

**SYBA**  
**Business communication**  
**Model Question Paper**  
**Type- MCQ**

Q1. The English word communication comes from the \_\_\_\_\_ word, Communicare which means to impart or participate or to transmit.

- a. Latin
- b. Greek
- c. Spanish
- d. Indian

Q2. \_\_\_\_\_ is the action of conveying or exchanging information and ideas.

- a. Listening
- b. Communication**
- c. Speaking
- d. Seeing

Q3. Which of these is NOT normally considered to be a direction of formal communication?

- a. Upward
- b. Diagonal
- c. Zigzag
- d. All of the above

Q4. Posters fall under \_\_\_\_\_ communication.

- a.Oral.
- b.Visual.
- c.Written.
- d.Spoken.

Q5. Informal communication is otherwise known as \_\_\_\_\_ communication.

- a. Grapevine.
- b. Lateral.
- c. Visual.
- d. Horizontal

Q6. The group discussion is intimated by:

- a. leader.
- b. individual.
- c. group captain.
- d. all of them.

Q7. What is solicited letter?

- a. Letter sent when requested
- b. letter sent in reply to advertisement
- c. letter sent in reply to Inquiry
- d. letter to thank a customer.

Q8. How should a Reply to Inquiry sent?

- a. delayed
- b. prompt
- c. not answered
- d. None

Q9. First step in listening process \_\_\_\_\_

- a. Stop Talking
- b. Receiving
- c. Interpreting
- d. Responding

Q10. Which of the following is not the part of report structure?

- a. Terms of reference
- b. procedure
- c. findings
- d. settings