



1-According to the Longman Dictionary, the word ----- refers to the way in which writing and pictures are arranged on a page.

1. layout                      2. structure                      3. framework                      4. block

2-Which part of the heading below should be changed or removed?

84 Shariati St.  
P.O. Box 1234  
Tabriz, Iran

1. 84 Shariati St.                      2. P.O. Box 1234                      3. Tabriz, Iran                      4. Mr. Amir Jahani

3-In which types of letter should we use inside address?

1. more formal correspondence                      2. business correspondence  
3. informal correspondence                      4. all correspondence

4-Which of the following is used to address a woman whose marital status is not known?

1. Mrs. Jones                      2. Ms. Jones                      3. Miss Jones                      4. Lady Jones

5-In which part of a letter is the sentence below most probably used?

Please let us know how we may be of greater assistance to you.

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

6-Which of the following is the least formal salutation?

1. very truly yours                      2. respectfully                      3. yours truly                      4. sincerely

7-Which part of the sentence below should be corrected?

It is our wish that you will be able to find time to attending our dinner party.

1. our wish                      2. be able to                      3. to attending                      4. dinner party

8-Mr and Mrs Floyd accept with ----- your kind invitation to the wedding reception of your daughter.

1. pleasure                      2. recommendation  
3. occasion                      4. attedance

9-Which part of the sentence below should be corrected?

I am very happy to hear that you have security a job in the Microsoft as a software engineer.

1. happy to hear                      2. have security  
3. in the Microsoft                      4. software engineer



10- Which of the following is FALSE about a thank you note?

1. It should be written promptly
2. It should focus on the thank you message
3. It should be written in a friendly style
4. It should be sent using advanced technology

11- In which type of application letter is the sentence below most probably used?

I am writing to explore the possibility of employment as document controller in your reputable firm.

1. job application
2. education application
3. information application
4. investment application

12- I am writing this letter to ----- my interest for the bachelor of arts degree in economics at the Penn state university.

1. excel
2. require
3. express
4. train

13- In which part of a resume does the information below appear?  
assessed student performance throughout the term

1. objective
2. certification
3. experience
4. education

14- In which type of social letters is the sentence below most probably used?

I am happy to have the opportunity of answering your letter about Elenor Silver.

1. recommendation
2. complaint
3. application
4. resume

15- Which of the following is used when you do not want the main recipient to know who has received copies?

1. B.c.
2. B.c.c.
3. per pro
4. P.S.

16- When you decide to send letter by fax, you should also use a fax transmission -----.

1. cover form
2. post script
3. inside address
4. letterhead

17- Which of the following is placed first in an inside address?

1. name of the building
2. number of the building
3. city name
4. country name

18- Which of the following is used to address a woman, single or married, whose name you do not know?

1. Dear lady
2. Dear Ms.
3. Dear madam
4. Dear Mrs.



19- Which of the following is used to show that you are signing a letter on behalf of someone else?

1. Ref.                                      2. Enc.                                      3. P.P.                                      4. Ltd.

20- We were ----- by the selection of gardening tools displayed on your stand at this year's exhibition.

1. advertised                                      2. impressed                                      3. packaged                                      4. detailed

21- It the product is satisfactory, we will ----- further orders with you in the future.

1. advertise                                      2. place                                      3. appreciate                                      4. agree

22- In which type of business letter is the sentence below most probably used?

Thank you for your inquiry of June 20 in which you asked about our products and prices.

1. letter of order                                      2. letter of collection  
3. reply to inquiry                                      4. reply to order

23- You will see that we can ----- a wide selection of dinner and tea services ranging from the most traditional to more modern styles. So please order as soon as you can.

1. inquire                                      2. interest                                      3. establish                                      4. offer

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

1. invoices                                      2. insurances                                      3. collections                                      4. commodities

25- We are writing concerning the ----- October account of 1000 dollars which should have been cleared last month.

1. balanced                                      2. passive                                      3. outstanding                                      4. overlooked

26- Which part of the sentence below should be corrected?

Having dealt with you for some time, we are concerning that we have neither received your remittance nor any explanantion.

1. having dealt                                      2. are concerning                                      3. neither received                                      4. remittance

27- We would like to thank you for informing us of our accounting ----- in your letter of June 7. We will take every measure to correct is soon.

1. error                                      2. dispatch                                      3. register                                      4. order

28- In which letter type is the sentence below most probably used?

We wish to express our concern regarding the bathroom facilities in Doe park and Main street.

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



29-What is the purpose of the sentence below?

Unfortunately, we never allow credit facilities to customers until have traded with us for over a year.

- |                          |                            |
|--------------------------|----------------------------|
| 1. advertising for order | 2. replying to a complaint |
| 3. refusing a credit     | 4. accepting cooperation   |

30-What is the second step of insuring a business?

- |                                |                          |
|--------------------------------|--------------------------|
| 1. filling out a proposal form | 2. calculating a premium |
| 3. issuing a covering note     | 4. preparing a policy    |