



BUDDHA SERIES

(Unit Wise Solved Question & Answers)

Course – B.Com 1st Sem

College – Buddha Degree College

(DDU Code-859)

Department: Commerce

Subject: Business Communication

Faculty Name: Mr.Tanmay Srivastava

Unit -I

1. Which of the following is the first step in the communication process?
 - a) Feedback
 - b) Encoding
 - c) Decoding
 - d) Sender
2. What is the primary objective of communication in a business?
 - a) Entertainment
 - b) Information sharing
 - c) Gossip
 - d) Time pass
3. The process of converting ideas into symbols is called:
 - a) Decoding
 - b) Feedback
 - c) Encoding
 - d) Transmission
4. The importance of communication in business includes all EXCEPT:
 - a) Better decision-making
 - b) Team coordination
 - c) Time wastage
 - d) Customer satisfaction
5. Which of these is not a component of the communication process?
 - a) Receiver
 - b) Message
 - c) Telephone
 - d) Channel
6. Verbal communication includes:
 - a) Eye contact
 - b) Gestures
 - c) Spoken words
 - d) Facial expressions
7. Which of the following is a form of non-verbal communication?
 - a) Written reports
 - b) Emails
 - c) Body language
 - d) Telephonic conversation
8. Written communication is a type of:
 - a) Non-verbal communication
 - b) Formal communication

- c) Verbal communication
 - d) Informal communication
9. Which of the following is an example of verbal communication?
- a) Handshake
 - b) Group discussion
 - c) Nodding head
 - d) Smiling
10. Which form of communication is most suitable for maintaining legal records?
- a) Oral communication
 - b) Written communication
 - c) Gestures
 - d) Facial expressions
11. Telephonic conversation is a form of:
- a) Written communication
 - b) Non-verbal communication
 - c) Verbal communication
 - d) Visual communication
12. Visual communication includes:
- a) Graphs and charts
 - b) Written reports
 - c) Letters
 - d) Audio files
13. Formal communication flows through:
- a) Gossip channels
 - b) Official hierarchy
 - c) Informal groups
 - d) Random messages
14. Informal communication is also known as:
- a) Upward communication
 - b) Grapevine
 - c) Lateral communication
 - d) Formal report
15. Downward communication flows from:
- a) Subordinates to superiors
 - b) Colleagues to peers
 - c) Superiors to subordinates
 - d) Outside to inside
16. Language differences in communication cause:
- a) Cultural barriers
 - b) Linguistic barriers

- c) Interpersonal barriers
 - d) Psychological barriers
17. Lack of trust among team members is a:
- a) Physical barrier
 - b) Organizational barrier
 - c) Interpersonal barrier
 - d) Cultural barrier
18. Noise in a work environment creates:
- a) Psychological barrier
 - b) Physical barrier
 - c) Organizational barrier
 - d) Cultural barrier
19. Prejudices or assumptions about others fall under:
- a) Linguistic barrier
 - b) Cultural barrier
 - c) Organizational barrier
 - d) Psychological barrier
20. A rigid organizational structure leads to:
- a) Physical barrier
 - b) Cultural barrier
 - c) Organizational barrier
 - d) Personal barrier
21. Which is not a modern method of business communication?
- a) Video conferencing
 - b) Memos
 - c) Instant messaging
 - d) Social networking
22. Which of the following tools allow real-time text-based communication?
- a) Letters
 - b) Instant messaging
 - c) Fax
 - d) Reports
23. One advantage of email communication is:
- a) Expensive
 - b) Time-consuming
 - c) Can be easily documented
 - d) Requires physical presence
24. Video conferencing is particularly useful for:
- a) Sending memos
 - b) Face-to-face virtual meetings

- c) Printing documents
 - d) Filing physical reports
25. Strategic importance of e-communication includes:
- a) Slower decisions
 - b) Less engagement
 - c) Wider reach and faster execution
 - d) Higher manual effort

Answers

1. **d) Sender**
2. **b) Information sharing**
3. **c) Encoding**
4. **c) Time wastage**
5. **c) Telephone**
6. **c) Spoken words**
7. **c) Body language**
8. **c) Verbal communication**
9. **b) Group discussion**
10. **b) Written communication**
11. **c) Verbal communication**
12. **b) Linguistic barriers**
13. **c) Interpersonal barrier**
14. **b) Physical barrier**
15. **d) Psychological barrier**
16. **c) Organizational barrier**
17. **b) Memos**
18. **b) Instant messaging**
19. **c) Can be easily documented**
20. **b) Face-to-face virtual meetings**
21. **c) Wider reach and faster execution**

