Attending to complaints is known as \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

a. Collection

b. Adjustment

c. Inquiry

d. Order

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Management is handled by public relation professionals.

a. Lie

b. Multi task

c. Hard work

d. Goodwill

The next step after drawing attention in a sales letter is to generate \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

a. Ideas

b. Emotions

c. Action

d. Interest

\_\_\_\_\_\_\_\_\_\_\_ letters request overdue payments.

a. order

b. complaint

c. collection

d. inquiry

Business meetings have \_\_\_\_\_\_\_\_\_\_\_\_\_ agenda

a. indefinite

b. dynamic

c. fixed

d. random

Complaint for grievances is to be filed within \_\_\_\_\_\_\_\_\_\_\_\_\_\_ years.

a. seven

b. Two

c. Three

d. Five

In \_\_\_\_\_\_\_\_\_\_ stage, group demonstrates cohesiveness.

a. Norming

b. Storming

c. Performing

d. Adjourning

Suggestion Schemes are an example of\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Communication

a. Upward

b. Downward

c. Zigzag

d. Grapevine

The final draft of a summary should only be prepared after

a. completing

b. signing

c. editing

d. reading

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Is the scale to use power of words in a variety of situation.

a. Focus

b. Presentation

c. Concentration

d. Attention

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_are designed to be handed out to people for Sales Promotion.

a. Leaflets

b. Memos

c. Reports

d. Newspaper

When the original sales letter fails to evoke the desired response \_\_\_\_\_\_\_\_\_\_\_\_\_ letter must be sent.

a. follow up

b. reminder

c. request

d. promotional

\_\_\_\_\_\_\_\_\_\_ is skill to use power of words in a variety of situation.

a. presentation

b. public relation

c. speaking

d. advertising

A Group Interview is similar to a \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

a. Group Discussion

b. Panel Interview

c. Structured Interview

d. Telephonic interview

The PIO should respond within \_\_\_\_\_\_\_\_\_\_ days of the receipt of application.

a. 30

b. 25

c. 45

d. 35

Public Relation Professional often need to \_\_\_\_\_\_\_\_\_\_\_

a. Work hard

b. Lie

c. Multi-Task

d. Manage

A Structured Interview\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

a. pre-planned

b. unplanned

c. planned on the spot

d. spontaneous

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Report deals with the assessment and promotion of employees.

a. Project

b. Appraisal

c. Inspection

d. Tally

A conference should be\_\_\_\_\_\_\_\_\_\_\_\_\_\_

a. need based

b. choice based

c. quality based

d. based on the number of people

\_\_\_\_\_\_\_\_\_\_\_\_\_ refers to a meeting for discussion or an exchange of views.

a. Board Meeting

b. Committee Meeting

c. Conference

d. Party

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ report may be in the form of a personal letter.

a. Informal

b. Formal

c. Informative

d. Descriptive

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ requires use of webcam.

a. Tele conference

b. Audio conference

c. Video conferencing

d. Conference

An \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is in control of an interview.

a. Interviewee

b. Intermediator

c. Interviewer

d. Manager

A Selection or Employment Interview is also known as a \_\_\_\_\_\_\_\_\_\_\_\_\_\_interview.

a. Job

b. Segregation

c. Selector

d. Employment

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ interview allows employers to know the problems faced by the employees.

a. exit

b. psychological

c. grievance

d. appraisal

Justice delayed is justice \_\_\_\_\_\_\_\_\_\_\_\_\_\_

a. denied

b. delivered

c. granted

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Even if the complaint is found to be false, the seller should draft a reply in a \_\_\_\_\_\_\_\_\_\_\_\_\_ way.

a. Quick

b. Polite

c. Honest

d. Rude

Suggestion schemes are \_\_\_\_\_\_\_\_\_\_\_ communication.

a. Upward

b. Downward

c. Horizontal

d. Vertical

The punishment includes imposition of a penalty of \_\_\_\_\_\_\_\_\_\_\_\_\_ rupees each day.

a. 200

b. 530

c. 250

d. 400

individual and committe report is determined by the number of \_\_\_\_\_\_\_\_\_\_\_\_ preparing it.

a. people

b. machines

c. teams

d. groups

\_\_\_\_\_\_\_\_\_\_\_\_\_ is defined as any movable property including shares.

a. property

b. goods

c. services

d. stock

The first step towards organizing a meeting

a. decide the venue

b. determine the purpose

c. inform the members

d. decide the menu

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Meetings do not follow strict rules of procedure.

a. Formal

b. Informal

c. Fixed

d. Spontaneous

\_\_\_\_\_\_\_\_\_\_\_\_ meeting do not follow strict rules or procedure.

a. Formal

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\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ are the outcome of enquiry, quotations or voluntary offers.

a Order

b. Complaints

c. Request

d. Presentation

First step in the WASP technique is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

a. Acquiring information

b. Welcoming the candidate

c. Suppling information

d. Parting

\_\_\_\_\_\_\_\_\_\_\_\_provides a personal touch which promotes goodwill.

