
- a) optional
 - b) necessary
 - c) audience based
 - d) useless
- (61) 'Don't hold a grudge' is related to
- a) anger management
 - b) time management
 - c) conflict management
 - d) stress management
- (62) Polychronic person is the person who
- a) does one thing at a time
 - b) does many things at a time
 - c) does nothing
 - d) does everything at once
- (63) Monochronic person is the person who
- a) does one thing at a time
 - b) does many things at a time
 - c) does nothing
 - d) does everything at once
- (64) You should work for ___ minutes and break for ___.
- a) 30/40
 - b) 52/17
 - c) 60/60
 - d) 1/60
- (65) Four As of Stress Management DOES NOT include
- a) Avoid the stressor
 - b) Alter the stressor
 - c) Adapt to the stressor
 - d) Argue with the stressor
- (66) Your resume is a tool with one specific purpose:
- a) To communicate
 - b) To get a job
 - c) To discuss salary
 - d) To win an interview
- (67) Which of the following should NOT be part of a resume?
- a) Education
 - b) Contact information
 - c) Religious beliefs
 - d) Employment history
- (68) Which of the following is the safest email address style to use on your resume?
- a) sweet_sixteen@emailprovider.com
 - b) partyallthetime@emailprovoder.com
 - c) sourav_ganguly@emailprovider.com
 - d) None of the above
- (69) Which of the following resume components is where you should state your career goal?
- a) Profile
 - b) Objective
 - c) Work experience
 - d) Summary

(70) The application letter and the CV perform:

- a) two different tasks
- c) the same tasks

- b) two opposite tasks
- d) two overlapping tasks