

M6/4 International Business English 1

Midterm Review Test

Name: _____ No. _____ Date: _____
Score: _____

1. What is the primary purpose of business etiquette?

- A. To enforce strict dress codes
- B. To ensure polite and respectful interaction in a professional setting
- C. To increase company profits
- D. To manage company finances

2. Which is a formal method of written communication used in business for official correspondence?

- A. Letters
- B. Memos
- C. Faxes
- D. Business phone calls

3. Which form of communication is typically used for short, internal messages within an organization?

- A. Letters
- B. Faxes
- C. Memorandums (Memos)
- D. Business phone calls

4. Which form of communication is often used to send documents quickly to another location and has largely been replaced by email?

- A. Letters
- B. Faxes
- C. Memorandums (Memos)
- D. Business phone calls

5. When making a business phone call, what is the first thing you should do?

- A. Start discussing business immediately
- B. Identify yourself and your purpose for calling
- C. Ask about the weather
- D. Put the call on speakerphone

6. Which form of communication should be used when a permanent, formal record is required?

- A. Business phone calls
- B. Memorandums (Memos)
- C. Letters
- D. Faxes

7. Which aspect of business etiquette is important during a business phone call?

- A. Keeping conversations brief and to the point
- B. Using slang and informal language
- C. Multi-tasking while on the call
- D. Talking loudly to ensure you are heard

8. What is the main difference between a letter and a memo?

- A. Letters are informal, while memos are formal
- B. Memos are for internal communication, while letters are for external communication
- C. Letters are always longer than memos
- D. Memos are always handwritten

9. When is it appropriate to use a fax in a modern business setting?

- A. When sending an informal note
- B. When email is not secure or not available
- C. When you want to send a voice message
- D. When making an appointment

10. What is a key component of professional business etiquette during meetings?

- A. Interrupting the speaker frequently
- B. Checking your phone regularly
- C. Listening attentively and taking notes
- D. Leaving the meeting early

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11. What should be included at the end of a business letter?

- A. The recipient's address B. A greeting
C. Your signature and contact information D. The date

12. Which of the following is considered poor business phone etiquette?

- A. Speaking clearly and concisely B. Interrupting the other person frequently
C. Listening carefully to the other person D. Confirming the details discussed before ending the call

13. It's important to understand how other cultures behave so you don't cause _____.

- A. offense B. problem C. disaster D. behavior

14. In some countries it is quite _____ to use the correct title when talking to business colleagues.

- A. tricky B. likely C. formal D. offensive

15. Having good _____ may help you to make deals more easily.

- A. manners B. handshaking C. entertaining D. demonstrations

16. Allan has to be very organized as his work involves meeting tight _____.

- A. problems B. deadlines C. challenges D. responsibilities

17. Lesley doesn't like having to wait for other people to _____ work for her.

- A. solve B. tackle C. resolve D. generate

18. There is always a lot of _____ to attend to on a Monday morning.

- A. letters B. information C. communications D. correspondence

19. Please leave a message on the answer phone if you need to contact us _____ office hours.

- A. over B. outside C. through D. against

20. The annual general meeting was _____ in the conference center.

- A. run B. held C. provided D. conducted

What are the types of letters according to purpose?

21.

22.

What are the guiding formats of a formal letter?

23.

27.

24.

28.

25.

29.

26.

30.