

OFFICE MANAGEMENT ENGLISH Level 1

Q 1) The information of MIS comes from the

- 1) Internal source
- 2) External source
- 3) Both internal and external source
- 4) None of these

Q 2) The back bone of any organization is

- 1) information
- 2) employee
- 3) management
- 4) capital

Q 3) AI is the short form of

- 1) Artificial information
- 2) Artificial intelligence
- 3) Artificial integration
- 4) None of these

Q 4) The flow of information through MIS is

- 1) need dependent
- 2) organization dependent
- 3) information dependent
- 4) management dependent

Q 5) The auditor permanent working paper file should not normally, include _____

- 1) extracts from clients bank statements.
- 2) past years financial statements.
- 3) attorney letters.
- 4) debt agreements.

Q 6) The basic component(s) of DSS is (are)

- 1) Database
- 2) Model base
- 3) DSS software system
- 4) All of these

Q 7) Personnel management is also called as

- 1) Personnel Administration
- 2) Manpower management
- 3) Both Personnel Administration and Manpower management
- 4) None of these

Q 8) Which of the following is (are) true?

- 1) Principles of general management are applicable to personnel management
- 2) Personnel management considers that labour is a lifeful item
- 3) Personnel management deals with the relations of personnel towards management
- 4) All of these

Q 9) Which of following is best strategy for effectively planning out your time?

- 1) Prioritize all your tasks
- 2) Ignore all the unexpected work
- 3) Delay any unnecessary work
- 4) All of these

Q 10) While taking into consideration control function of organization, key term to put focus on is measure what matters . This would mean

- 1) Measure the activities in the organization to put them in the correct order to achieve maximum output
- 2) Monitor every stage in the production cycle
- 3) Closely observe the working of the employees
- 4) Measure those factors that are important to the organization

Q 11) Power can be defined as ability to take action. There are different sources of power namely position, reward, coercive, expertise, referent, personal and connection power. If a manager delays promotion of his subordinate due to an overall bad performance,

- 1) Reward power
- 2) Coercive power
- 3) Personal power
- 4) Referent power

Q 12) Managers and leaders are somewhat similar in their characteristics. A leader is considered a role model for his followers. Choose best suited qualities of a leader.

- 1) Vision, Commitment, devotion, Clear purpose, ability to inspire
- 2) Honesty, Dedication, Ambiguous, Authoritative
- 3) Lacking humility, Lack of empathy, Defiance
- 4) Authoritative, Clear purpose, Bossy

Q 13) Examples of environmental stressors are

- 1) Weather
- 2) Traffic
- 3) Substandard housing
- 4) All of these

Q 14) Examples of social stressors are

- 1) Divorce
- 2) Loss of a loved one
- 3) Job interviews
- 4) All of these

Q 15) Examples of physiological stressors are

- 1) Menopause
- 2) Giving birth
- 3) Sleep disturbances
- 4) All of these

Q 16) The following are the characteristics of Positive Stress

- 1) It improves performance
- 2) It feels exciting
- 3) It motivates
- 4) All of these

Q 17) The following are the characteristics of Negative Stress

- 1) It causes anxiety
- 2) It feels unpleasant
- 3) It decreases performance
- 4) All of these

Q 18) Which of the following statements is true?

- 1) Positive stress is short-term
- 2) Negative stress can be short or long-term
- 3) Negative stress can lead to mental as well as physical problems
- 4) Negative stress is perceived within our coping abilities

Q 19) The following are the examples of negative stressors

- 1) Unemployment
- 2) Legal problems
- 3) Divorce
- 4) All of these

Q 20) The following are the examples of positive stressors

- 1) New job
- 2) Having a child
- 3) Buying a home
- 4) All of these

Q 21) Which of the following statements is true

- 1) Habitual behaviour patterns like over scheduling, procrastination, etc. can cause negative stress
- 2) Thoughts like fear, worrying about future etc. can cause negative stress
- 3) Both Habitual behaviour patterns like over scheduling, procrastination, etc. can cause negative stress & Thoughts like fear, worrying about future etc. can cause negative stress are true
- 4) None of these

Q 22) Which of the following are the physical symptoms of anxiety?

- 1) Racing heart
- 2) Sweaty palms
- 3) Flushed cheeks
- 4) All of these

Q 23) Most conflicts have their roots in uncertainty, and negotiation is a way of managing the

- 1) Resultant Risk
- 2) Failure
- 3) Uncertainty
- 4) Inputs

Q 24) Contracts between a firm and its suppliers, its trade unions, and its customers are written to govern settlement of

- 1) Potential risk
- 2) Potential Uncertainty
- 3) Potential Failure
- 4) None of these

Q 25) Which of these must be avoided in a meeting?

- 1) Patience
- 2) Tact
- 3) Leadership
- 4) Criticism

Q 26) In a _____, each member speaks on a pre-planned subject.

