

Assessment

Better Business Writing

Select the best response.

1. If someone is results-oriented and task-oriented, that person's communication style is
 - A. **Process-oriented**
 - B. Action-oriented
 - C. People-oriented
 - D. Idea-oriented
2. A useful spelling rule that applies to more than 1,000 words is to use "i" before "e" except after
 - A. "c"
 - B. **"c" or when together they sound like "a"**
 - C. a consonant
 - D. a vowel
3. Use "-able" instead of "-ible"
 - A. At the end of a word if the root isn't a word by itself
 - B. **After a full word**
 - C. At the end of a word that ends in "x" or "ns"
 - D. After a word that's a contraction
4. Choose the correctly punctuated sentence:
 - A. **I caught the bus on time, but I still missed my first appointment.**
 - B. I caught the bus on time but I still missed my first appointment.
 - C. I caught the bus on time I still missed by first appointment.
 - D. I caught the bus on time however I still missed my first appointment.
5. If someone is emotional, caring, and warm, that person's communication style is
 - A. Process-oriented
 - B. Action-oriented
 - C. **People-oriented**
 - D. Idea-oriented
6. Choose the correctly punctuated sentence:
 - A. **We left the meeting early; however, the vote had not been taken.**
 - B. We left the meeting early however, the vote had not been taken.
 - C. We left the meeting early; however the vote had not been taken.
 - D. We left the meeting early: however, the vote had not been taken.
7. When corresponding with a process-oriented person, you should write letters that are
 - A. Sympathetic and understanding
 - B. Original and creative
 - C. Direct and to the point
 - D. **Well organized and logical**

8. Which of the following isn't a rule for the comma?
- A. When in doubt, just leave the comma out.
 - B. Use a comma after a long introductory phrase.
 - C. Use a comma to separate items in a series.
 - D. Use a comma to set off nonessential elements in a sentence.
9. Choose the correct word usage:
- A. The affect of our decision remains to be seen.
 - B. How will this decision effect our group?
 - C. His behavior effects everyone on the team.
 - D. Our manager is confident that the changes will have a positive effect.
10. The opposite style of the people orientation is
- A. Thinker/process
 - B. Intuitor/idea
 - C. Action/sensor
 - D. Coach/supporter
11. Choose the correctly punctuated sentence:
- A. Ryan left his boss coat in the car.
 - B. James's office is being painted today.
 - C. The briefcase in the office is her's.
 - D. Someones papers are in the lobby.
12. Which of these does NOT follow the doubling rule?
- A. occurring
 - B. referred
 - C. offered
 - D. cancelled
13. Choose the correctly punctuated sentence:
- A. Several groups will be at the meeting: the publicity group, the warehouse crew, and the clerical staff.
 - B. Several groups will be at the meeting; the publicity group, the warehouse crew, and the clerical staff
14. If someone is creative, reflective, and quiet, that person's communication style is
- A. Process-oriented
 - B. Action-oriented
 - C. People-oriented
 - D. Idea-oriented
15. Which sentence does NOT contain overuse of big words or unnecessary words?
- A. Pursuant to our discussion, herewith I acknowledge your letter.
 - B. Hopefully, you can utilize our product to benefit your company.

