



**Business Communication for Financial Services**

These sample questions are related to the JAIBP Stage 1 course “*Business Communication for Financial Services*”. The students are advised to thoroughly read the exam guidelines and the syllabus guide for this course before start studying for the paper. The questions are shared to give an idea to the student about the paper format and types of questions. For further information visit the IBP website [www.ibp.org.pk](http://www.ibp.org.pk)

**Multiple Choice Questions**

Each MCQ carry one mark.

- Q1. Effective listening can be achieved by asking:
- A. Close-ended questions
  - B. Leading questions
  - C. Open-ended questions (Answer)
  - D. Difficult questions
- Q2. The imparting or interchange of thoughts, opinions or information by speech, writing or signs is called:
- A. Communication (Answer)
  - B. Encoding
  - C. Feedback
  - D. Decoding
- Q3. When you are applying for a position, you write a \_\_\_\_\_ to accompany your resume.
- A. Inquiry Letter
  - B. Order Letter
  - C. Appreciation Letter
  - D. Cover Letter (Answer)