1. Which statement is accurate?

|  |  |
| --- | --- |
| a. | Proofreading involves using only a spell checker. |
| b. | Revision should always occur after you have completed writing. |
| c. | Business messages must be clear, concise, and readable. |
| d. | Revising and proofreading involve the same steps. |

ANSWER: C

TYPE: MC

 2. Which of the following is *true* about writing and revising business documents?

|  |  |
| --- | --- |
| a. | Rarely is the first version satisfactory, but usually the second version is excellent. |
| b. | Experts say only amateurs expect writing perfection on the first try. |
| c. | Revision is not necessary for informal documents such as internal memos or e-mail messages. |
| d. | The real work of revision should happen in the writing stage as you select words and form sentences. |

ANSWER: B

TYPE: MC

 3. Monica lost a promotion due to poor writing skills. Which phase of the writing process should she *most* focus on to demonstrate better writing skills?

|  |  |
| --- | --- |
| a. | Improving content and research |
| b. | Revising and proofreading |
| c. | Formatting and documenting |
| d. | Identifying her purpose and her audience |

ANSWER: B

TYPE: MC

 4. Which of the following statements about revision is *most* accurate?

|  |  |
| --- | --- |
| a. | You must compose first drafts quickly (sprint writing) and return later for editing. |
| b. | Careful writers always revise as they write. |
| c. | Revision is required for only long and complex business documents. |
| d. | Some business writers prefer to compose first drafts quickly and revise later; others prefer to revise as they go. |

ANSWER: D

TYPE: MC

 5. Good business writing is concise. *Concise* means that the writing

|  |  |
| --- | --- |
| a. | avoids the use of redundant phrases. |
| b. | is free of errors in grammar and punctuation. |
| c. | has been revised to include examples and research. |
| d. | contains proper documentation of resources. |

ANSWER: A

TYPE: MC

 6. Concise writing

|  |  |
| --- | --- |
| a. | should be used only in informal business documents such as e-mail messages. |
| b. | is easier to read and comprehend. |
| c. | is improved during the proofreading step of the third phase of the writing process. |
| d. | should be avoided because it can come across as being abrupt and rude. |

ANSWER: B

TYPE: MC

 7. Which of the following sentences demonstrates concise writing?

|  |  |
| --- | --- |
| a. | *At this point in time, we will not build additional satellite offices.* |
| b. | *There are many candidates applying for the marketing position.* |
| c. | *Cherrie Hull will be our interim director effective May 1.* |
| d. | *You will learn the basic fundamentals of the new software package in today's seminar.* |

ANSWER: C

TYPE: MC

 8. You can write the flabby phrase *Due to the fact that* more concisely as

|  |  |
| --- | --- |
| a. | *About*. |
| b. | *Although*. |
| c. | *While*. |
| d. | *Because*. |

ANSWER: D

TYPE: MC

 9. Which of the following *best* avoids flabby expressions?

|  |  |
| --- | --- |
| a. | *In very few cases do job applicants perform adequate research about a company.* |
| b. | *The CEO is of the opinion that stock prices will increase next quarter.* |
| c. | *Although many employees have requested training, we can't afford the extra expense.* |
| d. | *We do not expect any pay raises at this point in time*. |

ANSWER: C

TYPE: MC

 10. Effective communicators avoid the flabby expression *in the near future* by using the word

|  |  |
| --- | --- |
| a. | *now*. |
| b. | *soon*. |
| c. | *probably*. |
| d. | *for*. |

ANSWER: B

TYPE: MC

 11. Long sentence lead-ins

|  |  |
| --- | --- |
| a. | are unnecessary introductory words. |
| b. | introduce the "meat" of the message. |
| c. | avoid reader confusion. |
| d. | demonstrate effective language usage. |

ANSWER: A

TYPE: MC

 12. *I am writing this letter to inform you that* is an example of

|  |  |
| --- | --- |
| a. | a flabby expression. |
| b. | an effective introductory statement. |
| c. | a long lead-in. |
| d. | strong business writing. |

