

Nilachal Polytechnic
Bhubaneswar
Communicative English (2nd Sem.)
Quiz Test (Module – I)

Full Marks : 20

Time : 15 mins

Name :

Roll No. :

Branch :

1. A ----- must be designed to reflect the candidate's personality, employment goals and his or her career aspirations.
a) personal format b) curriculum vitae c) business letter d) official letter
2. The CV of the applicant should be accompanied by a-----.
a) cover letter b) greetings c) reference letter d) business letter
3. A request letter seeking information about prices, quotations ,estimates, terms and condition of a business is called -----.
a) complaint letter b) enquiry letter c) order letter d) cover letter
4. Which one is the current sequence for a healthy business deal?
a) order letter , enquiry letter ,complaint letter
b) enquiry letter, order letter, complaint letter
c) enquiry letter, complaint letter ,order letter
d) none of the above
5. What appears at the very top of the page on a business letter?
a) your address- heading b) their address- inside address
c) salutation d) None of the above
6. Catalogue / price list is invited in which letter?
a) order letter b) complaint letter c) enquiry letter d) none of the above
7. An order for required products is placed after which letter?
a) enquiry letter b) reply to enquiry letter c) reply to order letter d) none of the above
8. Which letter confirms the business deal between seller and buyer?
a) reply to enquiry letter b) order letter
c) Enquiry letter d) reply to order letter
9. The current format for your address is :
a) your name ,city, street address, pin code
b) pin code, street address, City
c) your name ,street address, city, state, pin code
d) your name, date, street address, city ,state, pin code

10. The mode of payment and transportation details must be mentioned in ----- letter.
a) complaint letter b) order letter c) enquiry letter d) cover letter
11. Problems in the business deal like shortage or damage of products etc are solved through -----letter.
a) claim letter b) personal letter c) social letter d) order letter
12. The time frame within which the goods are required are stated in----- letter.
a) cover letter b) complaint letter c) enquiry letter d) purchase letter
13. In which letter, with a courteous tone, thankfulness is conveyed to the party for showing interest in the receiver?
a) reply to order letter b) complaint letters c) cover letter d) reply to enquiry letter
14. Inside address belongs to the:
a) recipient or receiver b) letter writer c) typist d) sender
15. The tone of a business letter should be :
a) Formal b) Casual c) Polite d) both (a) and (c)
16. Open punctuation means there is-----.
a) no punctuation at all
b) no punctuation after the salutation or closing
c) a colon after the salutation
d) a comma after the salutation and closing
17. The main purpose of a letter or application is stated in which part of the letter :
a) introductory lines b) body of the letter
c) concluding lines d) none of the above
18. In ----- format the address, date, salutation, paragraphs and closing are all lined up at the left margin.
a) block Style b) standard writing c) left margin d) modified margin
19. The heading, all paragraphs of a letter and other parts of a business letter or personal letters of today's Global world starts at:
a) right margin b) no specific margin c) left margin d) none of the above
20. The heading in a business letter includes:
a) the address of the concerned- the letter is being sent to; and the date
b) the address of a person sending the letter and the date
c) the address of both the recipient and sender; and the date
d) only the company /organization name

Nilachal Polytechnic, Bhubaneswar
Sub. : Communicative English
2nd Semester
Quiz Test

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1. The process by which is transmitted between individuals and organisation, so that an understanding response result is called communication.
a) Formal b) Decoding c) Meaning d) information
2. is the final step in the process of communication.
a) feedback b) receiver c) source d) Channel
3. The process of converting ideas into a set of logical symbol or sign is called
- a) communication b) Encoding c) Decoding d) Medium
4. The information that the sender convey to the receiver is known as
- a) Encoding b) Message c) audience d) Noise
5. The process of converting a message into thoughts or an interpreted meaning in order to understand the message communicated is called
- a) Encoding b) Decoding c) feedback d) Response.
6. starts the process of communication
a) Feedback b) receiver c) medium d) sender / source
7. Choose the correct arrangement of components of the process of communication
a) Receiver, Decoding, Encoding, Sender, Medium, Feedback
b) Source, Encoding, medium, decode, Receiver, Feedback
c) Encode, Sender, medium, receiver, Decode, Feedback
8. A rule for converting a piece of information into another is called
- a) Receiver b) context c) Environment d) Code
9. The communication is also named as dictator type communication.
a) Two-way communication b) One-way communication
c) Grapevine communication d) Formal communication

10. The communication which does not offend, hurt or criticises any person or any community is called communication.
a) Formal communication b) One-way communication
c) Two-way communication d) Bias-free communication
11. is the response of the receiver which completes the process of communication.
a) Noise b) Decode c) Source d) Feedback
12. In communication, both the sender and receiver are active and is a successful communication.
a) One-way communication b) Two-way communication
c) Informal communication d) Bias-free communication.
13. The unwanted and unpleasant external sound which disturbs the process of communication is called
- a) Two-way communication b) Dictator communication
c) Democratic form of communication d) Noise
14. The communication is also called Democratic way of communication.
a) two-way communication b) one-way communication
c) formal communication d) informal communication
15. In communication there is reversal of roles between sender & receiver.
a) Bias-free communication b) One-way communication
c) Two-way communication d) Informal communication
16. In communication, the sender play a dominating role and so receiver is dull and irresponsible.
a) Bias free communication b) upward communication
c) two-way communication d) one-way communication
17. In communication, the labour and purpose of the sender is not lost or wasted.
a) Formal communication b) Encoding
c) Two-way communication d) One-way communication
18. The responsibility of the channel or medium is to the message.
a) Encode b) Decode c) Transfer d) Receive
19. Disturbance in Electrical and Electronic apparatuses is also termed as
- a) Encode b) Feedback c) Noice d) Source
20. The is the sender of feedback.
a) Noise b) source c) receiver d) code