



## BUSINESS ADMINISTRATION

### CLASS 11

### Chapter 6

I. Choose the correct answer:

1. Communication is the task of imparting.....

a) Training b) Information c) Knowledge d) Message

2. Informal communication is also called.....

a) Grapevine b) Downward communication c) Feedback d) Decoding

3. Communication is a .....process of understanding between two or more persons-sender or receiver.

a) Two-way b) Easy c) Difficult d) Motivational

4. ....is not one of the 7 Cs of communication.

a) Clarity b) Conciseness c) Correctness d) Character

II. Fill in the blanks:

1. The person who conveys the message is called.....

2. .... serves as a record in case of dispute between two business parties.

3. ....communication deals with the information exchange among the employees of the same level.

4. .... refers to smooth flow of ideas in text while framing business correspondence.

III. True or False

1. Communication is a static process.

2. The business correspondence should avoid using pompous words.

3. The business letters should use negative words.

4. There should be courtesy in business communication.

IV. Answer the following briefly:

1. What is informal communication?

2. What is the difference between formal and informal communication?
3. What do you mean by external business correspondence?
4. What is a business memorandum?