- 1) seminar
- 2) conference
- 3) panel discussion
- 4) symposium

Q 27) In which of these people with similar interests contribute with their knowledge?

- 1) seminar
- 2) conference
- 3) symposium
- 4) convention

Q 28) A _____ is a fellowship meeting of a fraternal group.

- 1) conference
- 2) symposium
- 3) seminar
- 4) convention

Q 29) _____ refers to the learning opportunities designed to help employees grow.

- 1) Training
- 2) Development
- 3) Education
- 4) All of these

Q 30) The income tax in India is

- 1) direct and proportional
- 2) direct and progressive
- 3) indirect and proportional
- 4) indirect and progressive

Q 31) Which of the following is not a direct tax?

- 1) Sales Tax
- 2) Wealth Tax
- 3) Estate Duty

4) Income Tax

Q 32) Residential status is determined for.....

- 1) Previous year
- 2) Assessment year
- 3) Accounting year
- 4) Financial year.

Q 33) When is the communication process complete?

- 1) When the sender transmits the message
- 2) When the message enters the channel
- 3) When the message leaves the channel
- 4) When the receiver understands the message.

Q 34) _____ is the first enemy of communication.

- 1) Noise
- 2) Clarity
- 3) Politeness
- 4) Completeness

Q 35) Which of these must be avoided for effective communication?

- 1) Sharing of activity
- 2) Listening
- 3) Ambiguity
- 4) Politeness

Q 36) Which of these is not a commandment of effective communication?

- 1) Clarity in language
- 2) Listen poorly
- 3) Home communication skills
- 4) Adequate medium

Q 37) In which of these problems, the actual message is lost in the jungle of information?

- 1) Selecting perception
- 2) Over communication
- 3) Under communication
- 4) Filtering

Q 38) Which of these is the external sounds present in the channels of communication?

- 1) Noise
- 2) Semantic problems
- 3) Cultural barriers
- 4) Over communication

Q 39) In communication process, receiver and sender are classified as

- 1) communication functions
- 2) communication parties
- 3) communication tools
- 4) communication channels

Q 40) To make our communication effective, we should follow _____ C's and _____ S's.

- 1) seven, four
- 2) seven, three
- 3) six, four
- 4) six, three

Q 41) Which of these factors is not required for communication growth?

- 1) Growth in size of organisations
- 2) Negative atmosphere
- 3) Globalisation
- 4) Public relations

Q 42) In an office, an employee communicates horizontally with his _____

- 1) superiors

- 2) subordinates
- 3) colleagues
- 4) assistant

Q 43) How is good technical writing achieved?

- 1) Naturally
- 2) By practice
- 3) Listening
- 4) Speaking

Q 44) Which of these parameters are not required to define style?

- 1) Moral truth
- 2) Compassion
- 3) Gender
- 4) Information

Q 45) A writer must not convey information with _____

- 1) precision
- 2) clarity
- 3) randomness
- 4) truth

Q 46) Which of these are to be avoided in any style of writing?

- 1) Truth
- 2) Clarity
- 3) Compassion
- 4) Dishonesty

Q 47) Which of these must be avoided in business letters?

- 1) Polite words
- 2) Formal words
- 3) Abbreviations
- 4) Clear details

Q 48) Where should the name of the firm be mentioned?

- 1) Right of the page
- 2) Below the address of the writer
- 3) Above the address of the writer
- 4) On the last page of the letter

Q 49) Which of these is not a mode of address for any letter?

- 1) To a tradesman
- 2) To a child
- 3) To a firm
- 4) To professional men

Q 50) Which of these is not used to conclude a business letter?

- 1) Yours faithfully
- 2) Yours truly
- 3) Yours sincerely
- 4) With kind regards

Q 51) Which of these should not be present in a business letter?

- 1) The name of firm or businessman
- 2) The date
- 3) Business jargon
- 4) Courteous leave-taking

Q 52) Oral communication allows instantaneous exchange of

- 1) opinions
- 2) attitudes
- 3) feelings
- 4) All of these

Q 53) Communication is the task of imparting _____

- 1) Training
- 2) Information
- 3) Knowledge
- 4) Message

Q 54) Directions for question - Read the short passage below and answer the questions that follow:
Communication in Groups ,The sheer number of people in a group affects the amount of communication.
Consider the difference between communication between two frie

- 1) are always more successful than large groups in terms of decision making
- 2) can have some disadvantages as well
- 3) express their criticism more freely than large groups
- 4) have always infinite resources

Q 55) The trump card during _____ should be brought out at the crucial moment

- 1) Interview
- 2) Negotiation
- 3) Training
- 4) Purchasing

Q 56) Body of a letter is divided into _____ parts.

