

1- Which of the following is correct about salutation?

1. it is a greeting to the writer
2. it is typed two lines above the inside address
3. it contains the writer's name
4. it is Flush with the left margin

2-The purpose of the letter is established in the .....

1. Opening
2. Middle
3. Closing
4. Salutation

3-This statement is a sample of .....

"I would like to apologize for the delay in returning your books".

1. Formal closing
2. Informal closing
3. Formal opening
4. Informal opening

4-Which "complementary close" is mainly used in diplomatic or religious correspondence?

1. Yours faithfully
2. Respectfully
3. Regards
4. Best wishes

5-Which of these titles follows the writer's name?

1. Ms.
2. Director
3. Dr
4. Professor

6-Which one comes first when addressing an envelope for an informal letter?

1. Apartment number
2. Name
3. City plus zip code
4. Country

7-The abbreviation "R.S.V.P" means .....

1. Only the receiver should open the letter.
2. Something is added at the end of the letter.
3. A reply is required.
4. The guests should be on time.

8-What kind of letter is usually written in "third person"?

1. Formal invitation
2. Informal invitation
3. Formal congratulation
4. Informal congratulation

9-The following sentence is mainly helpful to be used in .....

"We look forward with pleasure to seeing you next week".

1. Accepting an invitation
2. Declining an invitation
3. Congratulation letter
4. Thank-you letter

10- Which one is NOT usually stated in a letter of condolence?

- |                                      |                                       |
|--------------------------------------|---------------------------------------|
| 1. Expressing feeling about the loss | 2. Reminding that a reply is required |
| 3. Expressing sympathy               | 4. Offering help                      |

11- The following sentence will most probably be used in a/an..... letter.

“You know you can always count on our affection”.

- |               |              |                   |               |
|---------------|--------------|-------------------|---------------|
| 1. Invitation | 2. Thank-you | 3. Congratulation | 4. Condolence |
|---------------|--------------|-------------------|---------------|

12- The following is most probably a part of a letter of .....

“Will you please see that this set is replaced by another one?”

- |                |                   |
|----------------|-------------------|
| 1. Complaint   | 2. Recommendation |
| 3. Resignation | 4. Application    |

13- In your application for a job or acceptance into a university, you may be asked to present a/an .....

- |                     |                       |
|---------------------|-----------------------|
| 1. Thank-you letter | 2. Resignation letter |
| 3. Resume           | 4. Invitation         |

14- Which one is less likely to appear in an informal letter?

- |                        |               |
|------------------------|---------------|
| 1. Complementary close | 2. Postscript |
| 3. Inside address      | 4. Salutation |

15- Which of the following salutations is WRONG?

- |                         |                     |
|-------------------------|---------------------|
| 1. Dear professor Smith | 2. Dear Dr. Smith   |
| 3. Dear uncle           | 4. Dear cousin John |

16- Which one can be an appropriate salutation for the complementary close “warmest wishes”?

- |                        |                 |
|------------------------|-----------------|
| 1. Dear Mr. Richardson | 2. Dear William |
| 3. Dear Manager        | 4. Dear Madam   |

17- Which of the following is a letter of social obligation?

- |                             |                         |
|-----------------------------|-------------------------|
| 1. Letter of recommendation | 2. Letter of condolence |
| 3. Letter of application    | 4. Letter of complaint  |

18- Which one is NOT a type of reference line?

- |                     |                              |
|---------------------|------------------------------|
| 1. Attention line   | 2. Personal and confidential |
| 3. Document numbers | 4. Dateline                  |

19- The salutation "to whom it may concern" is used when..... .

- |                                              |                                             |
|----------------------------------------------|---------------------------------------------|
| 1. We are writing to a company.              | 2. A reply is required.                     |
| 3. We don't know who should read our letter. | 4. We don't know the title of the receiver. |

20- The following sentence is a part of ..... of a business letter.

"Thank you for your letter of 19 August which I received today."

- |                |                         |
|----------------|-------------------------|
| 1. The opening | 2. The middle paragraph |
| 3. The closing | 4. The postscript       |

21- "Enclosure reminder" helps the reader .....

1. Restate the purpose of the letter
2. Not to discard the enclosed items by mistake
3. Reply the letter promptly
4. Know about the signer's identification

22- Which format is the easiest to use?

- |            |                 |                   |                 |
|------------|-----------------|-------------------|-----------------|
| 1. Blocked | 2. Semi-blocked | 3. Square-blocked | 4. Full-blocked |
|------------|-----------------|-------------------|-----------------|

23- In which format, should the name of the reader be mentioned at least once in the body?

- |                 |                 |               |            |
|-----------------|-----------------|---------------|------------|
| 1. Full-blocked | 2. Semi-blocked | 3. Simplified | 4. Blocked |
|-----------------|-----------------|---------------|------------|

24- Which one is NOT a purpose of an inquiry letter?

- |                                           |                                |
|-------------------------------------------|--------------------------------|
| 1. To obtain information                  | 2. To confirm the agreed terms |
| 3. To receive catalogue, price-list, etc. | 4. To receive sample products  |

25- The following is a part of a letter of .....

"I would appreciate more details about the university communication system which you are advertising on television".

- |                |                   |
|----------------|-------------------|
| 1. Application | 2. Order          |
| 3. Inquiry     | 4. Recommendation |

26- Which one is NOT a part of a reply to an inquiry?

- |                               |                               |
|-------------------------------|-------------------------------|
| 1. Expressing dissatisfaction | 2. Confirming help            |
| 3. Encouraging the inquirer   | 4. Suggesting other suppliers |

27- An order form is usually accompanied by a/an ..... letter.

- |            |              |           |             |
|------------|--------------|-----------|-------------|
| 1. Inquiry | 2. Complaint | 3. Credit | 4. Covering |
|------------|--------------|-----------|-------------|

28- In a ..... you should tell your customer that you will put the matters right as soon as possible.

1. Letter of complaint
2. Letter of inquiry
3. Reply to a complaint
4. Reply to an inquiry

29- In order to convince the supplier to grant you the credit, you should NOT.....

1. Mention your previous dealings with that company
2. Mention your reputation
3. Offer references
4. set any conditions

30- The following sentences are a part of .....

“Please follow up the references we have submitted. We look forward to your confirmation that payment by 30-day bill of exchange is acceptable.”

1. The opening of a letter to request credit
2. The closing of a letter to request credit
3. A letter to give the credit
4. A letter to refuse credit

پایگاه خبری دانشجویان پیام نور  
WWW.PNUNA.COM  
« آخرین اخبار دانشگاه پیام نور »  
« بانک نمونه سوالات دانشگاه پیام نور »