Communication Skills Challenge

Use this key to check answers and read the explanations.

1. Nia emails a revised floor plan to the volunteers setting up a book fair. Which part of the communication process does Nia represent?

A. Sender
B. Receiver
C. Channel
D. Message

Correct answer: A. Sender
Nia starts the exchange by sending the plan. The volunteers receive it through email.

2. Imani leaves a voicemail for Jo saying the label maker is on the supply cart. Which part of this exchange is the channel?

A. Imani
B. The label maker’s location
C. The phone’s voicemail service
D. Jo

Correct answer: C. The phone’s voicemail service
Voicemail carries the message from Imani to Jo. The location of the label maker is the information being sent.

3. Rosa sends a draft sign to Malik for a size check. Which event is feedback from the receiver to the sender?

A. Malik opens the draft on his laptop.
B. Malik replies that the draft fits the display stand.
C. Rosa sends a second copy of the draft.
D. Rosa checks the time in her sent folder.

Correct answer: B. Malik replies that the draft fits the display stand.
Malik’s reply gives Rosa information about the draft. It completes a return trip from the receiver to the sender.

4. At a workshop, a loud fan drowns out part of the speaker’s directions. Which term in a basic communication model describes the interference?

A. Decoding
B. Feedback
C. Encoding
D. Noise

Correct answer: D. Noise
Noise is anything that interferes with the message. The fan masks part of what the audience needs to hear.

5. A museum technician writes a guide showing first-time gallery volunteers how to open and close the display cases. Who is its intended audience?

A. The technician writing the guide
B. First-time gallery volunteers
C. Visitors looking at the displays
D. The company that made the cases

Correct answer: B. First-time gallery volunteers
The volunteers will use the guide to do the task, so the technician should write for their level of experience.

6. A coworker says the sample labels are ready, but the matching envelopes have run out. Which reply checks both details without guessing why it happened?

A. Are the labels finished and the envelopes out of stock?
B. Are the envelopes ready and the labels out of stock?
C. Are the labels finished and the envelopes on their way?
D. Did the envelopes run out because the delivery was late?

Correct answer: A. Are the labels finished and the envelopes out of stock?
Restating both details gives the coworker a chance to confirm or correct what you heard. It leaves the cause open.

7. A teammate asks you to send ‘the latest layout.’ The entrance layout and seating layout were both revised today. Which question would identify the file to send?

A. When do you need the latest layout?
B. Should I send the latest layout as a PDF?
C. Who should receive the latest layout?
D. Do you mean the entrance layout or the seating layout?

Correct answer: D. Do you mean the entrance layout or the seating layout?
Naming both candidate files lets the teammate resolve the unclear reference. File format, recipient, and timing each answer a different question.

8. The note says, ‘The booking was checked by Leah.’ Which revision keeps the same meaning and puts the action in active voice?

A. Leah was asked to check the booking.
B. The booking was checked.
C. Leah checked the booking.
D. Leah approved the booking.

Correct answer: C. Leah checked the booking.
In active voice, Leah is the subject and does the checking. That wording preserves exactly what the original says happened.

9. Two shifts need the same checklist. Some people start after the briefing ends, and everyone needs to refer to the exact wording while they work. Which option meets both requirements?

A. Post the written checklist where both shifts can open it.
B. Read the checklist at the briefing and end the call.
C. Give each shift an oral summary at its start time.
D. Leave the written checklist on a desk only one shift can access.

Correct answer: A. Post the written checklist where both shifts can open it.
A shared written copy gives both shifts the same wording whenever they need it.

10. The note says, ‘Prior to distributing the handout, verify that the page numbers are in sequence.’ Which rewrite uses everyday words and keeps the required action and timing?

A. Confirm sequential pagination prior to distribution.
B. Hand out the copies, then check that the page numbers are in order.
C. Count the copies before you hand them out.
D. Check that the page numbers are in order before you hand out the copies.

Correct answer: D. Check that the page numbers are in order before you hand out the copies.
The rewrite keeps the page-order check before distribution and replaces technical wording with familiar words.

11. At a meeting, the group chose the courtyard for a display. Dev will measure the space and Lina will mark the table positions once she has Dev’s measurements. Which note records the decision and captures both tasks in order?

A. Use the courtyard. Lina marks the table positions, then Dev measures the space.
B. Use the courtyard. Lina measures the space, then Dev marks the table positions.
C. Use the courtyard. Dev measures the space, then Lina marks the table positions.
D. Dev measures the courtyard, then Lina marks the table positions. The location still needs a decision.

Correct answer: C. Use the courtyard. Dev measures the space, then Lina marks the table positions.
The location is already decided. Lina needs Dev’s measurements to mark the positions, so the note puts the measuring first.

12. A workshop update must include the sign-up deadline, where to sign up, a room map, and how the workshop started. Readers need to act before the cutoff. Which order puts the action and cutoff before supporting information?

A. Room map, then the sign-up location and deadline, then workshop history
B. Sign-up location and deadline, then the room map and workshop history
C. Workshop history, then the deadline, room map, and sign-up location
D. Deadline and workshop history, then the sign-up location and room map

Correct answer: B. Sign-up location and deadline, then the room map and workshop history
Putting the sign-up location and deadline together at the start lets readers find what they need to act. The map and history can follow.

13. A photographer was asked for ‘the full set,’ but people interpret that phrase differently. The request is for one photo of the group and two close-ups of each of three displays. Which instruction tells the photographer exactly what to deliver?

A. Send one group photo and one close-up per display for all three displays.
B. Send one group photo and two close-ups of the three displays together.
C. Send two close-ups of each display and one wide shot of the displays.
D. Send one group photo and two close-ups per display for all three displays.

Correct answer: D. Send one group photo and two close-ups per display for all three displays.
The request specifies both subjects and the count for each. Two close-ups per display make six close-ups, plus the single group photo.

14. Designers need to ask each other questions in real time to choose a cover. The printing team starts later and needs a shared written record of the exact choice. Which plan meets both needs?

A. Discuss the covers on a live call, then post the chosen cover name in the shared project notes.
B. Ask designers to vote by email by tomorrow, then post the chosen cover name in the shared project notes.
C. Discuss the covers on a live call, then tell one printer the choice in a separate unrecorded call.
D. Email the cover name chosen by one designer to both teams and close the discussion.

Correct answer: A. Discuss the covers on a live call, then post the chosen cover name in the shared project notes.
The live discussion allows immediate questions and responses. The shared notes give the printing team the exact choice when they start work.

15. A team wants to learn whether new volunteers can use a one-page guide to label a sample box on their own. Which test measures that goal directly?

A. Have experienced volunteers label a sample box from memory and time how long it takes.

B. Show new volunteers how to label a sample box, then ask them to repeat the demonstration.

C. Give new volunteers the guide and a sample box, then observe them labeling it without coaching.

D. Give new volunteers the guide and ask how confident they feel about labeling a box.

Correct answer: C. Give new volunteers the guide and a sample box, then observe them labeling it without coaching.

Observing new volunteers use the guide on the real task shows whether they can complete it independently and where they get stuck.