- 1) 1
- 2) 2
- 3) 3
- 4) 4

Q 57) The _____ body of the presentation should be broken into short and clear units

- 1) Main
- 2) Middle
- 3) Upper
- 4) Lower

Q 58) Where is the designation of the authority giving the tender mentioned?

- 1) Top center
- 2) Bottom left
- 3) Bottom right
- 4) Top left

Q 59) Which of these is mentioned in a tender?

- 1) Notice number
- 2) Signature
- 3) Address of the tenderer
- 4) Courteous leave-taking

Q 60) An acronym, KISS which means keep it short and simple is very important in

- 1) verbal communication
- 2) non-verbal Communication
- 3) gestures
- 4) All of these

Q 61) _____ is a type of verbal communication.

- 1) oral communication
- 2) written communication
- 3) body language
- 4) both oral communication and written communication

Q 62) Auditory communication is dependent on

- 1) gestures
- 2) hearing
- 3) ideas
- 4) none

Q 63) Orthoepy in communication means

- 1) discussion
- 2) conversation

- 3) pronunciation
- 4) expression

Q 64) The main purpose of an Office is to provide

- 1) Services of communication and record
- 2) Motivating
- 3) Staffing
- 4) Directing

Q 65) The function/s of a modern Office is/are

- 1) Basic Office Functions
- 2) Administrative Management Functions
- 3) Both of the above-mentioned
- 4) None of these

Q 66) In _____ office lay out, the worker is exposed to an open office style with no specific allocation of desks.

- 1) Private
- 2) Landscape
- 3) Co-working
- 4) Open plan

Q 67) Planning, organising and directing are _____ function of an office.

- 1) Basic
- 2) Extra
- 3) Management
- 4) None of these

Q 68) The main principle behind the office layout design should be such that it occupies the available space in _____ way.

- 1) Economical
- 2) Traditional
- 3) Fancy
- 4) None of these

Q 69) The face of office is kept on _____ as it gets more of natural lighting and avoids more consumption of power.

- 1) East
- 2) North
- 3) Any of these
- 4) West

Q 70) Which of the following does not affect internal physical environment of an office?

- 1) Air conditioning
- 2) Ventilation
- 3) Lightning
- 4) Lift service

Q 71) Which of the following does not affect physical environment of an Office?

- 1) Cleanliness
- 2) Sale
- 3) Noise level
- 4) Lightning

Q 72) Which of the following is not an element of office management?

- 1) Personnel
- 2) Environment
- 3) Purpose
- 4) Location of office

Q 73) _____ refers to adornment, decoration, modification or rearrangement of work place by the occupant.

- 1) Socialization
- 2) Personalization
- 3) Entrepreneurship

4) Management

Q 74) Which is the most preferred feature of an office in view of comfort at work station?

- 1) A comfortable chair
- 2) Machines and reference material within easy reach
- 3) Enough space to move at your desk
- 4) The ability to change your seat as per job

Q 75) Which is/are major responsibility of management of an office?

- 1) Planning
- 2) Organising
- 3) Controlling
- 4) All of these

Q 76) The performance of office operations is evaluated in terms of work _____

- 1) Quality
- 2) Quantity
- 3) Time
- 4) All of these

Q 77) Duplicating of a document does not mean

- 1) Copying
- 2) Printing
- 3) both of the above-mentioned
- 4) Typing

Q 78) Which color is not considered as basic office décor?

- 1) Beige
- 2) Green off white
- 3) Blue
- 4) Golden

Q 79) The brightness ratio in an office is related to brightness of visual task and its surroundings and it should not be greater than _____ to avoid eye s discomfort.

- 1) 2 to 1
- 2) 3 to 1
- 3) 4 to 1
- 4) None of these

Q 80) Which of the following is not a common item found in office?

- 1) Stapler
- 2) Towel
- 3) Calculators
- 4) Telephones

Q 81) Economy in operations by the system and routines of office is ensured by eliminating

- 1) Wasteful motions
- 2) Duplication of efforts
- 3) Delays and errors
- 4) All of these

Q 82) Type/s of index in filing system is/are

- 1) page index
- 2) card index
- 3) visible index
- 4) All of these

Q 83) Which management do the activities of selection, placement, induction, training, appraisal in an office?

- 1) Human Resource management
- 2) Total Quality management
- 3) Modern Office management
- 4) None of these

Q 84) The training methods given to the employees within the everyday working of a concern is

- 1) vestibule training
- 2) on the job training
- 3) off the job training
- 4) personal training

Q 85) The business concern goal of Clubs, hospitals, schools is

- 1) good time pass
- 2) sound advice
- 3) profit- making
- 4) service

Q 86) Which provision does not come under Welfare chapter in Factory act, 1948?

- 1) Washing facility
- 2) Drinking water
- 3) First aid
- 4) sitting facility

Q 87) Who is responsible for the recruitment in an organisation?

