

Name: _____ No. _____ M6/4 Date: _____

1. What is the main purpose of a business letter?
 - ☐ A) To inform or communicate formally with clients, customers, or other businesses.
 - ☐ B) To casually chat with friends.
 - ☐ C) To record personal events.
 - ☐ D) To write fictional stories.
2. Which of the following is typically included at the top of a business letter?
 - ☐ A) Sender's address
 - ☐ B) A joke
 - ☐ C) The weather forecast
 - ☐ D) A grocery list
3. How should the date be formatted in a formal business letter?
 - ☐ A) MM/DD/YYYY
 - ☐ B) DD/MM/YYYY
 - ☐ C) Month Day, Year
 - ☐ D) Year, Month Day
4. Which of the following salutations is appropriate for a business letter?
 - ☐ A) Hey there!
 - ☐ B) Dear Sir/Madam,
 - ☐ C) Yo!
 - ☐ D) What's up?
5. What should the tone of a business letter be?
 - ☐ A) Casual and relaxed
 - ☐ B) Professional and polite
 - ☐ C) Sarcastic and humorous
 - ☐ D) Informal and chatty

Faxes

6. What is a fax machine used for?
 - ☐ A) Sending handwritten notes
 - ☐ B) Transmitting documents over a telephone line
 - ☐ C) Scanning photographs
 - ☐ D) Recording audio messages
7. Which of the following information is typically found on a fax cover sheet?
 - ☐ A) Sender and recipient's contact details
 - ☐ B) The fax machine's model number
 - ☐ C) A list of ingredients
 - ☐ D) Music recommendations
8. What should be checked before sending a fax?
 - ☐ A) The recipient's telephone number
 - ☐ B) The weather

- C) The color of the paper
 - D) The date of the week
9. What is the main advantage of using a fax?
- A) Fast and reliable document transmission
 - B) Enhances document quality
 - C) Provides unlimited storage
 - D) Translates documents to multiple languages
10. What should be done after sending a fax?
- A) Destroy the original document
 - B) Call the recipient to confirm receipt
 - C) Post the document on social media
 - D) Ignore the document entirely

Memos

11. What is the primary purpose of a memo?
- A) To communicate internal messages within an organization
 - B) To advertise products
 - C) To send holiday greetings
 - D) To submit a formal report to clients
12. What is a typical heading in a memo?
- A) To, From, Date, Subject
 - B) Introduction, Body, Conclusion
 - C) Ingredients, Method, Serving size
 - D) Title, Author, Publisher, Date
13. In what setting are memos most commonly used?
- A) Office or corporate environments
 - B) Social gatherings
 - C) Casual conversations
 - D) Online forums
14. What is an important characteristic of a memo?
- A) Concise and to the point
 - B) Lengthy and detailed
 - C) Creative and poetic
 - D) Ambiguous and unclear
15. Which part of a memo provides the main message or content?
- A) The body
 - B) The heading
 - C) The footer
 - D) The salutation

General Writing Communication

16. What should be avoided in professional written communication?
- A) Clear and precise language

- B) Jargon and slang
 - C) Proper grammar and punctuation
 - D) Polite and respectful tone
17. How should confidential information be handled in written communication?
- A) It should be encrypted or sent through secure channels
 - B) It should be shared openly with everyone
 - C) It should be ignored
 - D) It should be printed on colored paper
18. What is an appropriate way to close a business letter?
- A) Sincerely,
 - B) Later!
 - C) See ya!
 - D) Cheers!
19. Which format is best for quick, internal updates within an organization?
- A) Memo
 - B) Formal letter
 - C) Fax
 - D) Newsletter
20. Why is proofreading important in written communication?
- A) To ensure clarity and correctness
 - B) To add more information
 - C) To increase document length
 - D) To include jokes and anecdotes