Business Communication 3rd edition Means Test Bank

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TRUE/FALSE

1 : A diverse workforce can help employers better meet the needs of growing global markets and an increasingly diverse U.S. population.
A : true
B : false

Correct Answer : A

2 : Seeing and valuing the contributions of everyone in a workplace and treating everyone fairly is called prejudice.
A : true
B : false

Correct Answer : B

3 : Predictions indicate that the U.S. workforce will become more diverse.
A : true
B : false

Correct Answer : A

4 : Globalization has no affect on the workforce.
A : true
B : false

Correct Answer : B

5 : Language is a common communication barrier.
A : true
B : false

Correct Answer : A

6 : The body language of the sender has little effect on communication.
A : true
B : false

Correct Answer : B

7 : The amount of personal space with which people are comfortable varies depending on individual preference and cultural background.
A : true
B : false

Correct Answer : A

8 : Customs and etiquette are the same in most countries and cultures.
A : true
B : false

Correct Answer : B

9 : Not being offended easily is one of the most important aspects of having a professional attitude.
A : true
B : false

Correct Answer : A

10 : Cross-cultural communication occurs when people from different cultures share messages verbally, nonverbally, or in writing.
A : true
B : false

Correct Answer : A

11 : When sharing messages with people from other cultures, you should keep your language simple and to the point.
A : true
B : false

Correct Answer : A

12 : Employees should always address clients or customers by their last names.
A : true
B : false

Correct Answer : B

13 : Personal ethics are not influenced by your experiences and the culture and society in which you learn and grow.
A : true
B : false

Correct Answer : B

14 : Honesty is an ethical issue that influences business communication.
A : true
B : false

Correct Answer : A

15 : In a nondisclosure agreement, employees promise not to share trade secrets with others for a certain period of time.
A : true
B : false

Correct Answer : A

MULTIPLE CHOICE

16 : The presence of a wide range of variation in qualities or attributes of people or things is

called
A : ethnicity
B : diversity
C : ethics
D : discrimination

Correct Answer : B

17 : Failing to recognize workers differences and needs
A : can cause low morale among workers
B : can lead to low productivity
C : can lead to claims of discrimination
D : all the above

Correct Answer : D

18 : Predictions about the U.S. population and workforce indicate that
A : the workforce will become less diverse
B : the U.S. population is expected to decline in the next decade
C : the female population in the United States will be higher than the male population
D : all the above

Correct Answer : C

19 : As a result of globalization
A : individuals may have to compete with job candidates from around the world
B : companies may have a larger group of job candidates from which to choose
C : some companies move part of their operations to other countries
D : all the above

Correct Answer : D

20 : Which of the following cultural differences can be communication barriers?
A : language
B : body language
C : personal space
D : all the above

Correct Answer : D

21 : When your job involves working with someone from another culture
A : show respect for the person and his or her culture
B : learning appropriate business etiquette is not important
C : depend on stereotypes about the culture to guide your behavior
D : both b and c

Correct Answer : A

22 : An oversimplified belief about a group of people is called
A : discrimination
B : prejudice
C : bias
D : a stereotype

Correct Answer : D

23 : Most Americans appreciate personal space of
A : 5 to 12 inches
B : 12 to 18 inches
C : 18 inches to 4 feet
D : 12 inches to 2 feet

Correct Answer : C

24 : A person who has a professional attitude
A : is ruled by his or her emotions
B : does not keep an open mind
C : refrains from making judgments about others
D : both a and c

Correct Answer : C

25 : Shortened forms of words or expressions typically formed from the first letter of each word are
A : acronyms
B : idioms
C : slang
D : jargon

Correct Answer : A

26 : When speaking and corresponding with people from other cultures
A : assume that the statements you have read about the culture are true
B : expect others to adapt to your communication style
C : be careful about using humor
D : none of the above

Correct Answer : C

27 : To show fairness and sensitivity toward others at work
A : treat everyone with respect
B : be adaptable
C : listen actively
D : all the above

Correct Answer : D

28 : To deal ethically with clients or customers
A : promise what the customer requests even if you are not sure you can deliver it
B : be honest about the products or services your company offers
C : offer your informed opinions as facts
D : none of the above

Correct Answer : B

29 : The legal right of someone, usually the author or artist, to use or reproduce a work is called

A : plagiarism
B : copyright
C : ethics
D : none of the above

Correct Answer : B

30 : Trade secrets
A : are data that give a business a competitive advantage
B : can be easily accessed by the general public
C : are the same as copyrighted data
D : none of the above

Correct Answer : A

MATCHING

31 : Match the terms to their definitions below.

A : Principles of right and wrong that govern behavior	A : culture
B : The integration of activities among nations in areas such as commerce and culture	B : discrimination
C : A set of rules of behavior for a particular place or situation	C : ethics
D : A set of beliefs, attitudes, practices, and social customs that distinguishes a group of people	D : ethnicity
E : An oversimplified belief about a group of people	E : etiquette
F : The act of claiming someone elses words or ideas as your own	F : globalization
G : The division of people into groups that share a common ancestry, history, or culture	G : identity theft
H : A bias that prevents objective thought about a person or thing	H : plagiarism
I : Stealing and illegally using a persons private data	I : prejudice
J : Unfair treatment of a person or group on the basis of prejudice	J : stereotype

Correct Answer :
A : C

B : F

C : E

D : A

E : J

F : H

G : D

H : I

I : G

J : B