

1-What does the heading of a letter usually include?

1. letterhead
2. date and the receiver's address
3. writer's address
4. writer's address and the date

2-Which of the following is **NOT** correct about the inside address?

1. It includes the receiver's address
2. It is more commonly used in informal letters
3. It is written at the top left hand corner of the letter
4. It is flush with the left hand margin and is two lines above the salutation

3-Which of the salutations is addressed to a company? Dear

1. Sir
2. Sirs
3. Madam
4. Manager

4-Which of the following is the **LEAST** informal complimentary close?

1. Best Regard
2. Very Truly Yours
3. Respectfully
4. Yours Truly

5-Which of the following is written last in a formal letter address?

1. company name
2. country
3. post office box number
4. apartment number

6-Which of the following is **NOT** true about invitation?

1. It should always be written formally.
2. RSVP is written if a reply is required.
3. Most invitations done by telephone.
4. It includes occasion, date, and venue.

7-Which of the following is **FALSE** about replies to invitations?

1. You can ignore the request for a reply in informal situations.
2. We can send a letter of acceptance instead.
3. Declining an invitation should be prompt and definite.
4. We should thank for being invited when we will decline.

8-Which of the following is **TRUE** about a congratulation letter?

1. It should be sent immediately.
2. It must show your genuine feelings.
3. It must contain a lot of praising of the receiver.
4. It should end with a congratulatory note and good wishes.



9- Which of the following is **FALSE** about a condolence letter?

1. It should be brief and sincere.
2. How you know the person makes a difference in words.
3. A typewritten letter is better than a hand-written one.
4. It can contain an offer for help.

10- Which of the following sentences is grammatically **INCORRECT**?

1. I would like to use the opportunity to thank you.
2. We are indebting to you for your help.
3. I sincerely appreciate your care and guidance.
4. I am highly grateful for your favor.

11- Which section of the sentences below should be **corrected**?

I consider myself a diligent student and voracious reader. I read news magazines and journals for relevant news updates. I have a strong background in mathematics and science, excelled in subjects such as calculus and algebra.

1. a diligent student
2. relevant news updates
3. strong background in
4. excelled in

12- Which of the following is **NOT** usually included in a resume?

1. education
2. income
3. experience
4. achievements

13- What does "references" mean in a resume?

1. people who can provide information about you
2. the papers and books written by the applicant
3. the previous places a person has worked in
4. the academic degrees a person has obtained

14- Which section of the sentences below should be corrected?

I am happy to have the opportunity of answering your letter about Ms. Ahmadi. She is a rare find as a secretary; a young lady who is accurate, intelligent and personably.

1. to have the opportunity
2. answering your letter
3. a rare find
4. personably

15- Which of the following domain name suffixes is most probably used for a charity?

1. biz
2. gov
3. org
4. pro



25- Which of the following letters is usually written on a company's official form which has a date and a reference number that should be quoted in a any further correspondence?

1. inquiries 2. complaints 3. payments 4. orders

26- Which section of the sentence below should be corrected grammatically?

The machines must be well greased with all movable parts secured before be loaded into crates, which should be clearly marked with your castle logo for easy identification.

1. be well greased 2. before be loaded
3. clearly marked with 4. for easy identification

27- The documents that are not only requests for payment but also records of transactions are called -----.

1. bills 2. invoices 3. pro formas 4. cover letters

28- The sentence below most probably appears in the ----- request for payment.

We must now press you to clear this outstanding account. Please send us your remittance immediately.

1. first 2. second 3. third 4. fourth

29- Which section of the sentences below should be corrected with regard to proper words used?

We have carelessly compared the articles you returned with our samples and can see no difference between them. Therefore, in this case we are not willing either to substitute the articles or to offer a credit.

1. carelessly 2. articles 3. substitute 4. credit

30- Which of the following letters is written when a company needs to buy some products but is not able to pay for them immediately?

1. letter of order 2. letters of complaint
3. letters of credit 4. letter of collection