ANSWER: C

TYPE: MC

 13. Which of the following *best* avoids a long lead-in?

|  |  |
| --- | --- |
| a. | *Yes, we will send the information you requested.* |
| b. | *This is to advise you that we will send the information you requested.* |
| c. | *You may be interested to learn that we will send the information you requested.* |
| d. | *I am writing this letter to inform you that we will send the information you requested.* |

ANSWER: A

TYPE: MC

 14. It is important to avoid long lead-ins because

|  |  |
| --- | --- |
| a. | they are grammatically incorrect. |
| b. | conciseness is enhanced through long lead-ins. |
| c. | the reader is delayed from reaching the meaning of the sentence. |
| d. | they result in faulty parallelism. |

ANSWER: C

TYPE: MC

 15. Which of the following sentences is *most* effective?

|  |  |
| --- | --- |
| a. | *This is to inform you that your account is now up-to-date.* |
| b. | *At this point in time, your account is up-to-date.* |
| c. | *Due to the fact that we have just received your check, your account is up-to-date.* |
| d. | *Your account is now up-to-date.* |

ANSWER: D

TYPE: MC

 16. *There are 15 candidates who applied for the job opening* is an example of a sentence with

|  |  |
| --- | --- |
| a. | concise wording. |
| b. | a wordy prepositional phrase. |
| c. | a filler. |
| d. | faulty parallelism. |

ANSWER: C

TYPE: MC

 17. Which sentence avoids the use of unnecessary fillers?

|  |  |
| --- | --- |
| a. | *There are three important issues to discuss at today's meeting*. |
| b. | *There is only one job opening available*. |
| c. | *It was our office manager who won the raffle*. |
| d. | *Three candidates are running for the board*. |

ANSWER: D

TYPE: MC

 18. Which of the following is a redundant expression?

|  |  |
| --- | --- |
| a. | *Uniquely combined* |
| b. | *Recent facts* |
| c. | *Fundamental difference* |
| d. | *Absolutely essential* |

ANSWER: D

TYPE: MC

 19. Which sentence avoids redundant expressions?

|  |  |
| --- | --- |
| a. | *It is absolutely essential that our accounting records are accurate*. |
| b. | *Let's not repeat our competitor's mistakes*. |
| c. | *Please refer back to the June financial statements*. |
| d. | *I want to thank each and every stockholder*. |

ANSWER: B

TYPE: MC

 20. Katelyn is writing a letter to thank a potential employer for her job interview. Which of these sentences contains modern expressions Katelyn should use?

|  |  |
| --- | --- |
| a. | *Thank you in advance for considering me for your available position.* |
| b. | *You will note that my coursework has thoroughly prepared me for your medical technician position.* |
| c. | *Enclosed herein please find the salary history you requested during the interview.* |
| d. | *Pursuant to your request, I will return for a second interview on May 28.* |

ANSWER: B

TYPE: MC

 21. Which of the following expressions is *most* modern?

|  |  |
| --- | --- |
| a. | *Enclosed is* |
| b. | *Under separate cover* |
| c. | *Every effort will be made* |
| d. | *Please do not hesitate to* |

ANSWER: A

TYPE: MC

 22. Jargon

|  |  |
| --- | --- |
| a. | is specialized terminology that individuals in a specific profession or field use. |
| b. | should not be used in business writing. |
| c. | is the same as *slang*. |
| d. | improves the precision of most messages. |

ANSWER: A

TYPE: MC

 23. The dangers of using slang in business writing include

|  |  |
| --- | --- |
| a. | obscuring meaning. |
| b. | using language that is too informal. |
| c. | using words that quickly go out of fashion. |
| d. | All answer choices are correct. |

ANSWER: D

TYPE: MC

 24. Which of the following sentences avoids jargon and slang?

|  |  |
| --- | --- |
| a. | *Our stock price tanked last quarter because we blew our budget.* |
| b. | *All companies must follow the guidelines outlined in the Sarbanes-Oxley Act.* |
| c. | *That company might get busted if the internal corporati don't watch their backs.* |
| d. | *The de minimus use of the material creates a quasi violation, but quid pro quo is difficult to determine.* |

