

# Business Communications

## Assessment Fact Sheet

### Overview

The Business Communications assessment is a multiple-choice test designed to measure a candidate's ability to use basic grammar appropriately, use appropriate business tone, respond with complete and accurate information, and apologize when appropriate. Test items consist of situations that are relevant to a variety of industries. The intended population for the Business Communications assessment includes entry- to mid-level positions in various industries that require written correspondence with internal and external customers.

### Details

Time Allowed	35 minutes
Number of Questions	30 questions
Number of Sitzings	One
Designed for Unproctored Environment	Yes
Questions per Skill Level	18 Beginning, 9 Intermediate, 3 Advanced
Question Format	Multiple Choice
Product Category	Administrative - Clerical

**Knowledge,  
Skills, Abilities  
and  
Competencies  
Measured**

Measures ability to effectively communicate in writing focusing on the following five areas of business writing:

- Basic Grammar
- Business Tone
- Responding with Incomplete Information
- Appropriate and Inappropriate Apologies
- Responding with Incorrect Information

**Example  
Questions**

Review the passage below:

**The company publishes their newsletter each month.**

Select the most appropriate replacement for the text in **blue**. If the text in **blue** is grammatically correct, select NO CHANGE.

- a)  The company publishes its newsletter each month.
- b)  The company publishes it's newsletter each month.
- c)  The company publish their newsletter each month.
- d)  NO CHANGE

Situation	Your Response
<p>Harvey Moose, a passenger on flight 2121 to Boston on December 24, missed his connecting flight because the flight was delayed 3 hours. He sent you a complaint letter. Determine whether an apology is necessary and send a letter to address the matter.</p>	
<p>First read the situation, then click the <b>Your Response</b> tab. If the text in <b>blue</b> in your response is correct, select NO CHANGE; otherwise, select the most appropriate replacement for the text in <b>blue</b>.</p>	
<ul style="list-style-type: none"> <li>a) <input type="radio"/> Please accept my apology for the delay of our flight 2121 to Boston on December 24. Unfortunately, despite our best efforts, delays do occur and we are truly sorry for your inconvenience.</li> <li>b) <input type="radio"/> On-time performance is a top priority at West Air. Unfortunately, despite our best efforts, delays do occur and our customers may experience some inconvenience.</li> <li>c) <input type="radio"/> Although we could not have prevented the delay of our flight 2121 to Boston, we apologize for any inconvenience it may have caused you.</li> <li>d) <input type="radio"/> NO CHANGE</li> </ul>	

Review the passage below:

**You claimed in your letter that you did not receive your order.**

Select the replacement for the text in **blue** that represents the best business tone. If the text in **blue** has the most appropriate tone, select NO CHANGE.

- a)  You claimed we did not send your order.
- b)  We are sorry you did not receive your order.
- c)  We do not know why you did not receive your order.
- d)  NO CHANGE

## Example Report

<b>Score Summary: 90.0</b>			
Total Number of Questions:	30		
Number Correct:	27		
Number Incorrect:	3		
Number left Blank:	0		
<b>Analysis By Skill Level:</b>			
Basic	17 of 18 Correct (94%)		
Intermediate	7 of 9 Correct (78%)		
Advanced	3 of 3 Correct (100%)		
Overall Score	27 of 30 Correct (90%)		
<b>Score Comparison:</b>			
<b>Company Wide Comparison:</b>		<b>0 Scores.</b>	
	Average	High	Low
Score	0.0	0.0	0.0
Time (mm:ss)	00:00	00:00	00:00
<b>+ System Wide Comparison:</b>		<b>1 Scores.</b>	
	Average	High	Low
Score	100.0	100.0	100.0
Time (mm:ss)	00:59	00:59	00:59
<b>Time Summary:</b>			
Time Taken (mm:ss):	13:37		
Started on:	11/24/04 1:05 PM		
Completed on:	11/24/04 1:19 PM		
<b>Analysis By Job Skill:</b>			
Responding with Incorrect Information	4 of 4 Correct (100%)		
Responding with Incomplete Information	5 of 6 Correct (83%)		
Basic Grammar	10 of 11 Correct (91%)		
Appropriate and Inappropriate Apologies	2 of 2 Correct (100%)		
Business Tone	6 of 7 Correct (86%)		