



BRAINWARE UNIVERSITY

Term End Examination 2021 - 22

Programme – Bachelor of Business Administration

Course Name – Business Communication

Course Code - BBAS401

(Semester IV)

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) Time Out is related to

a) Anger Management	b) Stress Management
c) Time Management	d) Home Management
- (2) 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
- (3) The Full Form of CV is

a) Curriculum Vitae	b) Course Vision
c) Carrom Vista	d) Correct Value
- (4) Which of the following options is NOT a part of Audience Analysis?

a) Demography	b) Interest
c) Voice Modulation	d) Setting
- (5) Soft Skill is a skill which

a) Cannot be measured	b) Can be measured
c) May not be measured	d) May be measured
- (6) In a CV, your educational qualification should be arranged in _____ order.

a) chronological	b) random
c) reverse chronological	d) alphabetical
- (7) Stress interview refers to an interview which

a) tests your ability to handle stress	b) gives you stress
c) asks you to cause stress	d) None of these
- (8) During a presentation you should be aware of the _____ of the audience.

- a) gender
c) location
- b) culture
d) all of them
- (9) Which one of the following options is one of the characteristics of Soft Skill?
a) Instinctive
c) Non-measurable
- b) Abstract
d) All of the above
- (10) Typing Speed is an example of
a) Soft skill
c) Communication Skill
- b) Hard Skill
d) Presentation Skill
- (11) If there is no specific set of predetermined questions, the interview is known as
a) Unstructured
c) Stress
- b) Structured
d) Formal
- (12) 'Personal Bias' can be considered as one of the _____ of interview.
a) Limitations
c) Strengths
- b) Advantages
d) Benefits
- (13) Which of the following options is NOT a limitation of Interview?
a) Stereotyping
c) Leniency
- b) Halo Effect
d) Inter-personal Communication
- (14) Which of the following options is one of the types of Interview?
a) Televisionic
c) Telephonic
- b) Telescopic
d) Telegraphic
- (15) In which of the Interviews insults are common?
a) Structured
c) Stress
- b) Unstructured
d) Group
- (16) Which of the following skills is not judged during a Group Discussion?
a) Leadership Potential
c) Listening
- b) Inter-personal Communication
d) Writing
- (17) Which of the interviews is taken for the candidates far away from the place of interview?
a) Lunch Interview
c) Stress Interview
- b) Telephone Interview
d) Structured Interview
- (18) 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
- (19) Interviews are conversations with _____.
a) Fun
c) Friendliness
- b) Purpose
d) Informality
- (20) Which of these is not a type of interview?
a) Screening interview
c) Music interview
- b) Stress interview
d) Lunch interview
- (21) Which of the following is NOT an example of Soft Skills?
a) Time Management
c) Self-Motivation
- b) Anger Management
d) Accounting
- (22) In an interview, you must be

- a) Punctual
c) Confident
- b) Prepared
d) All of them
- (23) Which of the following is an example of Soft Skill?
a) Communication
c) Typing Speed
- b) Computer proficiency
d) Knowledge of English
- (24) Résumé means
a) Summary
c) Examples
- b) Analysis
d) Professional Details
- (25) In a CV, your name should be mentioned
a) on the top
c) in the middle
- b) at the bottom
d) in every page
- (26) 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
- (27) EQ stands for
a) Emotional Quotient
c) Entrepreneurial Quotient
- b) Eligible Quotient
d) Empathic Quotient
- (28) In an interview, you must NOT be
a) Punctual
c) Confident
- b) Prepared
d) Casual
- (29) The synonym for sagacious is
a) wise
c) revealing
- b) unreliable
d) confused
- (30) Which of these are vital for any organization?
a) Debates
c) Speeches
- b) Group discussions
d) Arguments
- (31) Which of these qualities are important in a Group Discussion?
a) Emotional stability
c) Ignorance
- b) Hostility
d) Aggressiveness
- (32) When is the worst time to break into a discussion in a Group Discussion?
a) When everyone is silent
c) When there is less time left
- b) When one person is talking
d) When two or three people are talking simultaneously
- (33) In a group discussion, the candidate should be _____.
a) Assertive
c) Subjective
- b) Dominating
d) Ignorant
- (34) In a group discussion, one must communicate with _____.
a) Hostility
c) Knowledge
- b) Ignorance
d) Long sentences
- (35) Integrity is essential in all functions, but is it most crucial in?
a) Leadership
c) Management
- b) Supervision
d) Compliance

- (36) Which of the following is an example of a soft skill that allows a person to convey ideas and influence change?
- a) Self-motivation
b) Communication
c) Technological proficiency
d) Personal accountability
- (37) Hard skills are _____ skills used to perform daily job functions.
- a) Subtle
b) Time management
c) Creative thinking
d) Technical
- (38) Collaborative and cooperative with co-workers; contribute to goals; these are examples of.....
- a) Teamwork
b) Responsibility
c) Respect
d) Time Management
- (39) Which of these is a 'soft' skill?
- a) Analyzing
b) Monitoring
c) Budgeting
d) Counselling
- (40) Experiential learning is most beneficial to people who have a _____ learning style preference?
- a) Visual
b) Kinesthetic
c) Auditory
d) Casual
- (41) 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
- (42) Hard Skills are _____.
- a) Non-tangible
b) Specific
c) Abstract
d) Unspecified
- (43) Which one of the following options cannot be considered as Key Soft Skills?
- a) Leadership
b) Communication
c) Responsibility
d) Intelligence
- (44) Problem Solving requires _____ skills.
- a) Soft
b) Hard
c) Analytical
d) Punctuality
- (45) Which one of the following options is NOT a category of EQ?
- a) Self-awareness
b) Self-regulation
c) Motivation
d) Sympathy
- (46) Flexibility means
- a) Willingness to change
b) Willingness to adapt
c) Willingness to compromise
d) All of the above
- (47) Communication is an example of
- a) Soft skill
b) Hard skill
c) Analytical skill
d) Writing skill
- (48) Which of the following statements is true?
- a) Topics related to ethical issues are not good for group discussions.
b) Topics with clear right and wrong answers are excellent for group discussions.

- c) Topics related to ethics generally are good for group discussions.
- d) It is best to avoid topics that are controversial when picking group discussion topics.
- (49) 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
- (50) 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
- (51) The left part of our brain controls:
- a) logic and reasoning b) emotions
c) creativity d) imagination
- (52) If there are 8 persons in a GD, you should be the ___ turn for raising your points.
- a) 1st b) 2nd
c) 3rd d) 7th
- (53) 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.
- (54) In a Group Discussion you MUST NOT
- a) maintain an accurate posture b) be natural
c) show overconfidence d) be crisp and clear
- (55) In a Group Discussion, you MUST
- a) be confident b) keep quiet.
c) speak more than required d) be casual.
- (56) People speaking afterward in a Group Discussion should
- a) not stop speaking b) refute others.
c) be aggressive. d) try to build upon the points given by others.
- (57) If you manage to go second or third in a Group Discussion
- a) introduce the topic. b) paraphrase the explanation of the topic.
c) draw the conclusion d) argue
- (58) In a Group Discussion you should be aware of your
- a) Non-verbal skill b) Soft skill
c) Leadership skill d) All of these
- (59) In Group Discussion, which of the followings may create bad impression?
- a) Confidence b) Smartness
c) Lack of knowledge d) Formal Attire
- (60) Group Discussions are conducted to test a candidate's
- a) Communication skills b) Leadership skill
c) Team management skill d) All of these