ANSWER: B

TYPE: MC

 25. Clichés are

|  |  |
| --- | --- |
| a. | words originating from the French language. |
| b. | overused expressions. |
| c. | descriptive expressions used in business writing. |
| d. | informal words with arbitrary and extravagantly changed meanings. |

ANSWER: B

TYPE: MC

 26. Which of the following sentences avoids clichés?

|  |  |
| --- | --- |
| a. | *We can prove the benefits of exercise for stress reduction beyond a shadow of a doubt.* |
| b. | *Employees who engage in a regular fitness program are likely to pass the physical exam with flying colors.* |
| c. | *Please encourage your department members to join the health club.* |
| d. | *Last but not least, you, too, should join the fitness program.* |

ANSWER: C

TYPE: MC

 27. Converting verbs into noun expressions

|  |  |
| --- | --- |
| a. | decreases sentence length. |
| b. | drains verb strength. |
| c. | increases the reader's ability to process the information. |
| d. | All answer choices are correct. |

ANSWER: B

TYPE: MC

 28. Which of the following sentences avoids noun conversion?

|  |  |
| --- | --- |
| a. | *Your supervisor will give consideration to all capital budget requests.* |
| b. | *The committee worked on the establishment of a fund for scholarships.* |
| c. | *The benefits committee will be responsible for the acquisition of an endowment.* |
| d. | *The scholarship committee approved the plan.* |

ANSWER: D

TYPE: MC

 29. Words such as *definitely, quite, actually, extremely,* and *totally* are

|  |  |
| --- | --- |
| a. | adjectives that add a welcome degree of emotion to your writing. |
| b. | adjectives that may be omitted because they are imprecise. |
| c. | adverbs that should be used only sparingly in business writing. |
| d. | adverbs that should be used as often as possible in business writing to show excitement and enthusiasm. |

ANSWER: C

TYPE: MC

 30. Which of the following is most precise?

|  |  |
| --- | --- |
| a. | *The board approved a substantial budget increase.* |
| b. | *The board approved a 34 percent budget increase.* |
| c. | *The board approved a large budget increase.* |
| d. | *The board approved a sizeable budget increase.* |

ANSWER: B

TYPE: MC

 31. Which of the following sentences demonstrates clear writing?

|  |  |
| --- | --- |
| a. | *A supervisor asked everyone to work an extra day.* |
| b. | *A supervisor asked production employees to work an extra day.* |
| c. | *A supervisor asked everyone to work on Saturday.* |
| d. | *Lindsey Goulet asked production employees to work on Saturday.* |

ANSWER: D

TYPE: MC

 32. Which of the following sentences contains the best use of vivid adjectives without overkill?

|  |  |
| --- | --- |
| a. | *The resort offered luxurious suites with Jacuzzi tubs and saunas.* |
| b. | *The all-inclusive, top-notch resort offered luxurious, totally marvelous suites with incredible extras.* |
| c. | *The resort had nice rooms.* |
| d. | All sentences use vivid adjectives effectively. |

ANSWER: A

TYPE: MC

 33. The Plain Writing Act

|  |  |
| --- | --- |
| a. | is an outdated piece of legislation specifying that all individuals must use cursive writing. |
| b. | requires the federal government to write documents in simple, easy-to-understand language. |
| c. | ensures all business letters use the full-block format. |
| d. | dictates that all individuals must use fewer than eight adjectives per sentence. |

ANSWER: B

TYPE: MC

 34. Well-designed documents enhance readability and comprehension and

|  |  |
| --- | --- |
| a. | make readers think the writer is a well-organized and intelligent person. |
| b. | guarantee reader acceptance. |
| c. | increase the intelligence level of the reader. |
| d. | avoid the use of white space. |

ANSWER: A

TYPE: MC

 35. Dylan is designing his document to enhance readability and comprehension. What is the best advice you can give Dylan?

