

Fundamentals of Business Communication © 2012
Chapter 11: Speaking Informally—Interactive Quiz Questions

- _____ 1. All of the following situations involve informal speaking *except* _____.
A. participating in team meetings
B. preparing an out-of-office phone message
C. providing information to a customer on the telephone
D. voice mail messages
- _____ 2. The second benefit of having a plan is _____.
A. communicating intelligence
B. demonstrating a positive attitude
C. enhancing your professional image
D. looking unprepared
- _____ 3. _____ is one of the most challenging communication processes.
A. Making requests
B. Leaving voice mail messages
C. Persuasion
D. Receiving telephone calls
- _____ 4. Which of the following guidelines is *not* necessary for receiving and making requests?
A. Be reasonable.
B. Be grateful.
C. Be persuasive.
D. Be direct.
- _____ 5. When planning to make a telephone call, you should ask yourself all of the following questions *except*:
A. Has there been any misunderstanding that I need to clear up?
B. What do I want to communicate?
C. What is the purpose of the message?
D. What if the person doesn't answer?
- _____ 6. You should include all of the following things when leaving a voice mail *except* _____.
A. your name, company, and position or department
B. a brief message stating the purpose of the call
C. your telephone number, including the area code
D. when you will not be able to receive the call
- _____ 7. Telephone communication could occur for all of the following reasons *except* _____.
A. to make requests
B. to direct
C. to pass on information
D. None of the above.

- _____ 8. Which of the following situations is *not* an example of the need to use persuasion?
- A. Your team needs extra time on a project.
 - B. You need 100 copies for your presentation.
 - C. You need a customer to purchase your products.
 - D. You need a supplier to speed up delivery.
- _____ 9. When making a request, you should include which of the following things?
- A. How the information will be used.
 - B. Any deadlines.
 - C. What information is needed.
 - D. All of the above.
- _____ 10. Which of the following might be an emotional impromptu speaking situation?
- A. A customer is being rude.
 - B. Your boss is asking for a favor.
 - C. A colleague offers to help you with a project.
 - D. You are asked to compose a presentation for an upcoming sales conference.