- 1) Hiring Manager
- 2) Recruiter
- 3) HM professionals
- 4) Director

Q 88) The method commonly used for hiring clerical or blue collared personnel is

- 1) Informal method
- 2) Formal method
- 3) Blue method
- 4) random method

Q 89) The grievance of wage rate is related to

- 1) personal factors
- 2) working conditions
- 3) management policies
- 4) None of these

Q 90) The top most goal of human resource management is

- 1) Legal compliance
- 2) Competitive edge
- 3) Work force adaptability
- 4) Productivity

Q 91) To make the work place pleasant, the manager should have good

- 1) experience
- 2) knowledge
- 3) Communication
- 4) interpersonal skills

Q 92) Job satisfaction of an employee is related to his/her

- 1) behaviour
- 2) attitude
- 3) personality
- 4) employer

Q 93) Type/s of stress is/are

- 1) social stress
- 2) physiological stress
- 3) environmental stress
- 4) All of these

Q 94) As per standard definition, who can be appointed as a secretary?

- 1) A firm
- 2) An Individual
- 3) A body corporate
- 4) Any of these

Q 95) Area/s of work of company secretary is/are

- 1) Office manager
- 2) Administrative incharge
- 3) Public relation officer
- 4) All of these

Q 96) Who handle travel and guest arrangements of a company?

- 1) HR manager
- 2) Secretary
- 3) Director
- 4) Sales Manager

Q 97) Decisions passed by shareholders are known as

- 1) Memorandum
- 2) Provisions
- 3) Resolutions
- 4) Articles

Q 98) For the proper discharge of his duties, a company secretary is answerable to

- 1) The Directors
- 2) The Registrars
- 3) The Shareholders
- 4) The company Law Board

Q 99) The role of Company Secretary during company meetings is/ are

- 1) before meeting
- 2) during meeting
- 3) after meeting
- 4) All of these

Q 100) Physical symptom/s of stress

- 1) Aches frequent colds
- 2) shallow breathing
- 3) sweating
- 4) All of these

Q 101) Which of these is not mentioned in a letter of complaint?

- 1) Ordered quantity of goods
- 2) Problems in the supply of goods
- 3) Features in the supply of goods
- 4) Fault in the supply of goods

Q 102) Where is the date mentioned in the letter when an order is placed?

- 1) Below the address of the seller
- 2) After the salutation
- 3) Along with the leave-taking
- 4) With the address of the company placing the order

Q 103) Where is the name of the company placing the order mentioned?

- 1) Top left corner
- 2) Top right corner
- 3) Bottom left corner
- 4) Bottom right corner

Q 104) An adjustment letter usually follows a letter of ____ .

- 1) enquiry
- 2) invitation
- 3) complaint
- 4) application

Q 105) Where is the designation of the authority giving the tender mentioned?

- 1) Top center
- 2) Bottom left
- 3) Bottom right

4) Top left

Q 106) A tender is in the nature of:

- 1) A contract
- 2) An offer
- 3) An invitation to offer
- 4) A proposal

Q 107) Select the statement about business communication that is not true.

- 1) upward and downward
- 2) Business communication takes many forms—oral, print and electronic
- 3) In business you will be judged on your professional expertise, not your communication ability.
- 4) If you communicate well, you are likely to be promoted.

Q 108) In the formal network of an organization, the flow of information can be _____.

- 1) either upward or downward
- 2) downward only
- 3) upward only
- 4) upward, downward, or lateral

Q 109) Which of the following is not true of business communication as a problem-solving activity?

- 1) There is one best solution to each business communication problem.
- 2) The business communication process may involve some backtracking rather than following a strictly linear path.
- 3) Solving business communication problems involves creativity and judgment as well as research and analysis.
- 4) The basic plans for common types of business messages need to be adapted to each situation.

Q 110) Human communication is essentially:

- 1) emotional
- 2) imperfect
- 3) short lived
- 4) perfect

Q 111) Which of these is not a characteristic of an advertisement?

- 1) Inspire a customer
- 2) Arouse a desire
- 3) Convince the buyer
- 4) Dissuade the buyers

Q 112) Which of these is not mentioned in a job description CV?

- 1) Nationality
- 2) Education
- 3) Name
- 4) Date

Q 113) Which of these is not mentioned in a bio- data?

- 1) Name
- 2) Address
- 3) Career aim
- 4) References

Q 114) Which of the following is the most effective way to encourage ethical behavior in your organization?

- 1) Clearly laying out expected behavior in a written policy or code of ethics
- 2) Making sure top management set clear examples of ethical behavior
- 3) Punishing those who act unethically
- 4) None of these

Q 115) Modern business letters are usually written in:

- 1) full-block style
- 2) simplified style
- 3) semi-block style
- 4) indented style

Q 116) Which type of letter is not likely to be formal?

