

Choose the appropriate response using the following key

- A. Only the first sentence is grammatically correct.
 - B. Only the second sentence is grammatically correct.
 - C. Both sentences are grammatically correct.
 - D. Both sentences are grammatically incorrect.
1. We discovered that those kind of form letters do not get results.
Did you see the picture of President Bush and myself in *Newsweek*?
 2. None of the damage to the materials is covered by insurance.
Neither the manager nor the staff members has heard about the merger.
 3. Being that the meeting starts in an hour, we must leave immediately.
Corporate headquarters is being moved to Seattle.
 4. This month's sales figures are better than last month's.
Who's telephone was reported out of order?
 5. Of us all, you are in the most advantageous position.
Every letter and report is used to increase company visibility.
 6. Being accurate is more important than to be speedy.
IBM wants its staff to follow these new regulations.
 7. What would management do if us technicians went on strike?
My supervisor does not write very good.
 8. Mr. Takamura said that it was not him who suggested the change.
Two senators-elect will be on the program.
 9. I wish I were as knowledgeable as Mr. Kaine.
Unless they are enforced, there is no point in laying down any rules.
 10. You should not feel badly about missing the meeting.
Both Ms. Denson and Mr. Marye are to be promoted.
 11. The number of requests for additional materials is very encouraging.
Ms. Heyser should of kept her appointment.
 12. I object to Ling's insisting on a three-year contract.
Where will the meeting be at this afternoon?
 13. Have each of you finished the assignment?
The eyewitness' account of the accident was confusing.
 14. What do you call them symbols used to show emotions in e-mail messages?
Three-fourths of the city officials are seeking re-election.
 15. I think the recipe calls for three cupfuls of flour.
The Coles' are building a house on Stanford Court.
 16. I divided my time equally among the four employees.
Ken, together with Brad and Luis, works in Personnel.
 17. There are five Timothys in our family.
Citizens can't help worrying about unemployment and rising costs.
 18. Angelo wrote hissself a reminder about the conference call.
Can I leave the office before five today?
 19. Dr. Jarvis is one of those people who always take time to listen to others.
One hundred dollars is a generous contribution.

Choose the appropriate response using the following key

- A. Only the first sentence is punctuated correctly.
 - B. Only the second sentence is punctuated correctly.
 - C. Both sentences are punctuated correctly.
 - D. Both sentences are punctuated incorrectly.
20. However carefully you proofread, an error occasionally slips by.
By placing an order by Monday, you can take advantage of this low low price.
 21. Will the 2003 NLC be in Texas? in Florida? in California?
Sterling Systems is located in Charleston, West Virginia (or is it South Carolina)?
 22. The seminar scheduled for January 15-18, 2003 has been canceled.
We received the bid, after the filing time had expired.
 23. Ms. Rowe asked when the research project would be completed?
These companies were among those at the career fair: Alcoa, Compaq, and Oracle.
 24. A trained, educated workforce believes that learning is a lifelong process.
The faculty member, who signed the petition, has been disciplined by the dean.
 25. Just what do you mean by “strong financial upturn”?
How many ads. do you expect to put in Sunday’s newspapers?
 26. Do not use “different than”; use “different from”.
Surprisingly, sales for April 2002 hit an all-time high.
 27. There will be a six- to eight-week delay in shipping your order.
Will you please call me if you need additional supplies?
 28. That could be the best, though not the cheapest scanner, to buy.
We received your June 5 letter; however, your check was not enclosed.
 29. Felipe will be 18 years 3 months and 21 days old on January 1.
Just present your ticket to Gino—that’s all there is to it!
 30. We need disks, paper, toner cartridges, and etc..
Sales in March increased 15 percent; in April, 18 percent; in May, 20 percent.
 31. Some of the field offices (Pittsburgh, Tampa, Charlotte [not Richmond]) will be closed.
Please check the following invoices: Nos. 1234, 6891, and 7247.
 32. My brother David is joining an accounting firm in San Diego.
The terms stated in our letter were 2/10, n/30.
 33. The meeting is next week; please call for reservations.
United Parcel Service (UPS) is one of FBLA’s business partners.
 34. “What a cynical remark,” Li exclaimed!
We are unable to send you a detailed, financial report.
 35. When the General Assembly is in session, activities are certainly fast-paced.
Avoid expressions such as these: “enclosed please find,” “free gift,” or “past history.”
 36. When you get to Providence, (it will be about noon) call my office.
The price of the flat panel LCD monitor is \$750, plus tax.
 37. Jason entered the contest, and won a \$1,000 scholarship.
Shana received her law degree from Harvard in 2001(?).

