

**NEW YORK STATE ASSOCIATION
FUTURE BUSINESS LEADERS OF AMERICA
SPRING DISTRICT MEETING**

INTRODUCTION TO BUSINESS COMMUNICATION

2010

TEST DIRECTIONS

1. Complete the information requested on the answer sheet. PRINT your name on the first line following the word NAME. On the subject line write the name of the event: **INTRO TO BUSINESS COMMUNICATION**. On the date line, write the name of your CHAPTER. On the Test No. line, write the number of YOUR DISTRICT.

DO NOT OPEN THIS TEST UNTIL GIVEN PERMISSION TO DO SO

2. All answers will be recorded on the answer sheet. DO NOT WRITE on the test booklet at any time, and DO NOT check items there. Scrap paper will be provided.
3. READ each question carefully before answering. When you have decided which answer is correct, find the space on the answer sheet following the number of the problem and with a pencil blacken the entire space in the proper column. DO NOT make any OTHER pencil marks on the answer sheet. If you change your mind, erase your first answer completely.
4. Be sure you use a No. 2 pencil with an eraser.
5. You are allowed 30 minutes for the test. You will be given a starting signal and a warning after 20 minutes have elapsed.

In the event of a tie, the score on the last ten questions will be used as a tie-breaker.

Spelling (1-10)

Directions: in the answer column mark the letter that identifies your choice of the correctly spelled word. If all words are correct, select “**d**”.

- | | | | |
|------------------------|----------------|--------------------|-------------------|
| 1. (a) morgage | (b) ninety | (c) intinery | (d) none of these |
| 2. (a) occurred | (b)convient | (c) grateful | (d) none of these |
| 3. (a) sincerely | (b) accomodate | (c) embarass | (d) none of these |
| 4. (a) suceed | (b) ocasion | (c) recommendation | (d) none of these |
| 5. (a) dissatisfaction | (b) proffesor | (c) questionnaire | (d) none of these |
| 6. (a) reciept | (b) procede | (c) knowledge | (d) none of these |
| 7. (a) Wednesday | (b) Febuary | (c) garantee | (d) none of these |
| 8. (a) nineth | (b) priviledge | (c) similiar | (d) none of these |
| 9. (a) congradulations | (b) likelyhood | (c) separate | (d) none of these |
| 10. (a) curency | (b) varify | (c) discribe | (d) none of these |

English Usage (11-28)

Directions: Select the correct word for each sentence. In the answer column, mark the letter that identifies your choice.

11. Have you and she heard about (a) *Mike* (b) *Mike’s* accepting a transfer to our St. Louis office?
12. Please be sure to make at least three copies for Hilda, Jacob, and (a) *myself* (b) *me*.
13. Perhaps (a) *its* (b) *it’s* surprising to you that the price of gold has dropped so low, but our broker predicted the drop in price over a month ago.
14. Several (a) *passerbys* (b) *passersby* whom she interviewed corroborated the earlier reports.
15. If I (a) *was* (b) *were* Ms. Van Hoof, I would reinvest this profit in Abco Video Entertainment Inc.
16. No, the (a) *Mendez’s* (b) *Mendezes* no longer own the Mendez Corporation; they sold all their interests to Allied Enterprises last month.
17. Ted sometimes behaves as if he (a) *was* (b) *were* the president of the company instead of my assistant.
18. Each of the word processing operators assigned to our regional offices (a) *are* (b) *is* scheduled to receive a salary increase in July.
19. Because Jennifer speaks so (a) *good* (b) *well*, she is often asked to make presentations at our sales meetings.
20. Our company usually (a) *hold their* (b) *holds its* annual stockholders’ meeting in the auditorium of our headquarters office.

21. We invited Leo and Agnes to the meeting next Friday, but *(a) none (b) neither* of them will be in town then.
22. A number of customers, as the report shows, *(a) has (b) have* specifically rejected the new credit plan.
23. As we expected, Martin was *(a) sure (b) surely* upset when he heard that the stock had fallen to \$15 a share.
24. Sheila had set very high goals for herself; by last Friday, however she had *(a) only sold (b) sold only* five machines.
25. Owen and Sandra are both excellent candidates for the position, but we consider Sandra the *(a) best (b) better* of the two choices.
26. Jerome or Blanche *(a) have (b) has* the original copy of the purchase order for the computers.
27. We hope that Beverly or her two consultants *(a) has (b) have* the time to review the proposed marketing campaign.
28. United Merchandise Associates made a *(a) real (b) really* high offer for the Center Street store.