- 1) making a booking
- 2) confirming an interview date
- 3) making a complaint
- 4) email to a friend

Q 117) Which of these views is not available in MS Powerpoint?

- 1) Notes View
- 2) Slide Sorter View
- 3) Master View
- 4) Outline View

Q 118) In the banking terminology what does KYC stands for?

- 1) Knock Your Customer
- 2) Know Your Customer
- 3) Klick Your Customers
- 4) Keep Your Customers

Q 119) Which of these commands in MS Word is used to perform the spell check?

- 1) Ctrl + S
- 2) F5
- 3) Ctrl + T
- 4) F7

Q 120) _____ is the process of copying files from local computers to Internet.

- 1) Loggin
- 2) Uploading
- 3) Scaling
- 4) Authentication

Q 121) The _____ body of the presentation should be broken into short and clear units.

- 1) main
- 2) middle
- 3) upper
- 4) lower

Q 122) Letters that please the receiver are called:

- 1) good-news letters
- 2) yes letters
- 3) positive letters
- 4) red letters

Q 123) The purpose of a “no” response letter is to leave the reader with:

- 1) no other choice
- 2) no future hope
- 3) minimum disappointment
- 4) absolute surprise

Q 124) Good business letters are characterized by the following personal quality of the writer:

- 1) seriousness
- 2) business vocabulary
- 3) sincerity
- 4) sense of humour

Q 125) Which of these occasions is best sited to write a business letter?

- 1) to apologise to your office friend
- 2) to narrate a factual event to your parents
- 3) to express a concern for a product
- 4) all of these

Q 126) How many times will your name appear on a business letter?

- 1) never
- 2) 1
- 3) 2
- 4) 3

Q 127) Which part of a business letter uses a colon?

- 1) inside address
- 2) salutation
- 3) signature
- 4) heading

Q 128) What do you write in the salutation if you don't know the recipient's exact name and gender?

- 1) Write Dear Sir or Madam
- 2) To whomsoever it may concern
- 3) Leave it blank
- 4) Dear reader

Level 1 Answer key

| Question No. | Option |
|--------------|--------|
| 1 | 3 |
| 2 | 2 |
| 3 | 2 |
| 4 | 1 |
| 5 | 1 |
| 6 | 4 |
| 7 | 3 |
| 8 | 4 |
| 9 | 1 |
| 10 | 4 |
| 11 | 2 |
| 12 | 1 |
| 13 | 4 |
| 14 | 4 |
| 15 | 4 |
| 16 | 4 |
| 17 | 4 |
| 18 | 4 |
| 19 | 4 |
| 20 | 4 |
| 21 | 3 |
| 22 | 4 |
| 23 | 1 |
| 24 | 1 |
| 25 | 4 |
| 26 | 3 |
| 27 | 2 |
| 28 | 4 |
| 29 | 2 |
| 30 | 2 |

| Question No. | Option |
|--------------|--------|
| 31 | 1 |
| 32 | 1 |
| 33 | 4 |
| 34 | 1 |
| 35 | 3 |
| 36 | 2 |
| 37 | 2 |
| 38 | 1 |
| 39 | 2 |
| 40 | 1 |
| 41 | 2 |
| 42 | 3 |
| 43 | 2 |
| 44 | 3 |
| 45 | 3 |
| 46 | 4 |
| 47 | 3 |
| 48 | 2 |
| 49 | 2 |
| 50 | 3 |
| 51 | 3 |
| 52 | 4 |
| 53 | 2 |
| 54 | 2 |
| 55 | 2 |
| 56 | 3 |
| 57 | 1 |
| 58 | 3 |
| 59 | 1 |
| 60 | 1 |

| Question No. | Option |
|--------------|--------|
| 61 | 4 |
| 62 | 2 |
| 63 | 3 |
| 64 | 1 |
| 65 | 3 |
| 66 | 3 |
| 67 | 3 |
| 68 | 1 |
| 69 | 3 |
| 70 | 4 |
| 71 | 2 |
| 72 | 4 |
| 73 | 2 |
| 74 | 1 |
| 75 | 4 |
| 76 | 4 |
| 77 | 3 |
| 78 | 4 |
| 79 | 2 |
| 80 | 2 |
| 81 | 4 |
| 82 | 3 |
| 83 | 1 |
| 84 | 2 |
| 85 | 4 |
| 86 | 1 |
| 87 | 3 |
| 88 | 1 |
| 89 | 3 |
| 90 | 4 |

| Question No. | Option |
|--------------|--------|
| 91 | 4 |
| 92 | 2 |
| 93 | 4 |
| 94 | 2 |
| 95 | 4 |
| 96 | 2 |
| 97 | 3 |
| 98 | 1 |
| 99 | 4 |
| 100 | 4 |
| 101 | 3 |
| 102 | 4 |
| 103 | 2 |
| 104 | 3 |
| 105 | 3 |
| 106 | 3 |
| 107 | 3 |
| 108 | 4 |
| 109 | 1 |
| 110 | 2 |
| 111 | 4 |
| 112 | 1 |
| 113 | 3 |
| 114 | 1 |
| 115 | 1 |
| 116 | 4 |
| 117 | 3 |
| 118 | 2 |
| 119 | 4 |
| 120 | 2 |

| Question No. | Option |
|--------------|--------|
| 121 | 1 |
| 122 | 1 |
| 123 | 3 |
| 124 | 3 |
| 125 | 3 |
| 126 | 3 |
| 127 | 2 |
| 128 | 1 |

