



1- If you are writing a letter to an office, avoid using highly technical terms that only engineers understand. 'Terms' means.....

1. times                      2. places                      3. worlds                      4. words

2- At the top of your letter, put your....., so the reader will know where to send the reply to.

1. address                      2. book                      3. money                      4. pencil

3- The greeting will be in the form of ".....Jimmy", or "Hey Jimmy" for less formal letters.

1. Bear                      2. Dear                      3. Clear                      4. Fear

4- The first paragraph will generally outline the purpose for the letter. 'Purpose' means.....

1. aim                      2. mail                      3. proposal                      4. greeting

5- We encounter different kinds of letters every day. 'Encounter' means.....

1. lose                      2. miss                      3. close                      4. face

6- A business letter of introduction is used to introduce either an individual..... a company to another person.

1. nor                      2. but                      3. or                      4. neither

7- A resume is the.....of your academic and work history.

1. summer                      2. summary                      3. summarizes                      4. summarize

8- E-mail works best when you just copy and.....the most relevant text into the body of the e-mail.

1. past                      2. post                      3. posts                      4. paste

9- The name of everyone in the CC list of the e-mail goes out with the message, but the names of the people on the BCC list are.....

1. hidden                      2. clear                      3. visible                      4. shown

10- Whenever you need to cancel a reservation, it's important that you let the hotel or tour operator know .....possible.

1. soon as                      2. as soon                      3. so soon                      4. as soon as

11- We hope that you were pleased with the air travel and hotel.....

1. occupations                      2. modulations  
3. preoccupations                      4. accommodations

12- We look forward to.....at your hotel around 16:00 on September 13<sup>th</sup>.

1. arriving                      2. arrives                      3. arrived                      4. arrive



13-In order to claim all his rights, the customer must address the letter of complaint to the travel agency and the air..... .

1. carry                      2. carrier                      3. carries                      4. the carry

14-It is better to ..... a formal letter.

1. record                      2. reject  
3. refuse                      4. risk

15-As I was on holiday, I was of course obliged to buy some essential clothes. 'Essential' means..... .

1. necessary                      2. rare                      3. unusual                      4. hard

16-We recently visited a local sports..... and were dissatisfied with the service provided.

1. central                      2. centralize                      3. center                      4. centralizes

17-Although the staffs were generally polite and helpful,.....seemed to lack basic sports knowledge.

1. they                      2. but they  
3. them                      4. but them

18-Thank you very much for your interest shown in our hotel.

.....you will find our hotel brochure and the room rates.

1. Encloses                      2. Enclose to  
3. Encloses to                      4. Enclosed

19-If you prefer a 'cultural holiday', you should pay.....to the following part.

1. attend                      2. attends                      3. attention                      4. to attends

20-If you require any further information, feel free to contact me. 'Require' means..... .

1. forget                      2. remind                      3. remain                      4. need

-۲۱ Put the date on which the letter was written. 'Date' means..... .

۱. مقصد                      ۲. تاریخ                      ۳. مکان                      ۴. هدف

-۲۲ Letters are important means of expressing different feelings and needs. 'Means' means..... .

۱. سعی                      ۲. اجتناب                      ۳. وسیله                      ۴. نیاز

-۲۳ Once again, I apologize for any inconvenience. 'Apologize' means..... .

۱. دستور دادن                      ۲. تقاضا کردن                      ۳. ارسال کردن                      ۴. عذر خواهی کردن



-۲۴ A business letter is a formal way of communicating between two or more parties. 'Formal' means..... .

- ۰.۱ غیر رسمی      ۰.۲ رسمی      ۰.۳ ساده      ۰.۴ پیچیده

-۲۵ The format of business letters have changed over time with the culture getting less formal. 'Culture' means..... .

- ۰.۱ گردشگری      ۰.۲ نامه نگاری      ۰.۳ فرهنگ      ۰.۴ صنعت

-۲۶ You have some freedom in how many blank lines to use between blocks. 'Freedom' means..... .

- ۰.۱ تجارت      ۰.۲ آزادی      ۰.۳ اسارت      ۰.۴ اجبار

-۲۷ Fold your resume horizontally. 'Horizontally' means..... .

- ۰.۱ به طور عمودی      ۰.۲ به طور افقی      ۰.۳ غیرمستقیم      ۰.۴ مستقیم

-۲۸ When contacting someone outside your organization, you should write your signature. 'Signature' means..... .

- ۰.۱ شماره      ۰.۲ امضا      ۰.۳ عنوان      ۰.۴ تمبر

-۲۹ Sometimes a simple promise by one party to another is all that two parties wish to record, the acceptance of such a promise is an agreement. 'Acceptance' means..... .

- ۰.۱ پذیرش      ۰.۲ تغییر      ۰.۳ اخراج      ۰.۴ امتناع

-۳۰ We hope that you will afford us the opportunity to help you plan your next vacation or business trip. 'Opportunity' means..... .

- ۰.۱ مشقت      ۰.۲ محبت      ۰.۳ لطافت      ۰.۴ فرصت