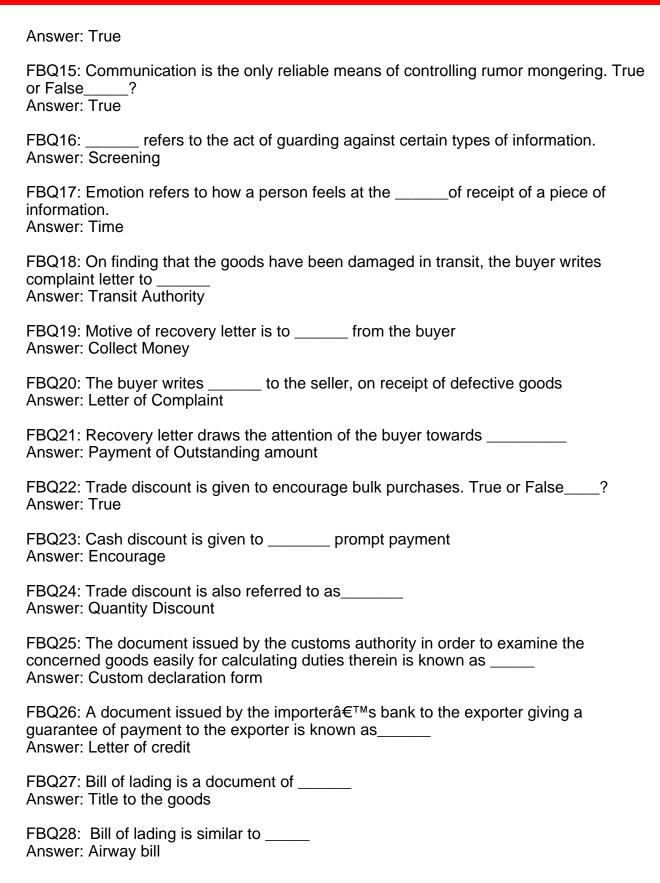
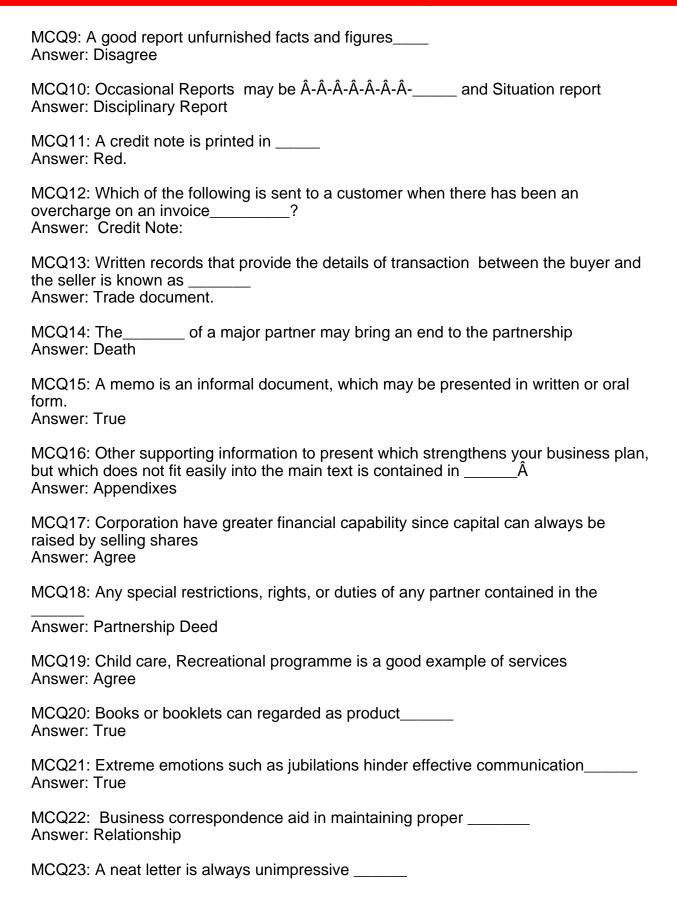
FBQ1: A Debit note is issued if there has been an on an invoice Answer: Undercharge
FBQ2: can be used for special types of correspondence that takes place within an organization. Answer: Memo
FBQ3: Credit note is prepared by the seller and sent to the Answer: Buyer Â
FBQ4: Quotation is usually sent by 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 Â-Â-Â-Â-Â-Â 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?



FBQ29: Memorandum can otherwise be called Answer: Memoranda
FBQ30: Memorandums are most important form of business correspondence used to record and send message within anÂ-Â-Â-Â-Â-Â
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 EXCEPTAnswer: 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



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