

Fundamentals of Business Communication © 2012
Chapter 2: Communicating in a Global Society—Interactive Quiz Questions

- _____ 1. _____ includes companies based in other countries moving to the United States to open plants and hire American workers.
- A. Americanization
 - B. Free trade
 - C. Global expansion
 - D. International trade
- _____ 2. _____ is required in conversations between people who do not speak the same language.
- A. Creativity
 - B. Hostility
 - C. Patience
 - D. None of the above.
- _____ 3. When speaking with someone whose English skills are not strong, be _____.
- A. vague and distracted
 - B. direct and hostile
 - C. loud and slow
 - D. supportive and encouraging
- _____ 4. _____ is an informal saying used between friends and peers.
- A. Protocol
 - B. Jargon
 - C. Lingo
 - D. A colloquialism
- _____ 5. The ability for worldwide communication and movement has created _____.
- A. the need for diversity
 - B. intercultural differences
 - C. a global society
 - D. stereotypes
- _____ 6. Intercultural differences can include all of the following except _____.
- A. language
 - B. religion
 - C. race
 - D. gender
- _____ 7. When creating documents that represent your organization, you should ask the following question to make sure the information is ethical:
- A. Is the information presented in a professional manner?
 - B. Has the company been represented favorably?
 - C. Has appropriate credit been given to contributors of the communication?
 - D. Is everything spelled correctly?

Name _____ Date _____

- _____ 8. _____ should be the number one priority as you conduct business, whether at home or in the office.
- A. Kindness
 - B. Professionalism
 - C. Efficiency
 - D. Personal affairs
- _____ 9. _____ means that specific information about a company is never shared except with those who have clearance to receive it.
- A. Business etiquette
 - B. Standard operating procedure
 - C. Copyright
 - D. Confidentiality
- _____ 10. Reproducing work without permission of the author is a violation of _____.
- A. copyright
 - B. confidentiality
 - C. fair use
 - D. plagiarism