Communication Skills Challenge

Choose one answer per question. Circle A, B, C, or D.

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

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

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.

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

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

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?

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?

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.

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.

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.

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.

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

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.

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.

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.