|  |  |
| --- | --- |
| a. | Justify the left and right margins so they are both even. |
| b. | Create white space by using headings, bulleted or numbered lists, short paragraphs, and effective margins. |
| c. | Use multiple typefaces within the document. |
| d. | Use ALL CAPS anywhere in a document you want to emphasize your point. |

ANSWER: B

TYPE: MC

 36. To improve readability and comprehension through white space,

|  |  |
| --- | --- |
| a. | use approximately 20 or fewer words per sentence. |
| b. | construct paragraphs consisting of 12-15 printed lines. |
| c. | develop long paragraphs. |
| d. | avoid the use of topic sentences on shorter paragraphs. |

ANSWER: A

TYPE: MC

 37. Empty space on a page

|  |  |
| --- | --- |
| a. | should be avoided on any business document. |
| b. | can be achieved by creating paragraphs of ten or more printed lines. |
| c. | makes it appear as if the writer has nothing to say. |
| d. | is called white space. |

ANSWER: D

TYPE: MC

 38. Which statement about margins and text alignment is true?

|  |  |
| --- | --- |
| a. | Margins define the reading area and provide important visual relief. |
| b. | Nearly all text in Western cultures is aligned at the right. |
| c. | Business letters and memos usually have side margins of 2 inches. |
| d. | Ragged right margins decrease white space and readability. |

ANSWER: A

TYPE: MC

 39. Which statement about typefaces is true?

|  |  |
| --- | --- |
| a. | A typeface is a mechanical means of adding emphasis to your words. |
| b. | For most business messages, you should choose from the *serif* or *san serif* categories. |
| c. | The most common serif typeface is Tahoma. |
| d. | To make your documents creative and eye appealing, use at least three typefaces within the document. |

ANSWER: B

TYPE: MC

 40. How many typefaces should you use in a business document?

|  |  |
| --- | --- |
| a. | No more than two |
| b. | At least three |
| c. | Up to five |
| d. | At least ten |

ANSWER: A

TYPE: MC

 41. Which statement regarding type sizes and fonts is accurate?

|  |  |
| --- | --- |
| a. | Font styles are a stylistic means of adding emphasis to your words. |
| b. | Readers are generally most comfortable with 8- to 10-point type for body text. |
| c. | Fonts include caps, boldfacing, italics, underlining, outlining, and shadowing. |
| d. | Writers should always use all caps to emphasize their ideas. |

ANSWER: C

TYPE: MC

 42. Which of the following statements regarding bulleted or numbered lists is accurate?

|  |  |
| --- | --- |
| a. | Lists decrease a reader's comprehension of the main ideas. |
| b. | Lists allow readers to review main ideas quickly. |
| c. | Lists confuse readers because they are visually distracting. |
| d. | Lists decrease the readability level of a document. |

ANSWER: B

TYPE: MC

 43. When creating a bulleted or numbered list,

|  |  |
| --- | --- |
| a. | use a bulleted list to represent a sequence. |
| b. | never use end punctuation. |
| c. | do not capitalize the initial word of each line. |
| d. | express all ideas similarly. |

ANSWER: D

TYPE: MC

 44. Tyler used a bulleted list on his résumé to describe his previous job duties. Which of the following items from his list does *not* demonstrate parallel structure?

|  |  |
| --- | --- |
| a. | *Performed inspections of plant equipment, including boilers, condensers, and chillers* |
| b. | *Troubleshooting of plant's chemical equipment* |
| c. | *Performed load calculations for plant equipment* |
| d. | *Wrote analytical reports detailing system performance* |

ANSWER: B

TYPE: MC

 45. Which statement regarding headings is accurate?

|  |  |
| --- | --- |
| a. | Headings provide visual distraction for readers; thus they should be avoided. |
| b. | Headings appear most often in business letters. |
| c. | Headings highlight information and improve readability. |
| d. | Headings should be avoided in all business documents. |

ANSWER: C

TYPE: MC

 46. Proofreading includes which of the following tasks?

|  |  |
| --- | --- |
| a. | Improving content and tone |
| b. | Fine tuning sentence and paragraph structure |
| c. | Correcting spelling, grammar, punctuation, names and numbers, and format |
| d. | Determining whether the message should be written using the direct or indirect organizational pattern |