a. Open House

b. Press Conference

c. Exhibition

d. Advertisement

In the AIDA formula D stands for

a. Diet

b. Desire

c. Desperate

d. Drive

Summarization involves\_\_\_\_\_\_\_\_\_\_\_ the passage.

a. Increasing

b. Reducing

c. Marking

d. Tabulating

Transparencies must be covered with \_\_\_\_\_\_\_\_\_\_\_\_\_ paper.

a. Black

b. Opaque

c. White

d. Colourful

Conferences provide a valuable base for\_\_\_\_\_\_\_\_\_\_\_\_\_

a. Seminars

b. Committees

c. Symposia

d. Interviews

Catalogue, Price-list and Product Literature are sent by a seller in response to a Letter of\_\_\_\_\_\_\_\_\_\_\_\_\_

a. Order

b. Complaint

c. Inquiry

d. Grievances

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is an ongoing activity.

a. Public Relations

b. Group Discussion

c. Conference

d. Presentation

The primary objective of \_\_\_\_\_\_\_\_\_\_\_\_ Interview is to select the best candidate for the job

a. Selection

b. Exit

c. Appraisal

d. Under-stress

A consumer redress letter is drafted lke any \_\_\_\_\_\_\_\_\_\_ letter.

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b. complaint

c. sales

d. guidance

Employees speak fearlessly and frankly in \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ interview.

a. Exit

b. Under-stress

c. Selection

d. Psychological

A research paper is analysed at a \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

a. Meeting

b. Conferance

c. Webinar

d. Seminar

If the Chairperson is \_\_\_\_\_\_\_\_\_\_\_\_\_\_ the conference activity suffers.

a. too weak

b. too dominating

c. too enthusiastic

d. too supportive

\_\_\_\_\_\_\_\_\_\_\_\_\_\_are based on the findings of a Business Report

a. Recommendations

b. Terms of Reference

c. Summary

d. Methodology

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ provides written intimation about the date, time and venue of business meeting.

a. Notice

b. Resolution

c. Agenda

d. Registration

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Transparencies must be covered with \_\_\_\_\_\_\_\_\_\_\_\_\_ paper.

a. Black

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Suggestion schemes are \_\_\_\_\_\_\_\_\_\_\_ communication.

a. Upward

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c. Horizontal

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b. goods

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The PIO should respond within \_\_\_\_\_\_\_\_\_\_ days of the receipt of application.

a. 30

b. 25

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d. 35

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a. exit

b. psychological

c. grievance

d. appraisal

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c. Informative

d. Descriptive

Employees speak fearlessly and frankly in \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ interview.

a. Exit

b. Under-stress

c. Selection

d. Psychological

Public Relation Professional often need to \_\_\_\_\_\_\_\_\_\_\_

a. Work hard

b. Lie

c. Multi-Task

d. Manage

Complaint for grievances is to be filed within \_\_\_\_\_\_\_\_\_\_\_\_\_\_ years.

a. seven

b. Two

c. Three

d. Five

A conference should be\_\_\_\_\_\_\_\_\_\_\_\_\_\_

a. need based

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b. Presentation

c. Concentration

d. Attention

An \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is in control of an interview.

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c. Interviewer

d. Manager

The first step towards organizing a meeting

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b. determine the purpose

c. inform the members

d. decide the menu

A Structured Interview\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

a. pre-planned

b. unplanned

c. planned on the spot

d. spontaneous

Suggestion Schemes are an example of\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Communication

a. Upward

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A consumer redress letter is drafted lke any \_\_\_\_\_\_\_\_\_\_ letter.

a. consumer

b. complaint

c. sales

d. guidance

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Management is handled by public relation professionals.

a. Lie

b. Multi task

c. Hard work

d. Goodwill

A Group Interview is similar to a \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

a. Group Discussion

b. Panel Interview

c. Structured Interview

d. Telephonic interview

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_are designed to be handed out to people for Sales Promotion.

a. Leaflets

b. Memos

c. Reports

d. Newspaper

The primary objective of \_\_\_\_\_\_\_\_\_\_\_\_ Interview is to select the best candidate for the job

a. Selection

b. Exit

c. Appraisal

d. Under-stress

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Report deals with the assessment and promotion of employees.

a. Project

b. Appraisal

c. Inspection

d. Tally

Appraisal interview is also known as\_\_\_\_\_\_\_\_\_\_\_\_\_

A. Answering

B. Assessment

C. Auditing

D. Punishment

The final draft of a summary should only be prepared after

a. completing

b. signing

c. editing

d. reading

Complaint for grievances is to be filed within \_\_\_\_\_\_\_\_\_\_\_\_\_\_ years.

a. seven

b. Two

c. Three

d. Five

\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is the initiator of the discussion in a Group Discussion.

A. Chairman

B. President

C. Manager

D. Leader

Employees speak fearlessly and frankly in \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ interview.

a. Exit

b. Under-stress

c. Selection

d. Psychological

\_\_\_\_\_\_\_\_\_\_\_\_\_ Interview is conducted to test the ability of the candidate to withstand stress.

