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

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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%

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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.
Ii		Conference calling	b	Is any computer-based system which allows text to be received and displayed on a screen.
Iii		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.
Iiv		Speed calling	g	A postal service that is used by businesses to sort letters into department before delivery.
Iiiv		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.

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SECTION C – SHORT ANSWERS [24 points]

Instructions: Answer all of the questions in this section

1. Postal communication has been around for a very long time and has played a pivotal role in communication across the globe. With the development of technology comes telecommunications. In the Bahamas both postal and telecommunications are important individuals and businesses. The Bahamas Postal Services is responsible for handling a variety of mail services, from simple mails to parcel post. On the other hand, The Bahamas Telecommunications Company Ltd. has responsibilities for the provision of a variety of telephone services. A wide range of services are provided for customers ranging from simple telephone directory assistance to complex telephone systems.

   a) State and explain **Two** services which a business might use for the transmission of printed messages. [4]

   b) Name **TWO** ways of making a local or an overseas telephone call without the use of cash. [2]

2. Differentiate between the following terms.

   a) Business reply services and free post [4]

   b) Toll free and prepaid calling cards. [4]

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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]

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