ANSWER: C

TYPE: MC

 47. Branch managers of First Federated Savings and Loan received this e-mail message: *Please inform all personal that management retains the right to check personal belongings of employees before employees leave the bank.* What error did the writer make?

|  |  |
| --- | --- |
| a. | A grammatical mistake |
| b. | A proofreading error |
| c. | A failure to use spell check |
| d. | No error was made. The sentence is correct as written. |

ANSWER: B

TYPE: MC

 48. Which of the following is the *best* advice to follow when you proofread a document?

|  |  |
| --- | --- |
| a. | Proofread both routine and complex documents from your computer screen to save time. |
| b. | Read the document at least twice. |
| c. | Concentrate on ideas rather than words. |
| d. | Increase your reading speed. |

ANSWER: B

TYPE: MC

 49. *Soft proofing*

|  |  |
| --- | --- |
| a. | is the process of revising digital documents with digital proofing tools. |
| b. | describes the practice of revising as you write. |
| c. | references documents that have gone through a grammar or spell checker. |
| d. | encourages only a "light" proofreading of routine business documents. |

ANSWER: A

TYPE: MC

 50. Which of the following sentences is accurate?

|  |  |
| --- | --- |
| a. | *PDF* stands for "Proofreading Direct Files." |
| b. | PDF files cannot be edited. |
| c. | Businesses are using PDF files more than ever. |
| d. | All businesses use PDF files. |

ANSWER: C

TYPE: MC

 51. Once you master your business writing skills, you will begin to write perfect first drafts.

ANSWER: F

TYPE: TF

 52. Professional writers develop a system of writing and revising that works for them; they may revise at any point in the process.

ANSWER: T

TYPE: TF

 53. Main points are easier to understand in concise messages.

ANSWER: T

TYPE: TF

 54. Concise messages are easy to read and comprehend.

ANSWER: T

TYPE: TF

 55. One reason concise messages are essential in business is that they save money by saving reading time.

ANSWER: T

TYPE: TF

 56. You can often reduce flabby expressions to single words.

ANSWER: T

TYPE: TF

 57. *In view of the fact that* is more concise than *in light of this information.*

ANSWER: F

TYPE: TF

 58. *You will be interested to learn that* is a recommended and professional way to begin a business document.

ANSWER: F

TYPE: TF

 59. You can eliminate all fillers from your writing.

ANSWER: F

TYPE: TF

 60. *There are several excellent reasons to consider purchasing our new OfficeDataPro software.* This sentence is clear and concise.

ANSWER: F

TYPE: TF

 61. *Each and every student will be required to participate in one group writing project* contains a redundant expression.

ANSWER: T

TYPE: TF

 62. Redundant words or phrases convey a meaning more than once.

ANSWER: T

TYPE: TF

 63. Use abundant adjectives, adverbs, and phrases to add emphasis to your ideas.

ANSWER: F

TYPE: TF

 64. *Business English is a necessary prerequisite for taking this course* is concisely written.

ANSWER: F

TYPE: TF

 65. Using expressions such as *pursuant to your request* and *thank you in advance* adds a level of professionalism to business writing.

ANSWER: F

TYPE: TF

 66. The following sentence demonstrates effective writing: *Please do not hesitate to call me if you have any questions.*

ANSWER: F

TYPE: TF

 67. To sound current, fresh, and trendy, effective business communicators make ample use of slang when writing and speaking.

ANSWER: F

TYPE: TF

 68. In describing sexual harassment in the workplace, Julia explains that *Supervisors are getting burned in harassment lawsuits.* Julia is using slang in this statement.

ANSWER: T

TYPE: TF

 69. Every field has its own special vocabulary.

ANSWER: T

TYPE: TF

 70. A colleague says during a meeting, *"Meeting this year's budget guidelines will be easier said than done."* The colleague has used jargon.

ANSWER: F

TYPE: TF

 71. Smart business communicators use clichés such as *think outside the box* to show that they are familiar with current business terminology.