C. As per our agreement, our operations will continue subsequent to our receiving a signed contract.

D. If you have additional questions, please call us.

16. When corresponding with a people-oriented person, you should write letters that are

A. Assertive and reserved

B. Personal and friendly

C. Detailed and well organized

D. Confident and pragmatic

17. A common pitfall in business writing is

A. Being positive

B. Using too many words

C. Being clear and concise

D. Writing for a specific audience

18. Which sentence doesn't contain a redundant expression?

A. The team leader will explain this exercise on Monday.

B. His behavior will come under close scrutiny

C. Don't forget to refer back to the first question.

D. Our loss has not as yet been determined

19. Select the sentence that uses the active voice:

A. The letter was sent by express mail.

B. We were informed of the decision.

C. Our boss told us the bad news directly.

D. The room was entered by the whole group.

20. Which of the following is NOT redundant?

A. due to the fact that

B. combine the ingredients together

C. on a daily basis

D. regardless

21. When corresponding with an idea-oriented person, you should write letters that are

A. Direct and to the point

B. Original and personal

C. Overly sensitive and detailed

D. Judgmental and impersonal

22. Choose the answer that's NOT part of the Motivated Sequence Outline:

A. Need

B. Visualization

C. Comparative advantages

D. Action

23. Which of the following uses parallel construction?
- A. Running for office is harder than to go to work every day.
 - B. My favorite hobbies are reading, hiking, and golf.
 - C. The applicant is bright, decisive, and intelligent.
 - D. He can train his dog to sit up but not bark.
24. When corresponding with an action-oriented person, you should write letters that are
- A. Detailed, well organized, and analytical
 - B. Clear and to the point
 - C. Creative and personal
 - D. Supportive and understanding
25. Which of the following does NOT contain a cliché?
- A. Please send me the letter at your earliest convenience.
 - B. We will go despite the fact that we could be late.
 - C. Please be advised that this is our last trip to the West Coast.
 - D. He signed the letter and mailed it on Wednesday.
26. Which of the following avoids sexist writing?
- A. A college professor will get tenure if he publishes scholarly research.
 - B. A nurse in any hospital should take good care of her patients.
 - C. A college professor will get tenure by publishing scholarly research.
 - D. The lady lawyer won the case for her client.
27. Which sentence does NOT contain unnecessary words?
- A. I understand the basics of cell phones.
 - B. The doctor told me the true facts about my condition.
 - C. He raced rapidly to catch the bus.
 - D. The police carefully conducted a thorough investigation of the case.
28. Which of the following is true regarding email?
- A. Using all capital letters is fine if you want to emphasize your thoughts.
 - B. You don't need to worry about how your email sounds.
 - C. Reread your email aloud before you send it.
 - D. Subject lines are unnecessary in emails.
29. Which sentence does NOT contain a redundant expression?
- A. In my opinion, I think we will win the game.
 - B. There is no doubt but that our company will get the bid.
 - C. Ask him as to whether or not he has misplaced the file.
 - D. Answer these questions quickly.
30. Which is the better way to break bad news to an employee?
- A. "You failed to notice that we had run out of copy paper."
 - B. "Will you please reorder copy paper before it runs out?"

31. Select the statement that is not always true about good business memos:
- A. Keep the letter to one page.
 - B. Briefly state the main idea of the letter in the first few lines.
 - C. Present the ideas in a logical order.
 - D. Write any length letter.
32. "Gentlemen" is always a suitable salutation in business letters
- A. True
 - B. False
33. A helpful rule in business writing is:
- A. Two words are more effective than one.
 - B. One word is better than two.
34. In persuasive writing, you should take action by:
- A. Giving readers at least two options
 - B. Ending with a question
 - C. Telling readers what you want them to do
35. In a Motivated Sequence Outline, you'd illustrate a need by
- A. Showing readers why they should feel affected by the problem
 - B. Giving examples of what has worked
 - C. Directing readers to act
 - D. All of the above
36. In business writing, affect is usually used
- A. As a noun and means "result" or "outcome"
 - B. As a verb and means "to influence"
 - C. As a verb and means "to bring about"
37. A common pitfall in business writing is
- A. Stressing the positive
 - B. Using one word as opposed to two
 - C. Triple-checking for accuracy
 - D. Telling what you're unable to do and what you don't have
38. Choose the answer with the correct use of the colon:
- A. Our business trip was: successful and eventful.
 - B. The new employee had three important qualities: experience, intelligence, and perseverance.
 - C. I enjoyed Shannon's presentation: a lot.
 - D. Those: are the client's files.
39. Choose the answer that shows attention to the reader.
- A. You're invited to our annual open house.
 - B. We would like to extend our invitation.

- C. Our new line of copiers is the best we offer.
 - D. Direct deposit is faster and more efficient.
40. Choose the answer that does NOT contain a condescending/sexist phrase:
- A. Our cars' engines are lined with Teflon, as any woman would appreciate.
 - B. Clients, of course, want the best value for their money.
 - C. Anyone could understand why it's important to downsize our operations.
 - D. The company lost money and had to close its Midwest branch.
41. Which of the following is NOT a tip for a better memo?
- A. Keep it simple.
 - B. Write generically for any audience.
 - C. Write in A-B-C order—sequentially.
 - D. Be interesting, conversational, and natural.
42. Which of the following is a strong statement because it doesn't contain a qualifier?
- A. We're quite pleased about our new computer.
 - B. The new employee is rather talented.
 - C. I can accomplish all items on my to-do list.
 - D. He's somewhat concerned about the client meeting later today.
43. If someone is analytical and logical, that person's communication style is
- A. Process-oriented
 - B. Action-oriented
 - C. People-oriented
 - D. Idea-oriented
44. Choose the sentence that correctly uses the comma:
- A. My boss is intelligent, decisive and kind.
 - B. My boss is intelligent, decisive, and kind.
 - C. I put three items in my briefcase, laptop, cell phone and tablet.
 - D. I'd like to travel, yet I'm reluctant to change jobs.
45. Which sentence doesn't use jargon?
- A. The marketing team has the bandwidth to take on more responsibilities.
 - B. Do you have time later today to interface with me?
 - C. Let's meet at 3:00 pm today.
 - D. The client pinged me this morning.
46. The opposite style of the idea orientation is
- A. Thinker/process
 - B. Sensor/action
 - C. Creative/originator
 - D. People/feeler

47. Choose the answer with the redundant expression:
- A. Blend the cake mix
 - B. Complete assignments daily
 - C. Raced to catch the cab
 - D. Advance planning
48. Choose the answer that's parallel:
- A. He was late to the meeting and missed the deadline.
 - B. Jesse is strong-willed and a person of action.
 - C. My new partner paneled his office and had carpeting installed.
 - D. Her coworker teaches, inspires, and delegation.
49. Choose the answer that's clear and sensitive:
- A. Barry is the worst employee we've ever had.
 - B. You're always late to work.
 - C. I'm confident that you'll be on time to work from now on.
 - D. It's necessary to downsize your department.
50. Choose the answer that's a good technique for effective communication:
- A. Choose your words carefully.
 - B. Begin most sentences with "I."
 - C. Using foreign words adds panache to your writing.
 - D. Passive construction is best.