

Multiple-Choice Questions

44. Which platform is best for professional networking?

- a) Instagram
- b) LinkedIn
- c) Snapchat
- d) TikTok

Answer: b)LinkedIn

45. What is a key rule for virtual meeting etiquette?

- a) Keep your microphone on at all times
- b) Speak over others
- c) Mute yourself when not speaking
- d) Avoid eye contact with the camera

Answer: c)Mute yourself when not speaking

Multiple-Choice Questions

46. Why is cultural awareness important in business communication?

- a) To avoid offending colleagues and clients from different backgrounds
- b) To create unnecessary complications

- c) Analysis
- d) Conclusion

Answer: b) Personal opinions

Multiple-Choice Questions

52. Which of these should be included in a professional resume?

- a) Hobbies only
- b) Work experience, skills, and education
- c) Personal opinions on workplace culture
- d) Salary expectations

Answer: b) Work experience, skills, and education

53. What is an elevator pitch?

- a) A complaint about elevators
- b) A brief and persuasive self-introduction
- c) A casual greeting
- d) A detailed job interview answer

Answer: b) A brief and persuasive self-introduction

Short Answer Questions

54. List three ways to improve business communication skills.

Answer: Practice active listening, write clearly and concisely,

Answer: Clarity, conciseness, and coherence.

63. List two common barriers to communication.

Answer: Language barriers and lack of attention.

Multiple-Choice Questions

64. Which of the following is NOT an important element in business writing?

- a) Clarity
- b) Professional tone
- c) Lengthy, complex sentences
- d) Correct grammar

Answer: c) Lengthy, complex sentences

65. What is the key purpose of a business memo?

- a) To provide lengthy personal messages
- b) To inform, request, or persuade within an organization
- c) To send birthday greetings
- d) To share personal opinions

Answer: b) To inform, request, or persuade within an organization

Best regards,

[Your Name]

[Your Position]

[Company Name]

Multiple-Choice Questions

69. Which of the following is an essential aspect of non-verbal communication?

- a) Facial expressions
- b) Background noise
- c) Loud talking
- d) Using slang

Answer: a) Facial expressions

70. What is active listening?

- a) Hearing someone without responding
- b) Interrupting to give an opinion
- c) Fully concentrating, understanding, and responding to a speaker
- d) Ignoring body language

Answer: c) Fully concentrating, understanding, and

responding to a speaker

True/False Questions

71. Eye contact enhances the effectiveness of business presentations.

Answer: True

72. Body language does not impact communication effectiveness.

Answer: False

Multiple-Choice Questions

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Answer: c) Mute yourself when not speaking

Multiple-Choice Questions

74. Why is cultural awareness important in business communication?

- a) To avoid offending colleagues and clients from different