

## EB II E -CONTENT

1. Summarisation involves\_\_\_\_the passage.
  - a . Reducing
  - b . increasing
  - c. decreasing
2. The summary should begin or end with\_\_\_\_
  - a. The main idea
  - b. Supporting idea
  - c. Middle idea
3. The final draft should be prepared only after\_\_\_\_
  - a. Editing
  - b. Permission
  - c. Promotion
4. The interview basically involves\_\_\_\_ communication
  - a Face to face
  - b Telephonic
  - c. one way
5. The first step in wasp technique is\_\_\_\_
  - a .Welcome the candidate
  - b. scold the candidate
  - c. demoralise the candidate
6. An\_\_\_\_ is in control of an interview
  - a. Interviewer
  - b. Interview
  - c. Employee
7. Procedure for calling a meeting is determined by\_\_\_\_

- a. Formal rules
  - b. Informal rules
  - c. Convener
8. \_\_\_\_ meetings do not follow strict rules of procedure.
- a Informal
  - b Formal
  - c Official
9. Paperwork is the responsibility of the \_\_\_\_
- a Secretary
  - b chairman
  - c Manager
10. A conference is relatively \_\_\_\_ as compared to committee meetings.
- a Formal
  - b informal
  - c neutral
11. Participants in a conference \_\_\_\_ voting rights.
- a. do not have
  - b. Have
  - c. Will be having
12. \_\_\_\_ allows web tours.
- a webinar
  - b skype
  - c apps
13. Research paper is analysed at a \_\_\_\_
- a Conference
  - b Meeting

c Discussion

**Fill in the blanks of the following questions.**

1. Catalogue price list another literature is sent by the \_\_\_\_ in response to the letter of \_\_\_\_.
  - a seller, enquiry
  - b buyer, complaints
  - c Consumer, adjustment
  
2. Even if the complaint is found to be \_\_\_\_, the seller should draft his reply in a \_\_\_\_ way.  
false, polite  
True, strict  
unknown, rude
  
3. \_\_\_\_ report may be in the form of \_\_\_\_ letter.
  - a. Informal, personal
  - b. Formal, impersonal
  - c. Impersonal, formal
  
4. \_\_\_\_ report \_\_\_\_ format.
  - a. Formal, prescribed
  - b. Informal, no prescription
  - c. Neutral, no prescription
  
5. Individual/ committee \_\_\_\_ is determined by the number of \_\_\_\_ preparing it.
  - a. report, persons
  - b. letter, receivers
  - c. Letter, report
  
6. \_\_\_\_ stands for \_\_\_\_.
  - a. RTI, Right to Information
  - b. Right to investigation
  - c. Right to Inquiry
  
7. \_\_\_\_ submitted to \_\_\_\_

8. Application, PIO/ APO aur head of the department
- Report, manager
  - Enquiry, secretary
9. RTI act \_\_\_\_\_ to the whole India except the state of \_\_\_\_\_.
- extends, jammu and Kashmir
  - Limits, himachal,
  - extends, jharkhand
10. \_\_\_\_\_ attitude is an important letter of adjustment and \_\_\_\_\_.
- You, claims
  - I, trade
  - we, sales
11. The main purpose of the letter of \_\_\_\_\_ is to settle the \_\_\_\_\_.
- adjustment, claim
  - Complaints, dispute
  - Enquiry, resolution
12. \_\_\_\_\_ address is a speech by a chief guest about the purpose, need and possible a. outcomes of a \_\_\_\_\_.
- Keynote, conference
  - Main, meeting
  - Important, discussion
13. \_\_\_\_\_ conference is a conference through video \_\_\_\_\_.
- Video, images
  - Audio, pictures
  - sensory, imagination
14. \_\_\_\_\_ session is meant for \_\_\_\_\_ presenters.
- Technical, paper
  - Emotional, speakers
  - Melodious, singers
15. Filling of \_\_\_\_\_, essentially should be \_\_\_\_\_.