Q 1) GDSS is the short form of

- 1) Group Decision Support System
- 2) Group Discussion Support System
- 3) Group Decision Service System
- 4) Group Discussion Support Source

Q 2) Decision trees could be represented in different ways such as

- 1) Bottom to top
- 2) Left to right
- 3) Top to bottom
- 4) All of these

Q 3) The types of data transmission modes are

- 1) Half duplex. , Duplex. , Singlex
- 2) Half duplex. , Duplex. , Simplex
- 3) Half duplex. , Duplex. , Half Singlex
- 4) Singlex, duplex, half triplex

Q 4) Personnel management specifically deals with human resources in respect of

- 1) Their procurement
- 2) Their development
- 3) Their motivation
- 4) All of these

Q 5) Personnel management is a (an)

- 1) Approach
- 2) Point of view
- 3) Technique of thinking
- 4) All of these

Q 6) The subject matter of personnel management is

- 1) Profit
- 2) Capital investment
- 3) Human being
- 4) Wages and incentives

Q 7) What are the behavioural reactions to anxiety?

- 1) Avoiding situation where there are chances of experiencing anxiety
- 2) Escaping situations when feelings of anxiety begin
- 3) Both Avoiding situation where there are chances of experiencing anxiety and Escaping situations when feelings of anxiety begin are true
- 4) None of these

Q 8) Process which begins when one party perceives that other has frustrated, or is about to frustrate, some concern of his, is known as

- 1) Conflict
- 2) Risk
- 3) Uncertainty
- 4) Poor management

Q 9) Organization establishes set of rules for itself and individuals and groups with whom it interacts in form of

- 1) Agreement
- 2) Orientation
- 3) Negotiation
- 4) Contracts

Q 10) Brute force can be a time-honored method for

- 1) Resolving uncertainty
- 2) Resolving conflict
- 3) Removing errors
- 4) Removing risk

Q 11) Equipment history cards are meant to record

- 1) The way equipment behaves
- 2) Total down time of the equipment
- 3) The rate at which different components wear off
- 4) All of these

Q 12) Which office machine allows the user to put a stamped impression on an envelope?

- 1) Fax machine
- 2) Franking machine
- 3) Photocopier
- 4) Computer

Q 13) You want to send a copy of a document overseas urgently, what would you use?

- 1) Filing Cabinet
- 2) Telephone
- 3) Fax machine
- 4) Computer

Q 14) Before the meeting is concluded, there must be a _____

- 1) summary
- 2) question
- 3) discussion
- 4) agenda

Q 15) How does training and development offer competitive advantage to an organisation?

- 1) Removing performance deficiencies
- 2) Deficiency is caused by a lack of ability
- 3) Individuals have the aptitude and motivation to learn
- 4) None of these

Q 16) compensation received for loss of trading asset is a.....

- 1) Capital receipt
- 2) Revenue receipt
- 3) a casual receipt.
- 4) None of these

Q 17) Who out of the following cannot be appointed as a statutory auditor of the company?

- 1) Erstwhile director
- 2) Internal auditor
- 3) Relative of a director
- 4) Only Internal auditor and Relative of a director

Q 18) Which of these is the third element of communication?

- 1) Sender
- 2) Channel
- 3) Message
- 4) Receiver

Q 19) For effective communication, which of these commandments should one not follow?

- 1) Objective of communication
- 2) Inadequate medium
- 3) Clarity
- 4) Adequate medium

Q 20) Which of these factors is not required for growth of communication?

- 1) Globalization
- 2) Public relations
- 3) Reduce in size of organizations
- 4) Technological advancements

Q 21) Which of these do not deal with precise information?

- 1) Engineer
- 2) Scientist
- 3) Technician
- 4) Fiction writer

Q 22) Talking comes under which type of communication?

- 1) Verbal
- 2) Non- verbal
- 3) Written
- 4) Dramatic

Q 23) Which of these has maximum reach?

