

Fundamentals of Business Communication © 2012

Chapter 1: Understanding the Communication Process—Interactive Quiz Questions

- _____ 1. Communication comes in various forms. Which of the following is considered an old form of communication?
- A. E-mail.
 - B. Letter.
 - C. Skype.
 - D. Texting.
- _____ 2. In a fast-paced society, _____ is/are very important to being successful in the business world.
- A. communication skills
 - B. work ethic
 - C. Both A and B.
 - D. Neither A nor B.
- _____ 3. Which of the following is *not* a part of the communication process?
- A. Channel.
 - B. Feedback.
 - C. Format.
 - D. Translation.
- _____ 4. We communicate to share information, create relationships, persuade, and _____.
- A. advertise
 - B. complain
 - C. entertain
 - D. gather data
- _____ 5. The success of any communication begins with the _____.
- A. message
 - B. method
 - C. purpose
 - D. sender
- _____ 6. _____ helps create an impression of competence and trustworthiness.
- A. A firm handshake
 - B. Direct eye contact
 - C. Having a genuine smile
 - D. Open and confident body language
- _____ 7. Barriers that senders may cause include all of the following except _____.
- A. a firm handshake
 - B. assuming that the receiver knows too little about the topic
 - C. using inappropriate language
 - D. using poor grammar or spelling

Name _____ Date _____

- _____ 8. The sender has a responsibility to the receiver to ensure that there is limited confusion. In written documents, the sender should _____.
- A. communicate in a timely manner
 - B. follow the rules of writing and formatting
 - C. maintain a positive attitude
 - D. select the appropriate method
- _____ 9. While _____ is an innate ability, _____ is a conscious action.
- A. hearing; listening
 - B. listening; hearing
 - C. writing; taking notes
 - D. taking notes; writing
- _____ 10. All of the following are reasons to provide feedback except to _____.
- A. let the sender know you received the message
 - B. correct the speaker
 - C. ask questions
 - D. give information if needed