Vocabulary (29-33)

Directions: in each of the following groups, three words are similar in meaning. Mark the letter identifying the word that does **not** have the same meaning as the other words.

29. a. accept b. disapprove c. reject d. exclude
30. a. surplus b. deficiency c. excess d. profusion
31. a. insignificant b. minute c. considerable d. petty
32. a. expand b. hinder c. assist d. promote
33. a. sent b. transmit c. retain d. convey

Punctuation (34-38)

In the space provided on the answer sheet, mark the letter of the punctuation mark that should be inserted at the point indicated by (?)

(a) **period** (b) **comma** (c) **question mark** (d) **no punctuation**

34. Whenever Ms. Beaumont has the time to review these samples (?) we will set up the slide projector in the conference room.
35. As you requested, Ronnie (?) we sent a duplicate copy of the invoice to Mr. Helms, and we kept the original in our file.
36. We can (?) of course, arrange for your company to lease these vehicles if you and your comptroller prefer not buying automobiles for your sales representatives.
37. Ask Rosemary whether she knows that the regional conference scheduled for July 8 has been canceled (?)
38. Mr. Roundtree assembled all the data (?) and sent the final report to his supervisor, Ms. Fung.

Vocabulary (39-43)

Select the word that is closest in meaning to the italicized word and mark the letter that identifies your choice in the space provided on the answer sheet.

39. *competitor*: (a) rival (b) owner (c) gift (d) sorrow
40. *intelligible*: (a) brilliant (b) controllable (c) understandable (d) wonderful
41. *maintenance*: (a) indignation (b) support (c) awareness (d) allowance
42. *fundamental*: (a) essential (b) monetary (c) secondary (d) fracture
43. *compensation*: (a) panel (b) meeting (c) payment (d) danger

Multiple Choice (44-50)

On the answer sheet, mark the letter that identifies the best choice on your answer sheet.

44. Good public relations ultimately help to
 (a) improve employees' morale
 (b) create sales
 (c) improve advertising
 (d) create products or services

45. Nonverbal communications
 - (a) consists of gesture only
 - (b) contributes a great deal to oral communication
 - (c) is more natural than oral communication
 - (d) is more important than oral communication

46. Once a level of needs is satisfied
 - (a) most people become complacent
 - (b) people usually long for complete success
 - (c) it is replaced by a higher level need
 - (d) personal desires become most important

47. Our highest level of needs is the need to
 - (a) help others and be creative
 - (b) pursue our own interests
 - (c) be safe and secure
 - (d) have everything we want

48. Memos are
 - (a) meant to be distributed broadly
 - (b) internal forms of communication
 - (c) daily summaries of important events
 - (d) always preferable to letters.

49. News releases are
 - (a) nothing more than advertising
 - (b) never sent unless requested
 - (c) designed to keep the public informed about a company
 - (d) rarely printed by newspapers.

50. While all four are important, your personal need for verbal communication skills will probably most frequently involve which two areas?
 - (a) Listening and speaking.
 - (b) Reading and writing.
 - (c) Reading and listening.
 - (d) Speaking and writing.

ANSWER SHEET

- | | |
|-------|-------|
| 1. b | 46. c |
| 2. a | 47. c |
| 3. a | 48. b |
| 4. c | 49. c |
| 5. d | 50. a |
| 6. c | |
| 7. a | |
| 8. d | |
| 9. c | |
| 10. d | |
| 11. a | |
| 12. b | |
| 13. b | |
| 14. b | |
| 15. b | |
| 16. b | |
| 17. a | |
| 18. b | |
| 19. b | |
| 20. b | |
| 21. b | |
| 22. b | |
| 23. b | |
| 24. b | |
| 25. b | |
| 26. b | |
| 27. b | |
| 28. b | |
| 29. a | |
| 30. b | |
| 31. c | |
| 32. b | |
| 33. c | |
| 34. b | |
| 35. b | |
| 36. b | |
| 37. a | |
| 38. b | |
| 39. a | |
| 40. c | |
| 41. b | |
| 42. a | |
| 43. c | |
| 44. b | |
| 45. b | |