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