Unit – II

1. Which of the following is an example of **non-verbal communication**?
 - a) Telephonic conversation
 - b) Written report
 - c) Body language
 - d) Group discussion
2. The study of body movements, gestures, and posture is known as:
 - a) Proxemics
 - b) Kinesics
 - c) Paralanguage
 - d) Feedback
3. The use of physical space in communication refers to:
 - a) Kinesics
 - b) Proxemics
 - c) Semantics
 - d) Phonetics
4. Tone, pitch, and volume are part of:
 - a) Kinesics
 - b) Paralanguage
 - c) Syntax
 - d) Proxemics
5. Which of the following is **not** a component of paralanguage?
 - a) Pitch
 - b) Tone
 - c) Facial expression
 - d) Volume
6. Body language includes all EXCEPT:
 - a) Eye contact
 - b) Gestures
 - c) Posture
 - d) Grammar
7. Which of these improves communication effectiveness?
 - a) Avoiding feedback
 - b) Interrupting often
 - c) Active listening
 - d) Using jargon
8. Which one is a **principle of effective listening**?
 - a) Focusing on your response
 - b) Listening passively

- c) Being attentive
 - d) Multitasking while listening
9. One of the main factors affecting listening is:
- a) Voice clarity
 - b) Noise and distractions
 - c) Writing speed
 - d) Reading fluency
10. What is the first step in the listening process?
- a) Understanding
 - b) Evaluating
 - c) Receiving
 - d) Responding
11. Which of the following best defines effective listening?
- a) Hearing only what you want
 - b) Understanding and responding to messages
 - c) Ignoring the speaker's tone
 - d) Thinking about your reply
12. In a video session, what is most important for maintaining engagement?
- a) Bright background
 - b) Multitasking
 - c) Clear visuals and sound
 - d) Fast transitions
13. What is the purpose of a resume?
- a) Share personal opinions
 - b) Request a product
 - c) Present qualifications and experience
 - d) Provide references
14. A resume should ideally be:
- a) 5 pages
 - b) Verbose and informal
 - c) Concise and well-organized
 - d) Filled with graphics
15. A letter of application is also known as:
- a) Invitation letter
 - b) Cover letter
 - c) Thank you letter
 - d) Complaint letter
16. Which of these should NOT be included in a resume?
- a) Skills
 - b) Hobbies

- c) Salary expectations
 - d) Contact details
17. During an interview, it is important to:
- a) Avoid eye contact
 - b) Dress casually
 - c) Be punctual
 - d) Interrupt the interviewer
18. Which of the following should be avoided in an interview?
- a) Clear communication
 - b) Positive body language
 - c) Arrogance
 - d) Professional attire
19. E-mail communication should be:
- a) Informal and funny
 - b) Lengthy and confusing
 - c) Brief, clear, and professional
 - d) Ignored after sending
20. One of the main benefits of **video conferencing** is:
- a) Delayed feedback
 - b) Face-to-face interaction
 - c) No need for technology
 - d) Travel cost increase
21. Which of these is a modern form of business communication?
- a) Telegram
 - b) Fax
 - c) Email
 - d) Handwritten letters
22. In email communication, subject lines should be:
- a) Long and poetic
 - b) Clear and concise
 - c) Irrelevant
 - d) Omitted
23. Which of the following shows professionalism in written communication?
- a) Emojis and slang
 - b) Using all capital letters
 - c) Proper grammar and punctuation
 - d) Typing in lowercase
24. Which one is a **barrier** to effective listening?
- a) Empathy
 - b) Noise

- c) Concentration
 - d) Interest in the topic
25. What is the key to a successful interview?
- a) Memorizing answers
 - b) Overconfidence
 - c) Preparation and confidence
 - d) Ignoring the job role

Answers Key (1–25):

- 1. c
- 2. b
- 3. b
- 4. b
- 5. c
- 6. d
- 7. c
- 8. c
- 9. b
- 10. c
- 11. b
- 12. c
- 13. c
- 14. c
- 15. b
- 16. c
- 17. c
- 18. c
- 19. c
- 20. b
- 21. c
- 22. b
- 23. c
- 24. b
- 25. c

