

TEST BANK

SECOND EDITION

TECHNICAL COMMUNICATION IN THE TWENTY-FIRST CENTURY



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MULTIPLE CHOICE. Choose the one alternative that best completes the statement or answers the question.

- 1) A document's purpose may include 1) _____
A) To define B) To propose
C) To inform D) All of the above
- 2) If a reader is using a document to make a decision, the writer should 2) _____
A) Remain neutral
B) Clearly explain the choices
C) Always advocate one choice over others
D) Provide lengthy background explanations
- 3) Rhetorical problems are problems that 3) _____
A) Are hypothetical in nature and rarely occur
B) Have little to do with the real problem
C) Relate to the composition of documents necessary to help solve workplace problems
D) Arise in the workplace and require written documents to solve
- 4) A writer gains credibility by 4) _____
A) Showing expertise B) Wearing expensive clothes
C) Visiting the client D) Using technical jargon
- 5) When writers explain what they or their company can do for an audience, they are 5) _____
A) Strengthening the company's stock
B) Establishing goodwill
C) Gaining a client for the company
D) Gaining recognition
- 6) When writers use appropriate genres, conventions, and grammar, they are demonstrating 6) _____
A) Correctness B) Similarity
C) Experience D) Goodwill
- 7) When a writer shows an audience that they share common ground, they are demonstrating 7) _____
A) Goodwill B) Identification
C) Experience D) Correctness
- 8) When writers identify the reason for writing and establish the purpose of a document, they are 8) _____
A) Revising B) Planning
C) Researching D) Drafting
- 9) Rhetoric provides writers with tools to understand 9) _____
A) Audiences B) Documents

C) Contexts

D) All of the above

- 10) The impetus that requires some kind of writing or communication to solve a problem is 10) _____
A) Expertise B) Experience
C) Exigency D) Explanation

TRUE/FALSE. Write 'T' if the statement is true and 'F' if the statement is false.

- 11) Rhetoric relates to how words work and affect audiences. 11) _____
- 12) An audience must be able to receive, understand, and use a document. 12) _____
- 13) A document must always serve only one purpose. 13) _____
- 14) Documents are often intended for multiple audiences. 14) _____
- 15) When writing to audiences with a negative attitude, writers should approach the subject matter as if it is a quarrel. 15) _____
- 16) Perceived problems can differ widely from the real problem. 16) _____
- 17) Understanding context does not help with workplace problems or solutions. 17) _____
- 18) Rhetorical thinking is limited to consideration of documents only. 18) _____
- 19) Writers must consider both the expectations and attitudes of audiences. 19) _____
- 20) Audiences read documents in only one way. 20) _____

SHORT ANSWER. Write the word or phrase that best completes each statement or answers the question.

- 21) Explain one way that the problem-solving approach be used in rhetorical thinking. 21) _____
- 22) Identify three characteristics that workplace writers may use to understand their audiences. 22) _____
- 23) Name three common constraints related to workplace problems and solutions. 23) _____

- 1) D
- 2) B
- 3) C
- 4) A
- 5) B
- 6) A
- 7) B
- 8) B
- 9) D
- 10) C
- 11) TRUE
- 12) TRUE
- 13) FALSE
- 14) TRUE
- 15) FALSE
- 16) TRUE
- 17) TRUE
- 18) FALSE
- 19) TRUE
- 20) FALSE
- 21) Students should identify and explain one of the components (planning, researching, drafting, revising, distributing).
- 22) Possible answers include attitudes, expectations, expertise, language, religion, knowledge of technology, and social customs.
- 23) Location, time, and money.