38. Could self-confidence sometimes be considered self-ish?
Please make Mr. Stolle's appointment for two o'clock.
39. Everyone should remember, that our country was built on free enterprise.
Mr. Dale told only two persons—{Malik and Katelin}—about the proposed merger.

The following groups of words may contain from ZERO to FOUR misspelled words. Select the number of misspelled words in each group and darken the space on the answer sheet that corresponds with that number.

40. colleague, congratulate, harass, legible A. 0 B. 1 C. 2 D. 3 E. 4
41. prevalent, calendar, freight, mathematics A. 0 B. 1 C. 2 D. 3 E. 4
42. mileage, exaggerate, efficiency, bureau A. 0 B. 1 C. 2 D. 3 E. 4
43. beneficial, tariff, serviceable, repetition A. 0 B. 1 C. 2 D. 3 E. 4
44. dictionary, competent, withholding, criticism A. 0 B. 1 C. 2 D. 3 E. 4
45. impatient, intercede, libel, mediocre A. 0 B. 1 C. 2 D. 3 E. 4
46. instructor, negotiable, occurrence, rhythm A. 0 B. 1 C. 2 D. 3 E. 4
47. courtesy, treasurer, accompanied, unanimous A. 0 B. 1 C. 2 D. 3 E. 4
48. supervisor, quizzes, reinforce, rescind A. 0 B. 1 C. 2 D. 3 E. 4
49. vacuum, alliterate, discretion, parliamentary A. 0 B. 1 C. 2 D. 3 E. 4
50. representative, probably, umbrella, comparative A. 0 B. 1 C. 2 D. 3 E. 4
51. disappoint, compel, surname, superficial A. 0 B. 1 C. 2 D. 3 E. 4
52. promissory, customary, concur, aggressive A. 0 B. 1 C. 2 D. 3 E. 4
53. believe, feasible, preference, omitted A. 0 B. 1 C. 2 D. 3 E. 4
54. occasion, literally, accommodate, embarrass A. 0 B. 1 C. 2 D. 3 E. 4
55. development, deductible, adjacent, twelfth A. 0 B. 1 C. 2 D. 3 E. 4
56. annuity, mischievous, precise, commitment A. 0 B. 1 C. 2 D. 3 E. 4
57. receipt, perform, permanent, temporary A. 0 B. 1 C. 2 D. 3 E. 4
58. immediate, presence, possession, necessity A. 0 B. 1 C. 2 D. 3 E. 4
59. survey, sophomore, clientele, relevant A. 0 B. 1 C. 2 D. 3 E. 4

Select the correct word from the choices given

60. The most (A) affective (B) effective way to improve spelling is to improve pronunciation.
61. Janine Rogers was (A) formally (B) formerly the telecommunications specialist with Xerox.
62. Our CEO is never (A) adverse (B) averse to suggestions for cutting costs.
63. Does the new (A) stationery (B) stationary show the company's Web address?

64. Can you (A) devise (B) device a method for polling customer opinion?
65. In a conversation with a “problem” customer, it is good psychology to look for an opportunity to (A) complement (B) compliment that customer.
66. Can you name the (A) capital (B) capitol of Oregon?
67. Every punctuation rule and grammar (A) principle (B) principal has been mastered by our editors.
68. That’s an interesting idea, but I have an (A) all together (B) altogether different proposal.
69. A large (A) percentage (B) percent of our employees must file federal tax forms before the end of the fiscal year.

Mark the correct answer on your scantron sheet for each of the following questions.

70. In delivering an oral presentation, the most important consideration is that the
- content is humorous.
 - content is accurate.
 - content is secondary to the delivery style.
 - technologically advanced presenter must use presentation software.
71. Vital components of an effective oral presentation include a(n)
- appropriate delivery style, voice quality, and diction.
 - assistant to distribute materials.
 - laser pointer for emphasis during the presentation.
 - pink dress or suit for a female presenter, or a red tie for a male presenter.
72. Visuals and handouts for an oral presentation should be
- professionally prepared so there are no errors.
 - used only for presentations of more than 20 minutes.
 - appropriately designed and distributed, if used.
 - kept to a minimum so that attention will be focused on the speaker.
73. When visuals are used effectively, the audience will
- take better notes.
 - participate more freely in discussion.
 - look at the visuals instead of listening to the presentation.
 - retain the message for a longer time.
74. Handouts are
- usually meaningless since they repeat what the speaker has said.
 - effective tools to help the audience pay attention to the speaker.
 - always distributed following the presentation.
 - always distributed before the presentation.
75. When making an oral presentation, the best way to handle questions from the audience is to
- decide what method is most appropriate for the content and the audience, then let the audience know at the beginning of the presentation if questions should be asked during the presentation or held until the end.
 - announce that questions should be held until the end of the presentation.
 - ask that questions be written and turned in to the speaker so the speaker can respond to those questions by mail or e-mail within two weeks.
 - avoid questions entirely because the speaker may not know the answers.
76. If nonverbal cues and verbal messages conflict, the receiver will likely
- believe the verbal message.