- a. complaints, prompt
  - b. orders, delayed
  - c. Report, on time.
16. \_\_\_\_\_ is the index of success in \_\_\_\_\_
- a. Selling, business
  - b. Buying, advertising
  - c. Explaining, business
17. \_\_\_\_\_ is called the \_\_\_\_\_ of the market.
- a. Consumer, king
  - b. Seller, helper
  - c. Manager, servant
18. \_\_\_\_\_ rights are meant for their safety, security and \_\_\_\_\_.
- a. Consumers, protection
  - b. sellers, financial gain
  - c. Managers, recognition
19. The follow up \_\_\_\_\_ should be briefer than the \_\_\_\_\_ letter.
- a. letter, original
  - b. complaints, prompt action
  - c. orders, delayed action
20. \_\_\_\_\_ have all the advantages of face to face \_\_\_\_\_.
- a. Interview, communication
  - b. meeting, discussion
  - c. Conference, introspection
21. The \_\_\_\_\_ must conduct carefully structured and planned \_\_\_\_\_.
- a. interviewer, interview
  - b. Employer, employment
  - c. Speaker, appointment
22. Consensus decision making is \_\_\_\_\_ and \_\_\_\_\_ reaching agreement between all the a a. A. members of a group.

B. creative, dynamic

C. Destructive, flexible

d. Constructive, rigid

23. The world \_\_\_\_\_ comes from the word confer, meaning to Converse consult or \_\_\_\_\_.

a. conference, discuss

b. webinar, explain

c. meeting, address

24. The \_\_\_\_\_ must be addressed to the proper \_\_\_\_\_.

a. letter, person

b. report, group

c. file, members

25. \_\_\_\_\_ is a \_\_\_\_\_ of all business activities.

a. Consumer, centre

b. seller, guide

c. manager, communicator

26. \_\_\_\_\_ in business is to provide \_\_\_\_\_.

a. Communication, information

b. selling, objects

c. buying, goods

### **True /false**

1. Topic of the sentence should consist of the main idea. T

2. Report must be presented after the due date. F

3. RTI promotes transparency and accountability in the working of every public authority. T

4. An oral complaint can be launched with the consumer guidance cell. F

5. For arousing interest, the writer may make use of several psychological factors. T

6. Organising conferences does not involve public relations. F

7. All the interviews are conducted by one person only. F

**Match the column (with answers)**

1. Notice - written intimation of time date, place business to be transacted at the meeting
2. Agenda- listed items to be discussed in meeting
3. Resolution- formal expression of decisions taken
4. Chairperson - ensures proper conduct of meeting
5. Attendee of a meeting - understand and note down what is discussed

Adds content matter in discussion

1. The summary should begin or end with \_\_\_\_\_
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b. Meeting



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**Fill in the blanks choosing correct alternatives.**

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Consumer, adjustment

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True, strict

unknown, rude

**True /false (with solution)**

1. Topic of the sentence should consist of the main idea. T
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3. RTI promotes transparency and accountability in the working of every public authority. T
4. An oral complaint can be launched with the consumer guidance cell. F
5. For arousing interest, the writer may make use of several psychological factors. T
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**Match the column (with solution)**

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2. meeting
3. Agenda- listed items to be discussed in meeting
4. Resolution- formal expression of decisions taken
5. Chairperson - ensures proper conduct of meeting
6. Attendee of a meeting - understand and note down what is discussed

**Fill in the blanks of the following questions.**

1. An interview involves \_\_\_\_\_ communication

face to face

Telephone

Conferencing

2. The first step in wasp technique is \_\_\_\_\_

Welcoming the candidate

Waiting for the candidate

Whispering the candidate

3. To guard against halo error, interviewer must avoid being\_\_\_\_\_

Biassed

Confused

Upset

4. Mirror image error and\_\_\_\_\_ error reverse of each other.

5. Proficiency of an employee is judged through\_\_\_\_\_

Selection

election

perfection

6. \_\_\_\_\_ interview allows employers to know the problems faced by the employees.

