



VCE VET Business

Written examination – End of year

Sample questions

SECTION A – Multiple-choice questions

Question 1

Which one of the following is an example of effective communication in the workplace?

- A. one-way information sharing
- B. using text messages to communicate
- C. two-way communication and information sharing
- D. a preference for speaking and listening instead of written communication

Question 2

Respect and trust are important for workplace communication as they

- A. provide secure employment.
- B. eliminate the need for jargon.
- C. remove the need for direction from management.
- D. help to build successful working relationships and, therefore, aid productivity.

Question 3

Videoconferencing can be classified as which one of the following types of communication?

- A. one-way visual
- B. two-way visual
- C. one-way audiovisual
- D. two-way audiovisual

SECTION B

Question 1 (4 marks)

- a. Identify two forms of oral communication in a workplace. 2 marks

1. _____

2. _____

- b. Identify two forms of written communication in a workplace. 2 marks

1. _____

2. _____

Question 2 (4 marks)

Peter is the managing director of an international company. He recently greeted a colleague from overseas with a strong handshake and learnt that this had not been well-received.

- a. Suggest why Peter's strong handshake might not have been culturally appropriate. 1 mark

- b. Outline **three** approaches that Peter could take to ensure his behaviour and communication with overseas colleagues are culturally appropriate. 3 marks

Answers to multiple-choice questions

Question	Answer
1	C
2	D
3	D