Unit – III

1. What is the primary purpose of business language?
 - a) Entertainment
 - b) Formal expression of ideas
 - c) Storytelling
 - d) Poetic writing
2. Which of the following words is **often confused** in business English?
 - a) Their / There
 - b) Big / Huge
 - c) Fast / Quick
 - d) Sad / Unhappy
3. Identify the **misspelt** word:
 - a) Achievement
 - b) Accomodation
 - c) Necessary
 - d) Business
4. Which is a **common error** in English usage?
 - a) Each of the boys are ready
 - b) The boy is tall
 - c) He goes to school
 - d) I am hungry
5. The use of precise vocabulary in business language helps in:
 - a) Creating confusion
 - b) Misleading readers
 - c) Clear and effective communication
 - d) Writing novels
6. Oral presentation is important in business because:
 - a) It confuses the audience
 - b) It replaces all documents
 - c) It conveys ideas clearly to a group
 - d) It saves electricity
7. A key characteristic of an effective presentation is:
 - a) Reading word by word from slides
 - b) Speaking monotonously
 - c) Audience engagement
 - d) Memorization
8. What should be the **first step** in planning a presentation?
 - a) Start PowerPoint
 - b) Define the purpose

- c) Add animations
 - d) Print handouts
9. PowerPoint slides should ideally contain:
- a) Long paragraphs
 - b) Only images
 - c) Bullet points and keywords
 - d) Complex equations
10. Visual aids help in a presentation by:
- a) Distracting the audience
 - b) Making content boring
 - c) Enhancing clarity and retention
 - d) Replacing the speaker
11. A **business message** should be planned with focus on:
- a) Reader's needs and clarity
 - b) Emotions
 - c) Historical references
 - d) Humor
12. The first draft of a business message should be:
- a) Final and error-free
 - b) Ignored
 - c) A rough outline of ideas
 - d) Written in poetic form
13. Why is rewriting and editing important?
- a) To make the message confusing
 - b) To correct errors and improve clarity
 - c) To reduce word count only
 - d) To impress the reader with big words
14. Final draft reconstruction involves:
- a) Adding jokes
 - b) Reorganizing and polishing the content
 - c) Deleting everything
 - d) Adding unnecessary details
15. Which of the following is a key writing principle?
- a) Be vague
 - b) Use long and complex sentences
 - c) Keep it simple and clear
 - d) Ignore the reader's point of view
16. An **official letter** is usually written for:
- a) Personal reasons
 - b) Informal chats

- c) Government or administrative purposes
 - d) Gossip
17. A **semi-official letter** maintains:
- a) Formal tone only
 - b) Informal tone only
 - c) Personal and official tone together
 - d) No proper structure
18. A **memorandum (memo)** is mainly used for:
- a) External communication
 - b) Fiction writing
 - c) Internal office communication
 - d) Invitations
19. A business message should be:
- a) Humorous and entertaining
 - b) Clear, concise, and courteous
 - c) Filled with difficult words
 - d) Highly emotional
20. Which one is **not** part of a good oral presentation?
- a) Eye contact
 - b) Monotone delivery
 - c) Structured flow
 - d) Confidence
21. One key to avoiding spelling errors is:
- a) Guessing the word
 - b) Ignoring proofreading
 - c) Using a spell checker
 - d) Avoiding writing
22. Which of the following is **not** a suitable business vocabulary word?
- a) Synergy
 - b) Leverage
 - c) Thingy
 - d) Strategy
23. A well-written resume should include:
- a) Movie preferences
 - b) Academic and professional background
 - c) Jokes
 - d) Social media comments
24. In written communication, tone should be:
- a) Aggressive
 - b) Rude

- c) Polite and professional
 - d) Casual
25. The main goal of effective business writing is:
- a) Storytelling
 - b) Clarity and action
 - c) Humor
 - d) Poetry

Answers Key (1–25):

- 1. **b**
- 2. **a**
- 3. **b**
- 4. **a**
- 5. **c**
- 6. **c**
- 7. **c**
- 8. **b**
- 9. **c**
- 10. **c**
- 11. **a**
- 12. **c**
- 13. **b**
- 14. **b**
- 15. **c**
- 16. **c**
- 17. **c**
- 18. **c**
- 19. **b**
- 20. **b**
- 21. **c**
- 22. **c**
- 23. **b**
- 24. **c**
- 25. **b**