ANSWER: F

TYPE: TF

 72. Converting a verb into a noun creates stronger, more professional business writing (e.g., *made a decision* instead of *decided*).

ANSWER: F

TYPE: TF

 73. The following sentence demonstrates effective business writing: *Our purchasing department will give consideration to the RFP submitted by Powertex.*

ANSWER: F

TYPE: TF

 74. You can streamline your writing and make it more emphatic by using vivid adverbs such as *very*, *extremely*, and *actually* as often as possible.

ANSWER: F

TYPE: TF

 75. As you revise, make your writing clear by using specific verbs, concrete nouns, and vivid adjectives.

ANSWER: T

TYPE: TF

 76. The following sentence contains clear and precise wording: *In some businesses they won't let you accumulate sick leave.*

ANSWER: F

TYPE: TF

 77. The Plain Writing Act requires writers to use ten or fewer descriptive words (adjectives) in a document to reduce the document's length and improve readability.

ANSWER: F

TYPE: TF

 78. Business writers should consider document design during the revision process because well-designed documents improve readability and comprehension.

ANSWER: T

TYPE: TF

 79. When designing documents, you should place as much text as possible on a page to save paper and printer toner.

ANSWER: F

TYPE: TF

 80. When right margins are "ragged"that is, without alignment or justificationthey provide more white space and improve readability.

ANSWER: T

TYPE: TF

 81. Nearly all text in Western cultures is aligned at the left and reads from left to right.

ANSWER: T

TYPE: TF

 82. In any business document, use at least three typefaces to add emphasis and contrast.

ANSWER: F

TYPE: TF

 83. To emphasize an important sentence within a business document, type the entire sentence in capital letters.

ANSWER: F

TYPE: TF

 84. Use bulleted lists to represent a sequence of ideas or a numbered order.

ANSWER: F

TYPE: TF

 85. When using either a bulleted or numbered list, capitalize the initial word of each line and always follow each idea with end punctuation.

ANSWER: F

TYPE: TF

 86. Use headings only when writing a report.

ANSWER: F

TYPE: TF

 87. You should proofread every sentence of a document as soon as you write it.

ANSWER: F

TYPE: TF

 88. You are more likely to find errors when proofreading on screen than on a printed copy.

ANSWER: F

TYPE: TF

 89. Proofreading includes the use of only a grammar or spell checker.

ANSWER: F

TYPE: TF

 90. One careful proofreading of any document is sufficient.

ANSWER: F

TYPE: TF

 91. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, which occurs during the third phase of the writing process, means improving the content and sentence structure of your message. It may include adding, cutting, recasting, reformatting, and redesigning what you have written.

ANSWER: Revising

TYPE: FB

 92. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ involves correcting the grammar, spelling, punctuation, format, and mechanics of your messages.

ANSWER: Proofreading

TYPE: FB

 93. *I am sending this e-mail message to inform you that* is an example of a long \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

ANSWER: lead-in

TYPE: FB

 94. *There are three building sites we are considering.* This use of *There are* is an example of a(n) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

ANSWER: filler

TYPE: FB

 95. You should eliminate phrases like *basic fundamentals* and *combined together* because they represent \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ expressions.

ANSWER: redundant

TYPE: FB

 96. Telecommunications experts use terms such as *clickstream* and *protocols*. These are examples of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, which is special terminology specific to particular activities or professions.

ANSWER: jargon

TYPE: FB

 97. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is composed of informal words with arbitrary and extravagantly changed meanings. These words quickly go out of fashion because they are no longer appealing when everyone begins to understand them.

ANSWER: Slang

TYPE: FB

 98. *Shoot from the hip* is an example of a(n) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, which is an expression that has been exhausted by overuse.

ANSWER: cliché

TYPE: FB

 99. *The accountants performed an analysis of the financial statements.* This sentence contains a verb that has been converted to a(n) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

ANSWER: noun

TYPE: FB

 100. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, which appear most often in reports, are an effective tool for highlighting information and improving readability because they encourage the writer to group similar material together and help readers separate major ideas from details.

ANSWER: Headings

TYPE: FB