FBQ1: A Debit note is issued if there has been an \_\_\_\_\_\_\_ on an invoice

Answer: Undercharge

FBQ2: \_\_\_\_\_\_\_ can be used for special types of correspondence that takes place within an organization.

Answer: Memo

FBQ3: Credit note is prepared by the seller and sent to the \_\_\_\_\_

Answer: Buyer

FBQ4: Quotation is usually sent by the seller to the buyer in reply of the letter of \_\_\_\_\_\_\_

Answer: Enquiry

FBQ5: Business document refers to name given to written records that provide the details of the transaction between \_\_\_\_\_\_\_\_\_.

Answer: The buyer and the seller

FBQ6: Catalog can be used for special types of correspondence that takes place within an organization. True or False \_\_\_\_\_?

Answer: False

FBQ7: Business correspondence aid in maintaining proper relationship. True or False\_\_\_\_\_?

Answer: True

FBQ8: Letter is a form of \_\_\_\_\_\_ communication

Answer: Written

FBQ9: Business letters leads to decline the goodwill of the firm. True or False?

Answer: False

FBQ10: Leaders of business organizations must not hoard information that deserves to be made known to public. True or False\_\_\_\_\_?

Answer: True

FBQ11: Effective communication does not require the receivers to send feedback to the sender. True or False\_\_\_\_?

Answer: False

FBQ12: Activities accomplished under undue ­­­­­\_\_\_\_\_ constraint are usually not effective.

Answer: Time

FBQ13: Too much information, the result is less \_\_\_\_\_\_ communication

Answer: Effective

FBQ14: Business leaders must be pro-active in information management. True or False\_\_\_\_?

Answer: True

FBQ15: Communication is the only reliable means of controlling rumor mongering. True or False\_\_\_\_\_?

Answer: True

FBQ16: \_\_\_\_\_\_ refers to the act of guarding against certain types of information.

Answer: Screening

FBQ17: Emotion refers to how a person feels at the \_\_\_\_\_\_of receipt of a piece of information.

Answer: Time

FBQ18: On finding that the goods have been damaged in transit, the buyer writes complaint letter to \_\_\_\_\_\_

Answer: Transit Authority

FBQ19: Motive of recovery letter is to \_\_\_\_\_\_ from the buyer

Answer: Collect Money

FBQ20: The buyer writes \_\_\_\_\_\_ to the seller, on receipt of defective goods

Answer: Letter of Complaint

FBQ21: Recovery letter draws the attention of the buyer towards \_\_\_\_\_\_\_\_\_

Answer: Payment of Outstanding amount

FBQ22: Trade discount is given to encourage bulk purchases. True or False\_\_\_\_?

Answer: True

FBQ23: Cash discount is given to \_\_\_\_\_\_\_ prompt payment

Answer: Encourage

FBQ24: Trade discount is also referred to as\_\_\_\_\_\_\_

Answer: Quantity Discount

FBQ25: The document issued by the customs authority in order to examine the concerned goods easily for calculating duties therein is known as \_\_\_\_\_

Answer: Custom declaration form

FBQ26: A document issued by the importer’s bank to the exporter giving a guarantee of payment to the exporter is known as\_\_\_\_\_\_

Answer: Letter of credit

FBQ27: Bill of lading is a document of \_\_\_\_\_\_

Answer: Title to the goods

FBQ28: Bill of lading is similar to \_\_\_\_\_

Answer: Airway bill

FBQ29: Memorandum can otherwise be called \_\_\_\_\_\_

Answer: Memoranda

FBQ30: Memorandums are most important form of business correspondence used to record and send message within an­­­­­­\_\_\_\_\_\_\_.

Answer: Organization

FBQ31: A complete letter is one that provides all necessary information to the users. True or False\_\_\_\_?