Unit – IV

1. Which of the following is **not** a type of report?
 - a) Informational report
 - b) Analytical report
 - c) Narrative report
 - d) Opinionated essay
2. A report that presents data without interpretation is called a:
 - a) Analytical report
 - b) Informational report
 - c) Experimental report
 - d) Summary report
3. A report that includes recommendations based on data analysis is called a:
 - a) Informational report
 - b) Analytical report
 - c) Routine report
 - d) Descriptive report
4. Which of the following is typically the **first section** of a formal report?
 - a) Introduction
 - b) Conclusion
 - c) Title page
 - d) Executive summary
5. What comes **after the introduction** in a standard report format?
 - a) References
 - b) Findings or body
 - c) Title page
 - d) Glossary
6. Which of the following is **not** usually included in the basic format of a report?
 - a) Introduction
 - b) Movie review
 - c) Conclusion
 - d) Recommendations
7. The **main body** of a report contains:
 - a) Title
 - b) Abstract only
 - c) Detailed analysis, discussion, and data
 - d) Author's biography

8. One of the **last steps** in report writing is:
 - a) Drafting title
 - b) Proofreading and revising
 - c) Data collection
 - d) Outlining
9. The process of writing a report **starts with**:
 - a) Writing the conclusion
 - b) Printing the document
 - c) Defining the objective and audience
 - d) Drawing charts
10. Which of the following steps is **not essential** in report writing?
 - a) Collecting relevant information
 - b) Analyzing data
 - c) Ignoring the audience
 - d) Editing the final draft
11. The purpose of using visuals in a report is to:
 - a) Decorate the report
 - b) Increase length
 - c) Enhance clarity and understanding
 - d) Replace the content
12. Charts and graphs in a report help in:
 - a) Making the report colorful
 - b) Confusing the reader
 - c) Visualizing complex data
 - d) Filling blank spaces
13. Which of the following **should be used** to represent numerical data?
 - a) Table
 - b) Paragraph
 - c) Poem
 - d) Footnote
14. In APA format, a citation for a book includes:
 - a) Only author name
 - b) Author, year, title, and publisher
 - c) Only website link
 - d) Date and page number only
15. APA in-text citation format is:
 - a) (Author, Year)
 - b) (Year, Author)
 - c) Author - Year
 - d) Author = Year

16. A **reference list** in APA style should be:
- a) In alphabetical order
 - b) Randomly ordered
 - c) In bullet points
 - d) Color-coded
17. Which of the following is **true** about APA formatting?
- a) Double spacing is not required
 - b) Titles are optional
 - c) Font should be Times New Roman, 12 pt
 - d) Page numbers are not used
18. In APA, the reference list is placed:
- a) At the beginning of the report
 - b) In the appendix
 - c) Immediately after the conclusion
 - d) At the end of the report
19. Which of the following sources is **cited** in APA style as a journal article?
- a) Smith, J. (2020). *Marketing trends*. Journal of Business, 34(2), 45–56.
 - b) Smith, J. 2020 Marketing Book.
 - c) Smith, J. Marketing Guide.
 - d) Smith Journal 2020
20. When writing the **executive summary**, one should:
- a) Add personal opinions
 - b) Summarize key points briefly
 - c) Avoid using headings
 - d) Include full data tables
21. A **short informal report** may be shared via:
- a) Memo or email
 - b) News article
 - c) Blog post
 - d) Textbook
22. What is a **progress report**?
- a) A fictional story
 - b) A summary of project achievements and issues
 - c) A sales pitch
 - d) A budget statement
23. The appendix in a report includes:
- a) Table of contents
 - b) List of references
 - c) Supporting documents, charts, or raw data
 - d) Title page

24. Which of these should be **avoided** in formal report writing?
- a) Objective tone
 - b) Informal slang
 - c) Proper headings
 - d) Clear formatting
25. Which of the following is a **characteristic** of a well-written report?
- a) Ambiguity
 - b) Repetition
 - c) Clarity and logical structure
 - d) Personal emotion

Answers Key (1–25):

- 1. **d**
- 2. **b**
- 3. **b**
- 4. **c**
- 5. **b**
- 6. **b**
- 7. **c**
- 8. **b**
- 9. **c**
- 10. **c**
- 11. **c**
- 12. **c**
- 13. **a**
- 14. **b**
- 15. **a**
- 16. **a**
- 17. **c**
- 18. **d**
- 19. **a**
- 20. **b**
- 21. **a**
- 22. **b**
- 23. **c**
- 24. **b**
- 25. **c**