



1-Which of the following is **NOT** included in the letter?

1. the writer's name
2. the writer's address
3. the date
4. PO Box number

2-Which of the following is **FALSE** about the inside address?

1. It is written at the top left hand corner.
2. It is double spaced.
3. It is flush with the left margin.
4. It is two spaces above the salutation.

3-Which of the following salutations is written to a woman whose marital status is not known?

1. Dear Mrs. Jones
2. Dear Miss Jones
3. Dear Madam
4. Dear Ms. Jones

4-Which part of a social letter is used to present the purpose of writing the letter?

1. body
2. opening
3. middle
4. closing

5-Which of the following complimentary closes is the most formal?

1. best regards
2. yours truly
3. respectfully yours
4. very cordially yours

6-When is "P.S." used?

1. to draw the reader's attention
2. to indicate the receiver of the letter
3. to make sure the response is given
4. to add something to a closed letter

7-Which of the following is usually written and sent by an individual to a company?

1. pesonal letter
2. business letter
3. personal business letter
4. formal personal letter

8-Which of the following is **NOT** true about a job application letter?

1. It comes with an updated resume.
2. It should address how the applicant will be able to meet the employer's needs.
3. It should be concise but full of personal details.
4. It should include a resume and not an autobiography.

9-Which of the following is **LEAST** likely to appear in a well-written resume?

1. the people who can verify your qualifications
2. positive personal characteristics
3. technical and computer skills
4. education relevant to the desired position



10-Which of the following is NOT among the advantages of emails?

1. It is personal and it is easy to use.
2. It can be used to communicate quickly.
3. It is useful for short messages.
4. It can be accompanied with a lot of spam.

11-Which of the following is FALSE about the date in a business letter?

1. It is written below the sender's address.
2. It is separated from the sender's address by three spaces.
3. It can be written with or without abbreviations.
4. It should be used consistently.

12-Which of the following appears first in an inside address?

1. name of house or building
2. number of building
3. name of the street
4. name of the town

13-Which of the following should the complimentary close match?

1. signature
2. salutation
3. attention line
4. date

14-Which of the following abbreviations indicates that the owners of the company are only responsible for their holding if the company happens to go bankrupt?

1. Ltd.
2. PLC
3. INC
4. Co.

15-Which of the following is used when someone signs a letter on behalf of their manager?

1. Enc.
2. P.P.
3. Encl.
4. ref.

16-Which of the following should be used if the letter should be opened and read only by the addressee?

1. personal
2. B.C.C.
3. confidential
4. carbon copy

17-Which of the following letters is written to ask for catalogues or price lists?

1. letters of order
2. letters of inquiry
3. letters of collection
4. letters of complaint

18-Which of the following is FALSE about letters of inquiry?

1. It can be made by a letter, email or fax.
2. How well you know the supplier has no effect on the content of the letter.
3. You should begin the letter by giving your status or position.
4. You should clearly state what you are asking for.



19-Which letter is most probably opened by the sentence below?

We are one of the main producers of industrial chemicals in England.

1. inquiry 2. order 3. complaint 4. collection

20-Which of the following should be especially mentioned in a letter of inquiry when replying to an ad?

1. the newspaper and its date 2. the reason you are writing
3. the catalogue number 4. the amount required

21-Which of the following is FALSE about a letter of order?

1. It is usually written on a company's official order form.
2. It should have a reference number and a date.
3. It can be done either by telephone or in writing.
4. An order form should be accompanied by a covering letter.

22-What is the following sentence concerned with in a letter of order?

Please confirm that you can complete the work before the end of March, as the opening of the store is planned for early April.

1. packing 2. delivery 3. payment 4. discount

23-What is the purpose of the sentence below?

Thank you for your order No. 20 which we received today. We are now dealing with it and you can expect its delivery in about three weeks.

1. making an inquiry 2. placing an order
3. making arrangements for delivery 4. acknowledging an order

24-Which of the following are requests for payment and records of transactions?

1. pro formas 2. invoices
3. bills of good 4. shipping documents

25-Which of the following letters is written to ask your customers to pay the money they owe you?

1. collection 2. complaint 3. inquiry 4. order

26-Which of the following is FALSE about a letter of complaint?

1. You should write it as soon as you decide it is necessary.
2. Delaying the letter can sometimes convince the receiver.
3. Do not open the letter by apologizing.
4. You should be as clear as possible.



زمان آزمون (دقیقه): تستی: ۷۵ تشریحی: ۰

تعداد سوالات: تستی: ۳۰ تشریحی: ۰

عنوان درس: نامه نگاری

رشته تحصیلی/گد درس: مترجمی زبان انگلیسی ۱۲۱۲۰۶۷ - زبان و ادبیات انگلیسی ۱۲۱۲۱۱۹

27-Which of the following letters is sent when a company or person admits a mistake has taken place and agrees to make up for it?

1. collection 2. complaint 3. adjustment 4. apology

28-Which of the following is written when a company needs to buy something but is unable to pay for it immediately?

1. letter of credit 2. letter of adjustment
3. letter of inquiry 4. letter of request

29-Which of the following is of LEAST importance in granting credit?

1. credit period 2. reputation
3. long term trading association 4. references

30-What is the first step in the process of insuring a business?

1. a proposal is filled out by the client
2. the premium should be calculated
3. a policy should be prepared
4. a cover note should be issued for the client