**2nd Semester: Professional Communications Exam**

1. Words or phrases that indicate speaker has completed one thought and is moving to another are called
   1. Transfers
   2. Speech bridges
   3. Transitions
   4. None of the above
2. The process of sending & receiving messages is:
   1. Talking
   2. Listening
   3. Communicating
   4. Lying
3. Personal attitudes or behaviors that interfere with listening
   1. Talking
   2. Children
   3. Listening barriers
   4. People
4. The receiver’s response to a message that lets the speaker know how he or she is doing
   1. Walking
   2. Communicating
   3. Feedback
   4. Listening
5. One who delivers the message
   1. Receiver
   2. Barrier
   3. Communicator
   4. Sender
6. The one who gets the message & interprets what it means
   1. Feedback
   2. Communicator
   3. Lawyer
   4. Receiver
7. Nervousness when addressing an audience
   1. Scary
   2. Stage freight
   3. Funniness
   4. Communication barrier
8. Communication expressed without words; it includes facial expression, eye contact, posture & gesture
   1. Verbal message
   2. Verbally stated
   3. Nonverbal message
   4. Verbal tone
9. Type of communication in which people (usually 2 persons) share meanings in order to build or maintain long-lasting & important relationships
   1. Intrapersonal communication
   2. Non-intrapersonal communication
   3. Non-interpersonal communication
   4. Interpersonal communication
10. Speech that presents or describes information
    1. Persuasive
    2. Informative
    3. Cooperative
    4. Abundant
11. Understanding the Career Cluster in high school can help to do all of the following except
    1. Explore your interests and abilities
    2. Learn what career options are out there
    3. Plan what courses you should take in high school to prepare for your career choices
    4. Figure out your GPA for college
12. Choose the answer below that is not a description of CC (Carbon Copy)
    1. It’s another way of sending someone else a copy of the email you sent to another person
    2. When using CC, all recipients see who is receiving the message
    3. CC originally meant carbon copy but has transitioned into “courtesy copy”
    4. Hides the persons email address who’s sending the message
13. Which of the below is a correct example of a subject line to your teacher
    1. Communication Inquiry
    2. Professional Communication-Sam
    3. Professional Communications-Sam Smith-3
    4. Erin-Homework
14. Before sending an email you should do all of the following except
    1. Check your grammar
    2. Write in all caps
    3. Proof read your email for errors
    4. Be efficient-emails that get to the point are much more effective
15. Choose a proper professional greeting for an email below:
    1. Good MORNING Ms. Smith,
    2. Hey!!!!!
    3. Hello Mrs. Smith,
    4. Good morning mr. smith
16. Choose the proper professional ending for an email below:
    1. thanks,
    2. Thank Yoooooooou,
    3. I appreciate your help,
    4. Thanks again for ya!!!!!!!
17. Communication with or within yourself; for example, thinking as well as talking aloud to yourself
    1. Intrapersonal communication
    2. Non-intrapersonal communication
    3. Interpersonal communication
    4. Non-interpersonal communication
18. Speed in which the speaker talks
    1. Pitch
    2. Volume
    3. Rate
    4. Tone
19. The part of the speech that contains all the main points & their supporting details
    1. Introduction
    2. Conclusion
    3. Paragraphs
    4. Body
20. A question that is asked with no answer expected; it’s purpose is to direct the listeners thoughts is a
    1. Question
    2. Rhetorical question
    3. Methodical question
    4. Hard question
21. The major purpose of an informative speech is to
    1. Provide solutions to real problems
    2. Share knowledge and ideas.
    3. Clear up disputed issues.
    4. Persuade the audiences to agree with your ideas.
22. The space or means in which the communication is sent through
    1. Feedback
    2. Channel
    3. Receiver
    4. Message

Fill in the according circles that have been numbered with the correct word listed below. Some words maybe used more than once & others may never be used at ALL! ☺

