

BUSINESS LETTERS QUIZ

1. A Business Letter is a letter sent from one business or organization to another or to an individual. It is generally written in Formal Register.
 - ☐ True
 - ☐ False
2. Business Letters can be sent on paper or as attachments by e-mail.
 - ☐ True
 - ☐ False
3. Some formal situations are still handled with Business Letters sent on paper.
 - ☐ True
 - ☐ False
4. It is a sheet of stationery with text printed at the top, which identifies the company or individual using the document for communication.
 - ☐ Letterhead
 - ☐ Body text
5. Business stationery usually include Logotypes and Brand Fonts & Colours.
 - ☐ True
 - ☐ False

6. The Recipient is the author of the letter.
- ☐ True
 - ☐ False
7. In Block Style Business Letters, all parts of the letter start at the right margin, with no exceptions.
- ☐ True
 - ☐ False
8. The Body text is the largest part of the letter, the paragraphs with the message.
- ☐ True
 - ☐ False
9. The Body text has three or more paragraphs organized in a logical manner, with an introduction and a conclusion or “call to action”.
- ☐ True
 - ☐ False
10. It is a formal “Greeting” before the Body text of the letter.
- ☐ Salutation
 - ☐ Closing (Complimentary close)
11. It is a formal “Goodbye” after the Body text of the letter.
- ☐ Salutation
 - ☐ Closing (Complimentary close)

12. “Yours faithfully”, “Yours sincerely”, “Respectfully yours” are ...

- ☐ Salutations
- ☐ Closings

13. “Dear Sir or Madam”, “Dear Mr McWade”, “Dear Ms White” are...

- ☐ Salutations
- ☐ Closings

14. “Dr”, “Mr”, “Mrs” “Ms” are examples of Honorific Titles; you use them after saying the name of a person, to show respect.

- ☐ True
- ☐ False

15. If you don't know the name of the person who will read the letter, you can use “Dear Sir or Madam” as Salutation.

- ☐ True
- ☐ False

16. If you know the name of the person who will read the letter, you should use it in the Salutation.

- ☐ True
- ☐ False

17. The Date line is the date the letter was....

- ☐ Written
- ☐ Sent by mail

18. The Date line must include...

- ☐ The Day, the Month & the Year
- ☐ The Month & the Year
- ☐ None of the above (the Date line is optional)

19. The Date line is written beneath the Letterhead.

- ☐ True
- ☐ False

20. The Recipient's Address must include...

- ☐ The Name of the Person and/or the Position (Job title)
- ☐ The Company or the Organization Name
- ☐ The Postal Address
- ☐ All of the above (if you know them).

21. The Postal Address or Mailing Address is the same as the Street Address or Physical Address.

- ☐ True
- ☐ False

22. You can use slang and informal expressions in professional Business Letters.

- ☐ True
- ☐ False

23. It is recommended to write the signature by hand, to give a personal touch to the letter.

- ☐ True
- ☐ False

24. You type your Name and Position (Job title) after your Signature.

- ☐ True
- ☐ False

25. If you are signing a letter on behalf of another person, you write the letters p.p. ("Per Procurationem" or "by proxy") before your name.

- ☐ True
- ☐ False

26. It's something stapled to the letter.

- ☐ Attachments (Attachment notes)
- ☐ Enclosures (Enclosure notes)

27. It is a list of additional items included with the mailing of the letter.

- ☐ Attachments (Attachment notes)
- ☐ Enclosures (Enclosure notes)

28. Some Business Letters include Reference Codes ("Our Ref"/ "Your Ref"). They are file numbers for internal recordkeeping purposes.

- ☐ True
- ☐ False

29. All Business Letters include an Attention Line to specify who should read the letter. For example, “Att. Mr William McWade”.

☐ True

☐ False

30. The CC Line (“Carbon Copy” or “Courtesy Copy” Notation) shows who is receiving a copy of the letter in addition to the original recipient.

☐ True

☐ False