A. Under-stress

B. Grievance

C. Selection

D. Reprimand

Public Relation Professional often need to \_\_\_\_\_\_\_\_\_\_\_

a. Work hard

b. Lie

c. Multi-Task

d. Manage

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b. complaint

c. sales

d. guidance

\_\_\_\_\_\_\_\_\_\_ is skill to use power of words in a variety of situation.

a. presentation

b. public relation

c. speaking

d. advertising

\_\_\_\_\_\_\_\_\_\_\_\_\_ interview is conducted to determine the most suitable candidate.

A. Appraisal

B. Selection

C. Grievance

D. Medical

During long presentations, a skillfully made PPT breaks the \_\_\_\_\_.

A. monotony

B. silence

C. ambience

D. mood

First step in the WASP technique is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

a. Acquiring information

b. Welcoming the candidate

c. Suppling information

d. Parting

A research paper is analysed at a \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

a. Meeting

b. Conferance

c. Webinar

d. Seminar

The next step after drawing attention in a sales letter is to generate \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

a. Ideas

b. Emotions

c. Action

d. Interest

\_\_\_\_\_\_\_ is vital for any organisation for problem-solving.

A. Debate

B. Group Discussion

C. Argument

D. Speech

\_\_\_\_\_\_\_\_\_\_ is skill to use power of words in a variety of situation.

a. presentation

b. public relation

c. speaking

d. advertising

The primary objective of \_\_\_\_\_\_\_\_\_\_\_\_ Interview is to select the best candidate for the job

a. Selection

b. Exit

c. Appraisal

d. Under-stress

In a group discussion, one must communicate with \_\_\_\_\_\_\_\_\_\_.

A. hostility

B. long sentences

C. knowledge

D. Aggressiveness

Summarization involves\_\_\_\_\_\_\_\_\_\_\_ the passage.

a. Increasing

b. Reducing

c. Marking

d. Tabulating

Employees speak fearlessly and frankly in \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ interview.

a. Exit

b. Under-stress

c. Selection

d. Psychological

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ interview is conducted to discipline the employees.

A. Exit

B. Selection

C. Reprimand

D. Appraisal

To guard against halo error, interviewer must avoid being \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

A. Polite

B. Honest

C. Biased

D. Clever

A Structured Interview\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

a. pre-planned

b. unplanned

c. planned on the spot

d. spontaneous

Suggestion schemes are \_\_\_\_\_\_\_\_\_\_\_ communication.

a. Upward

b. Downward

c. Horizontal

d. Vertical

A Structured Interview\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

a. pre-planned

b. unplanned

c. planned on the spot

d. spontaneous

\_\_\_\_\_\_\_\_\_\_ is an important quality in group discussion.

A. Emotional stability

B. Hostility

C. Ignorance

D. Aggressiveness

\_\_\_\_\_\_\_\_\_\_\_\_ meeting do not follow strict rules or procedure.

a. Formal

b. Semi-formal

c. Informal

d. Spontaneous

Presentation puts \_\_\_\_\_\_ before the audience.

A. ideas

B. views

C. information

D. feelings

The punishment includes imposition of a penalty of \_\_\_\_\_\_\_\_\_\_\_\_\_ rupees each day.

a. 200

b. 530

c. 250

d. 400

\_\_\_\_\_\_\_\_\_\_\_ letters request overdue payments.

a. order

b. complaint

c. collection

d. inquiry

The PIO should respond within \_\_\_\_\_\_\_\_\_\_ days of the receipt of application.

a. 30

b. 25

c. 45

d. 35

An \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is in control of an interview.

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\_\_\_\_\_\_\_\_\_\_\_\_\_ is defined as any movable property including shares.

a. property

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individual and committe report is determined by the number of \_\_\_\_\_\_\_\_\_\_\_\_ preparing it.

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c. teams

d. groups

First step in the WASP technique is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

a. Acquiring information

b. Welcoming the candidate

c. Suppling information

d. Parting

Transparencies must be covered with \_\_\_\_\_\_\_\_\_\_\_\_\_ paper.

a. Black

b. Opaque

c. White

d. Colourful

In \_\_\_\_\_\_\_\_\_\_ stage, group demonstrates cohesiveness.

a. Norming

b. Storming

c. Performing

d. Adjourning

Transparencies must be covered with \_\_\_\_\_\_\_\_\_\_\_\_\_ paper.

a. Black

b. Opaque

c. White

d. Colourful

An interview involves \_\_\_\_\_\_\_\_\_\_\_ communication.

A. Face-to-face communication

B. Written Communication

C. Telephonic Communication

D. Non-Verbal Communication

P in WASP stands for \_\_\_\_\_\_\_\_\_\_\_\_\_

A. Pretty

B. Party

C. Parting

D. Partying

Even if the complaint is found to be false, the seller should draft a reply in a \_\_\_\_\_\_\_\_\_\_\_\_\_ way.

a. Quick

b. Polite

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When the original sales letter fails to evoke the desired response \_\_\_\_\_\_\_\_\_\_\_\_\_ letter must be sent.

a. follow up

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Attending to complaints is known as \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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