- 1) Writing
- 2) Listening
- 3) Speaking
- 4) Talking

Q 24) Directions for question - Read the short passage below and answer the questions that follow:
Communication in Groups ,The sheer number of people in a group affects the amount of communication.
Consider the difference between communication between two friends

- 1) there is always a chaos at the end of each discussion
- 2) no one criticizes each other's ideas
- 3) before a decision is made everyone has to express their ideas individually
- 4) there is less opportunity for each person to speak

Q 25) The following is (are) non-verbal communication

- 1) Facial expression
- 2) Appearance
- 3) Posture
- 4) All of these

Q 26) The handshake that conveys confidence is

- 1) Limp
- 2) Firm
- 3) Loose
- 4) Double

Q 27) The following is the permanent records for business

- 1) Business letters
- 2) Ledgers
- 3) Production reports
- 4) All of these

Q 28) As per Newman and Summer Communication is the Exchange of

- 1) Facts
- 2) Opinion
- 3) Emotions
- 4) All of these

Q 29) Which of these is not mentioned in a tender?

- 1) Date
- 2) Notice number
- 3) Sign
- 4) Designation

Q 30) Where is the name of the organization mentioned in the tender?

- 1) Top left
- 2) Top center
- 3) Top right
- 4) Bottom center

Q 31) Verbal mode of communication may have barrier in delivering the proper message such as

- 1) thoughts
- 2) perceptions
- 3) emotions
- 4) All of these

Q 32) What is/are the major elements of oral communication?

- 1) pitch
- 2) volume
- 3) clarity
- 4) All of these

Q 33) Idiolect is a type of

- 1) sign language
- 2) oral communication
- 3) written communication
- 4) none

Q 34) A word or phrase that is used to express a particular situation is termed as

- 1) discussion
- 2) monologue
- 3) locution
- 4) dictation

Q 35) Written communication include

- 1) printed and handwritten matter
- 2) speech
- 3) monologue
- 4) signs and symbols

Q 36) The office which is considered as a hub or node for knowledge where all other offices are connected called as

- 1) Neighbourly office
- 2) Nodal office
- 3) Nomadic office
- 4) Narrative office

Q 37) Select the odd one out.

- 1) Processing Incoming and Outgoing Mail
- 2) Dictation
- 3) Planning
- 4) Typing

Q 38) Factor related to any office physical environment

- 1) External surroundings
- 2) Internal physical conditions
- 3) Both of the above-mentioned
- 4) None of these

Q 39) The means by which management may communicate to the office executives and workers is/are

- 1) Office manuals
- 2) Bulletins
- 3) Memorandum
- 4) Any of these

Q 40) What refers to a series of sequential steps or operations needed to complete a major phase of office work uniformly and consistently?

- 1) System
- 2) Method
- 3) Procedure
- 4) Operation

Q 41) Office procedures involving a number of operations is also known as

- 1) Office routines
- 2) Office System
- 3) Office manuals
- 4) Office culture

Q 42) Which office manual is best known and widely used manual?

- 1) Policy manual
- 2) Procedures manual
- 3) Speciality manual

4) Employee manual

Q 43) Which type of filing function preserve and provides ready informations?

- 1) Information function
- 2) Administrative function
- 3) Library function
- 4) Historical function

Q 44) Chronological classification of filing is suitable for

- 1) News agencies
- 2) large firm
- 3) small firm
- 4) None of these

Q 45) What is related with self-inspiration and propelling an employee in to action and keeping him at work?

- 1) Motivation
- 2) Compensation
- 3) Communication
- 4) None of these

Q 46) To whom a company can appoint with limited executive powers of management delegated by Board in addition to routine duties?

- 1) Manager
- 2) Head clerk
- 3) Secretary
- 4) Any of these

Q 47) Under which act, a secretary has to maintain several books and registers such as Registers of members and Boards, Books of Accounts, minutes of Directors and Shareholders etc.?

- 1) Company Act
- 2) Indian Stamp Act
- 3) Income Tax Act
- 4) None of these

Q 48) The notice period required to be provided to the company secretary, for the removal of a director before the expiry of the term of office, through an ordinary resolution, is

- 1) Any time until the person interested wishes to redeem the loan
- 2) 7 days
- 3) 21 days
- 4) 28 days

Q 49) What is Microsoft Outlook used for?

- 1) To keep a track of office expenses.
- 2) It's part of the diary management system.
- 3) Used to assist with company audits.
- 4) The management of emails and personal information.

Q 50) If the letter of complaint is in order, which of these need not be assessed?

- 1) If money can be refunded
- 2) If substitute items can be supplied
- 3) If the damage of the goods was the fault of the owner
- 4) If the loss can be claimed from the insurance company

Q 51) In general, human beings are:

- 1) poor communicators
- 2) indifferent communicators
- 3) good communicators
- 4) perfect communicators

Q 52) In business we communicate , mainly :

- 1) to establish contacts
- 2) only to persuade
- 3) only to inform
- 4) to both persuade and inform

Q 53) Which of these is not mentioned in a tender?