Answer: True

FBQ32: The statements written in the letter should be \_\_\_\_\_\_ to the best of the Sender’s knowledge

Answer: Accurate

FBQ33: Ambiguous language creates \_\_\_\_\_

Answer: Confusion

FBQ34: Letter should be written in a \_\_\_\_\_ and easy language

Answer: Simple

FBQ35: Clarity is a quality of a good letter. TRUE or FALSE

Answer: TRUE

MCQ1: Stock cards are used to keep a record of all\_\_\_\_\_

Answer: Inventories

MCQ2: \_\_\_\_\_\_\_\_\_can be controlled through communication

Answer: Rumour mongering

MCQ3: Horizontal communication may be divided into \_\_\_\_\_\_ principle categories

Answer: Three

MCQ4: Conciseness, clarity are attributes of a \_\_\_\_\_\_\_\_

Answer: Good Report

MCQ5: Upward flow of communication may take the following forms EXCEPT\_\_\_\_\_\_

Answer: Interdepartmental problem solving

MCQ6: The art of bringing staff of various departments together at formal meetings for amicable resolution of conflicts is known as\_\_\_\_\_\_\_\_

Answer: Conflict resolution

MCQ7: Material Gathering is first step in report writing \_\_\_\_\_\_\_

Answer: Agree

MCQ8: A \_\_\_\_\_\_ may be an account of something witnessed.

Answer: Report

MCQ9: A good report unfurnished facts and figures\_\_\_\_

Answer: Disagree

MCQ10: Occasional Reports may be ­­­­­­­\_\_\_\_\_ and Situation report

Answer: Disciplinary Report

MCQ11: A credit note is printed in \_\_\_\_\_

Answer: Red.

MCQ12: Which of the following is sent to a customer when there has been an overcharge on an invoice\_\_\_\_\_\_\_\_\_?

Answer: Credit Note:

MCQ13: Written records that provide the details of transaction between the buyer and the seller is known as \_\_\_\_\_\_\_

Answer: Trade document.

MCQ14: The\_\_\_\_\_\_\_ of a major partner may bring an end to the partnership

Answer: Death

MCQ15: A memo is an informal document, which may be presented in written or oral form.

Answer: True

MCQ16: Other supporting information to present which strengthens your business plan, but which does not fit easily into the main text is contained in \_\_\_\_\_\_

Answer: Appendixes

MCQ17: Corporation have greater financial capability since capital can always be raised by selling shares

Answer: Agree

MCQ18: Any special restrictions, rights, or duties of any partner contained in the \_\_\_\_\_\_

Answer: Partnership Deed

MCQ19: Child care, Recreational programme is a good example of services

Answer: Agree

MCQ20: Books or booklets can regarded as product\_\_\_\_\_\_

Answer: True

MCQ21: Extreme emotions such as jubilations hinder effective communication\_\_\_\_\_\_

Answer: True

MCQ22: Business correspondence aid in maintaining proper \_\_\_\_\_\_\_

Answer: Relationship

MCQ23: A neat letter is always unimpressive \_\_\_\_\_\_

Answer: Disagree

MCQ24: \_\_\_\_\_\_\_\_ is necessary for the continued successful operation of business \_\_\_\_\_\_?

Answer: Goodwill

MCQ25: \_\_\_\_\_\_\_\_ is necessary for the continued successful operation of business \_\_\_\_\_\_?

Answer: Goodwill

MCQ26: The fastest means of getting information to the receiver is through \_\_\_\_\_\_

Answer: Telephone

MCQ27: A receipt is given for \_\_\_\_\_\_ payment.

Answer: Cash

MCQ28: The authority and power of a corporation is centralized and delegated according to necessity.

Answer: Strongly Agree

MCQ29: What is the name given to a written communication sent through the post\_\_\_\_\_\_\_?

Answer: Letter

MCQ30: NIPOST means \_\_\_\_\_\_

Answer: Nigeria Postal Service

MCQ31: Formal transfer of share certificate titles is normally handled by a \_\_\_\_\_\_\_\_

Answer: Fiduciary agents

MCQ32: Business document help to assess the rate of \_\_\_\_\_\_\_ and \_\_\_\_\_\_

Answer: tax , revenue

MCQ33: Time can be a barrier to effective \_\_\_\_\_\_

Answer: Communication

MCQ34: Trade Discount is given to encourage bulk purchase\_\_\_\_\_\_\_

Answer: Agree

MCQ35: Written records that provide the details of transaction between the buyer and the seller.is known as \_\_\_\_\_\_\_

Answer: Trade document