

COMMUNICATION TEST

Name: _____

Grade: _____

Date: _____

Subject: **Commerce**

Test: **Total Marks [40]**

MULTIPLE CHOICE

INSTRUCTIONS: Circle the letter that corresponds with the correct answer

1. When an entrepreneur is choosing a method of communication to reach their suppliers they must **not** take which of the following into consideration?
 - a) Urgency and speed
 - b) Need for confidentiality
 - c) Location of the sender
 - d) Relationship with their supplier
2. The telephone directory that caters to businesses is known as the ...
 - a) White page
 - b) Blue page
 - c) Yellow page
 - d) Blue and white pages
3. A service mainly used by businesses to encourage people to write to them but does not provide envelopes:
 - a) Business reply service
 - b) freepost
 - c) poste restante
 - d) registered post
4. Which of the following services are not provided by commercial banks?
 - a) Providing Currency and Bank Drafts
 - b) Issuing Credit and Debit Cards
 - c) Providing Overdrafts
 - d) Issuing Note and Coins

5. VOIP stands for
- a) Video operated internet protocol
 - b) Voice over internet protocol
 - c) Video, voice, internet, portal
 - d) Voice over internet portal
6. Which of the following requires the addressee to sign for a letter or package?
- a) Certificate of posting
 - b) Poste Restante
 - c) Surface mail
 - d) Recorded Delivery
7. Joshua bought goods for \$80 and sold it for \$130. What is his profit margin percent?
- a) 50%
 - b) 38.46%
 - c) 63%
 - d) 45%

SECTION B

MATCHING QUESTIONS

8. In column A there is a list of terms. In Column B, there is a list of definitions. In the blank spaces provided, write the Letter of the definition in Column B which best defines the term in Column A.

COLUMN A		COLUMN B	
I	Caller originated trace	a	Is a telephone service which permits a person to relay calls from their number to another telephone number.
li	Conference calling	b	Is any computer-based system which allows text to be received and displayed on a screen.
lii	Selecta Post	c	Is where a message is sent with the use of a computer linked to an international destination.
Iv	Call blocking	d	Allows one to identify an offensive phone call received and report it directly to the police.
V	Recorded Delivery	e	Allows one to talk to two or more persons at the same time.
Iv	Facsimile	f	Allows the caller to leave an audio message.
liv	Speed calling	g	A postal service that is used by businesses to sort letters into department before delivery.
liiv	Internet	h	Is a transmission of exact copies of a document.
Xi	Call forwarding	i	Requires proof of posting and pays a nominal compensation if the packet is lost.
X	Voice mail	j	Allows one to disable caller identification.
		k	Allows one to call frequently called numbers by dialing only one digit.

[10]

3. Answer the following questions.

a) List two types of information that are found in the blue pages at the front of the telephone directory. [2]

b) There are other services such as a savings bank that is offered by The Bahamas post office.

i. Where is the main post office located? [1]

ii. List two types of savings account that you can open at the post office. [2]