Grievance

exit

online

7. An \_\_\_\_\_ is in control of an interview.

Interviewer

employer

speaker

8. Employers speak frankly fearlessly in an \_\_\_\_\_ interview.

exit

Online

Selection

9. A decision supported by majority members of a group is known as decision by\_\_\_\_\_

Consensus

things a likes

exchange

10. \_\_\_\_\_ theory is based on rewards and its costs.

exchange

Social system

consensus

11. In \_\_\_\_\_ the group demonstrates cohesiveness.

norming Stage

performing stage

professional stage

12. For permanent work groups, \_\_\_\_\_ is the last group formation.

Performing

norming

adjourning

13. Members share ideology in \_\_\_\_\_ organisation.

psychological

social

economic

14. \_\_\_\_\_ meetings do not follow strict rules of procedure.

Informal

formal

annual

15. Meetings have \_\_\_\_\_ agenda.

fixed

flexible

indefinite

16. Paperwork is the responsibility of the \_\_\_\_\_.

Secretary

chairman

convener

17. The procedure for calling a meeting is determined by \_\_\_\_\_.

Formal rules

informal rules

convenors

18. Conferences are relatively \_\_\_\_\_ compared to committee meetings.

Formal

informal

personal

19. Participants in a conference \_\_\_\_\_

voting rights.

Do not have

Have

Will have

20. \_\_\_\_\_ address is a speech by a chief guest about the purpose, need and possible outcomes of a conference.

keynote

Public

Functional

21. Research paper is analysed at a \_\_\_\_\_.

Conference

Meeting



workshops

22. \_\_\_\_\_ allows web tours.

Webinar

seminar

symposium

23. Crisis management is the work of \_\_\_\_\_ professional.

PR

IT

councillor

24. Public Relations professionals often need to \_\_\_\_\_.

Multitask

Rush

lie

25. Public relation forms a link between top management and \_\_\_\_\_.

Public

audiences

people

26.: Public relation officer acts as \_\_\_\_\_ management.

Advisors

followers

speakers

27. \_\_\_\_\_ management is handled by public relation professionals.

Crisis

event

time/ ( with underlined solutions.)

28. PR activities are to achieve understanding and acceptance based on truth and knowledge.

29. Suggestion schemes are upward communication.
30. House organs are periodic publications of an organisation.
31. A bulletin usually deals with a single item and it's published when need arises.
32. PR is neither a propaganda nor a advertising
33. Crisis management takes decisions or finds solutions for crisis situations.
34. Crisis management is the technique of managing crisis situations.
35. Attending complaints is known as adjustment.
36. Complaints refer to letters written to give information about defective goods or services.
37. Claims refer to letters where some compensation for the inconvenience incurred by the wholesaler.
38. Even if the complaint is found to be false the seller should draft his reply in a polite way.
39. Where the difference of opinion arises, a partial adjustment letter is written.
40. AIDA formula in drafting sales/promotional leaflets letter is to arouse attention, interest desire, and action of consumer.
41. Sales letter is a kind of advertising in business communication where informality is appreciated.
42. Consumer guidance creates awareness of consumers' legitimate rights.
43. Goods are defined as any movable property including shares.
44. The complaint can be in any Indian language.
  
45. A consumer redressal letter is drafted like a complaint.
46. Complaint is to be filed within 2 years.
47. RTI stands for Right to Information
48. The RTI extends to the whole of India including the state of Jammu and Kashmir.
49. The punishment includes the imposition of a penalty of 250 rupees.
50. Application should be submitted to PIO, API or head of the department.

51. Informal reports may be in the form of personal letters.
52. Informative reports present relevant facts and figures.
53. Periodic reports are submitted at regular intervals.
54. Summarisation involves reducing the passage.
55. The summary should begin or end with the topic sentence.
56. Main idea of the passage should be clearly mentioned.
57. The final draft should be prepared only after editing.
58. The complainant should be thanked.
59. Baseless complaints should not be considered.
60. Your polite attitude is important in the letters of adjustment and claims

**Match the column (with solution)**

1. Conference- common theme
2. Inaugural session- keynote address
3. Videocon conference- conference through video images
4. Valedictory function- giving certificates to participants
5. Technical session- meant for paper presenter