- b. leave the room.
 - c. believe the nonverbal cue.
 - d. stop believing anything that is said.
77. Instructions may be given in written or oral form. In order for oral instructions to be followed correctly, the receiver should
- a. ask that oral instructions be sent in writing, too.
 - b. use a recording device to record the instructions so there will be no confusion.
 - c. refuse to accept oral instructions, asking that everything be in writing.
 - d. make certain that the oral instructions are understood, repeating important steps and asking any necessary questions.
78. A way to encourage feedback from listeners when you are giving instructions is to
- a. wait until all instructions have been given.
 - b. pause.
 - c. repeat the instructions immediately.
 - d. keep talking unless you see that the listeners are confused.
79. Emphasizing positive aspects in any speaking situation
- a. is not necessarily the best presentation strategy.
 - b. may make listeners uncomfortable.
 - c. is good business practice.
 - d. may make listeners suspicious.

Using the following key, indicate the number of errors in each line.

A. 0 errors B. 1 error C. 2 errors D. 3 errors E. 4 or more errors

80. February 21, 2002/Mr. Johnson Shank/1,246 Penfield Circle/Atlanta, GA 303280629
81. Dear Mr. Johnson;
82. We are pleased to enclose your new Lenox Square Outfitters credit card. You may
83. use these card in both our Lenox Square and Buckhead location. Since you have such
84. a fine credit record you will be able to charge as much \$4,000.00 of our impeccably-
85. tailored clothing and accessories.
86. Hour annual spring sale starts on April 31. A broshure describing our exciting bargans
87. are enclosed, too.
88. Very Truly Yours,
89. Coleman Michaels/Credit Card Manger/tbt/Enclosure

Mark "A" if the number usage in the following sentences is correct; mark "B" if the number usage is incorrect.

90. 80,000 people attended Super Bowl XXXVI in New Orleans.
91. The rate on prime commercial paper has dropped from 11 ½ percent a year ago to 8 3/4 percent today.
92. Generic products save consumers \$8 billion to \$10 billion each year.
93. The address you requested is One Third Street, Columbus, OH 43163-2487.
94. To cover our costs, we charge \$4.75 for disks, \$5 for paper, and 75¢ for shipping.

Mark "A" if the capitalization in the following sentences is correct; mark "B" if the capitalization is incorrect.

95. Is Dr. Karen Leigh an M.D., a Ph.D., an Ed.D., or a D.D.S.?
96. All students are required to take Business Principles and Analyses before they can receive bachelor of science and bachelor of arts degrees.
97. For the answer to exercise 6, see unit 9, page 278.
98. Are the application letter and résumé to be submitted in a Manila folder?
99. The state of Florida sometimes experiences freezing Winter weather.
100. The Federal Reserve Board will meeting in the state of Washington.

2002 FBLA BUSINESS COMMUNICATION ANSWER KEY

1. D	26. B	51. A	76. C
2. A	27. A	52. A	77. D
3. B	28. B	53. C	78. B
4. A	29. B	54. B	79. C
5. C	30. B	55. A	80. D
6. B	31. C	56. E	81. C
7. D	32. C	57. C	82. A
8. B	33. C	58. D	83. C
9. C	34. D	59. D	84. D
10. B	35. C	60. B	85. A
11. A	36. D	61. B	86. E
12. A	37. B	62. B	87. B
13. D	38. D	63. A	88. C
14. B	39. D	64. A	89. A
15. A	40. B	65. B	90. B
16. C	41. E	66. A	91. B
17. C	42. A	67. A	92. A
18. D	43. B	68. B	93. A
19. C	44. D	69. A	94. B
20. A	45. E	70. B	95. A
21. A	46. B	71. A	96. A
22. D	47. C	72. C	97. B
23. B	48. C	73. D	98. B
24. A	49. D	74. B	99. B
25. A	50. E	75. A	100. A