A. Channel

B. Noise

C. Barrier

D. Internal

E. Feedback

AB. Receiver

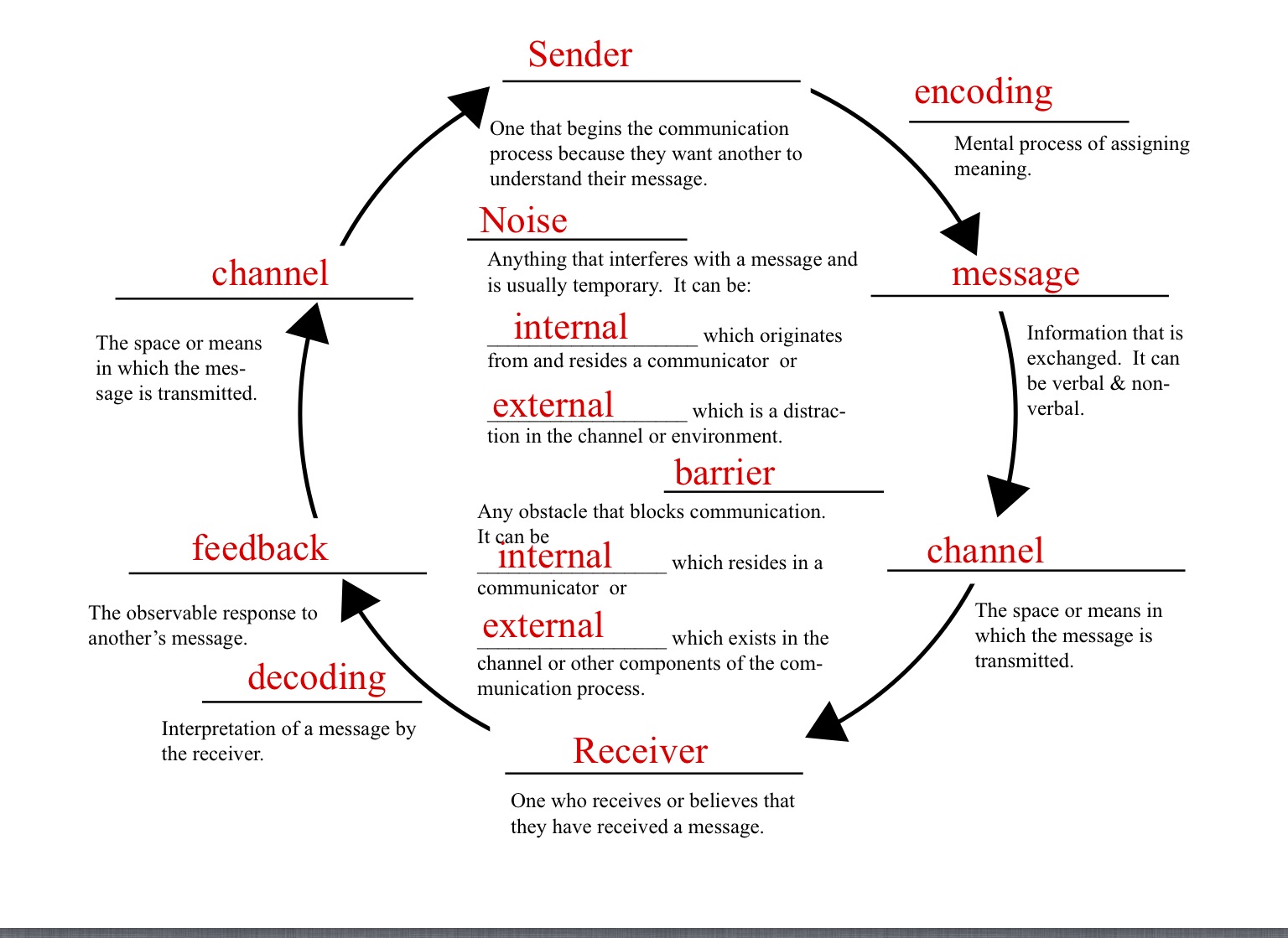
AC. Message

AD. Encoding

AE. Decoding

CD. Sender

BC. External



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