- 1) Date
- 2) Notice number
- 3) signature of the authority
- 4) Designation

Q 54) As a process of sharing thoughts and ideas, communication suffers mainly from:

- 1) non-physical barriers
- 2) gender difference
- 3) physical barriers
- 4) both physical and non physical barriers

Q 55) Mark the most inappropriate of these comments about communication:

- 1) Everyone interprets the same information in the same way.
- 2) Messages are unintentionally altered during the communication process.
- 3) Words may be defined differently by different people.
- 4) The message received is often not precisely the message that was sent.

Q 56) Mark the most correct completion of this sentence beginning: Cross-cultural communication:

- 1) Should be jargon to be more informal.
- 2) Is difficult because no precise translation may exist.
- 3) Deals only with words and their meanings.
- 4) Is consistent because all communicators share a common language background.

Q 57) Which of these does a customer need not know about a product?

- 1) Advantages of the product
- 2) Value for money
- 3) About the product
- 4) Age of seller

Q 58) How many references are usually given in a resume?

- 1) 1
- 2) 2
- 3) 3
- 4) 5

Q 59) The simplified style business letter has:

- 1) indentation
- 2) a subject line
- 3) a salutation
- 4) a complimentary close

Q 60) Each page of a PowerPoint presentation is called a _____.

- 1) plate
- 2) film
- 3) poster
- 4) slide

Q 61) Following are the features of a deposit that a bank accepts from a Corporate house. The features of the deposit are: i) accepted at a discounted value ii) stamp duty is borne by the bank iii) issued as usance promissory note iv) TDS is not applicable

- 1) commercial paper letter commercial note
- 2) certificate of deposit
- 3) flexi deposit
- 4) caution deposit

Q 62) Business letters produce immediate effect because they are:

- 1) formal
- 2) brief
- 3) informal
- 4) interesting

Q 63) A memorandum (memo) is considered a brief form of written communication for:

- 1) internal use

- 2) legal use
- 3) external use
- 4) published for common citizens

Q 64) Which is not a part to a business letter?

- 1) Salutation
- 2) Indenting
- 3) Heading
- 4) Subject

Q 65) Which of these must be avoided in business letters?

- 1) Writing third person s name
- 2) Using abbreviations
- 3) Using polite words or tone
- 4) Writing in detail

Q 66) What is the is preprinted stationery bearing the organizations name, logo, address, and phone number known as?

- 1) Affidavit
- 2) Memo
- 3) Letterhead
- 4) Closure

Q 67) Look at the sample business letter given below and identify the part of the business letter numbered 5.



- 1) Salutation
- 2) Closing
- 3) Indentation
- 4) Body

Q 68) Look at the sample business letter given below and identify the part of the business letter numbered 3.



- 1) Sender s address
- 2) Reciever s address
- 3) Salutation
- 4) Subject

Q 69) Which of the following is not a part of the heading on the second page of any business letter?

- 1) Page number
- 2) Date
- 3) Sender s address
- 4) Reader s name

Level 2 Answer key

| Question No. | Option |
|--------------|--------|
| 1 | 1 |
| 2 | 4 |
| 3 | 2 |
| 4 | 4 |
| 5 | 4 |
| 6 | 3 |
| 7 | 3 |
| 8 | 1 |
| 9 | 4 |
| 10 | 2 |
| 11 | 4 |
| 12 | 2 |
| 13 | 3 |
| 14 | 1 |
| 15 | 1 |
| 16 | 1 |
| 17 | 2 |
| 18 | 3 |
| 19 | 2 |
| 20 | 3 |
| 21 | 4 |
| 22 | 1 |
| 23 | 1 |
| 24 | 4 |
| 25 | 4 |
| 26 | 2 |
| 27 | 1 |
| 28 | 4 |
| 29 | 3 |
| 30 | 2 |

| Question No. | Option |
|--------------|--------|
| 31 | 4 |
| 32 | 4 |
| 33 | 2 |
| 34 | 3 |
| 35 | 1 |
| 36 | 2 |
| 37 | 3 |
| 38 | 3 |
| 39 | 4 |
| 40 | 3 |
| 41 | 1 |
| 42 | 4 |
| 43 | 1 |
| 44 | 3 |
| 45 | 1 |
| 46 | 3 |
| 47 | 1 |
| 48 | 4 |
| 49 | 4 |
| 50 | 3 |
| 51 | 1 |
| 52 | 4 |
| 53 | 3 |
| 54 | 1 |
| 55 | 1 |
| 56 | 2 |
| 57 | 4 |
| 58 | 3 |
| 59 | 2 |
| 60 | 4 |

| Question No. | Option |
|--------------|--------|
| 61 | 2 |
| 62 | 3 |
| 63 | 1 |
| 64 | 2 |
| 65 | 2 |
| 66 | 3 |
| 67 | 2 |
| 68 | 2 |
| 69 | 3 |