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|  **logo_unec** **AZƏRBAYCAN DÖVLƏT İQTİSAD UNİVERSİTETİ** |
| **BEYNƏLXALQ İQTİSADİYYAT MƏKTƏBİ** |
| **BEYNƏLXALQ İQTİSADİYYAT (İNGİLİS DİLLİ) KAFEDRASI**Fənn: İşgüzar yazışmalar Müəllim: Sevinc Yusifova Qrup:1005 **İMTAHAN SUALLARI** |

1. Explain why effective communication is important to your success in today’s business environment.
2. Describe the five characteristics of effective business communication.
3. Identify ten communication skills that today’s employers expect from their employees.
4. List and briefly define the eight phases of the communication process.
5. Identify six important ways to improve your business communication skills.
6. Difference between an ethical dilemma and an ethical lapse**.**
7. What is effective communication?
8. What is ethical communication?
9. What is unethical communication?
10. What means audience - centered approach?
11. What is culture?
12. Why knowing cultural differences is important in communication?
13. What is high and low cultural context?
14. Influence of cultural context to legal and ethical behaviour.
15. What is nonverbal communication?
16. Write about negative cultural attitudes.
17. What is cultural pluralism?
18. Written intercultural skills.
19. Multicultural speaking skills.
20. What is constructive and destructive feedback?
21. Etiquette in the work place.
22. Communication technology.
23. Write about internal and external audiences.
24. What is business letter and memo?
25. Intercultural sensitivity in communication.
26. Write a Complaint Letter.
27. Write an Apology Letter.
28. Write about Recruitment Process.
29. .Write a Business Letter.
30. What is Headhunting? Write about its advantages and disadvantages.
31. Who are Mentor Signals and Coaches in the Company?
32. Write a Propose Letter.
33. If you were a manager, how would you motivate your employees?
34. Write a Cover Letter. (Imagine, you are applying to a University)
35. Write an Invitation Letter.
36. Four main documents demanded by companies during applying for a Job.
37. Make your own CV. (add extra imaginary information about yourself)
38. Write a Complaint Letter.
39. How do the companies motivate their employees using Money? List possible forms.
40. Write Cover Letter. (Imagine you are applying for a job. You should write why you are the best candidate)
41. Write about application form. (Imagine you are HR and you should make an application form for your Company)
42. Write an Apology Letter.
43. What is important during writing Business Letters? List possible regulations.
44. Write a Reference Letter. (Imagine that you are CEO of one organization. Name your organization and give a Reference Letter to one of your previous employee)
45. Write about announcement of the vacant places, selection procedure and interview process. (Imagine that you are the head of the HR and you have 3 vacant places.)
46. Discrimination at work.
47. Write a Motivation Letter. (Imagine that you are applying to a Job. You should write what is your difference from others. What you can do that can’t anyone else)
48. Write an Invitation Letter.
49. Write a Reference Letter. (Imagine that you are the head of one Department. Name your Department and give a Reference Letter to one of your previous employee)
50. How to motivate high caliber Staff?
51. How to write Business Letter
52. List abbreviations used in Business Letters.
53. Write a reply to the applicant. (Acknowledging receipt of an applicant)
54. Write a reply to the applicant.(Requesting an interview)
55. Give a model letter: Requesting a Service
56. Write a fax of ordering supplies.
57. Write a letter on confirming an order.
58. What is a Claim letter. Give an example.
59. What is bias-free language. Give an example.
60. Model letter. What is an Adjustment letter.

 61. Writing Employee relations letter

 62. Writing reminder letters and collection letters

 63. Replying to reminder letters and collection letters

 64. Writing customer relations letter

 65. Writing personal business letters

 66. Model letter: Expressing condolences

 67. Model letter: Expressing Congratulations

 68. Model letter: Expressing Thanks

 69. What is discrimination?

 70.Write your own biography.

 71. Write a personal business letter.

 72. Write a letter providing information to customers.

 73. What is Motivation?

 74. List formal abbreviations used in Business Letter.

 75. Which business communication types do you prefer? Why?