

Quiz 2 (A) Key					
Topics	E-mail writing, Memo writing, Business Letters Format				
Name		Section		Roll no	

1. Which of the following is the best way to ensure clarity in an email subject line?

a) Writing a short phrase like "Important"	b) Using vague wording to encourage curiosity
c) Clearly stating the purpose, such as "Meeting Rescheduled to Friday at 10 AM"	d) Using all capital letters to grab attention

2. A manager needs to inform employees about a major policy change affecting all departments. What is the best medium to use?

a) Personal email to each employee	b) A formal business letter
c) A company-wide memo	d) A text message

3. Which of the following would NOT be appropriate in a professional email?

a) "I hope you're doing well."	b) "Hey! Can you send that file ASAP?"
c) "Please find the attached report for review."	d) "Looking forward to your feedback."

4. Why is a memo preferred over an email when communicating an official company-wide policy update?

a) Memos are sent faster than emails	b) Memos serve as a formal internal record and reduce miscommunication
c) Emails cannot include attachments	d) Memos are only for external communication

5. Which of the following sentences best applies the principle of conciseness in a business email?

a) "I am writing this email to let you know that I am requesting information regarding the schedule for next week's meeting."	b) "Could you confirm next week's meeting schedule?"
c) "This email is to inform you that I was wondering if you could give me details about next week's meeting."	d) "As per my previous email, which I sent yesterday, I need details about the upcoming meeting."

6. Which feature is unique to the simplified letter format?

a) Use of "Dear [Recipient's Name]" in the salutation	b) The inclusion of a closing phrase like "Sincerely"
c) The absence of a salutation and complimentary closing	d) The use of indented paragraphs

7. Which of the following is a key characteristic of the block style business letter format?

a) The sender's address is right-aligned	b) All text is left-aligned with no paragraph indentations
c) The date is placed at the bottom of the letter	d) The subject line is omitted

8. Why might a company use a simplified business letter format instead of a block format?

a) To make the letter more formal	b) To streamline communication by removing unnecessary elements
c) To allow for more creativity in writing	d) Because simplified letters are required for all business communication

9. Which part of a block-style business letter includes the recipient's address?

a) The closing section	b) The heading
c) The inside address	d) The subject line

10. Which of the following best applies to the closing of a simplified letter?

a) It ends with a phrase like "Yours sincerely"	b) It only includes the sender's name and title
c) It includes the sender's address at the end	d) It omits the sender's name entirely

11. An employee wants to request additional resources for a project from their manager. Which is the best medium to use?

a) A formal letter following block style	b) A memo addressed to all employees
c) A well-structured email	d) A verbal request during a meeting

12. A business executive needs to send a contract to a client. Which format should they use?

a) Memo	b) Email
c) Business letter	d) Text message

13. Why should a business email avoid informal abbreviations like "u" instead of "you"?

a) To maintain a professional tone	b) Because all emails should be written in legal language
c) Because abbreviations increase the length of the email	d) Because emails must be handwritten

14. An employee is sending an email to request a meeting with a senior manager. What should the subject line include?

a) "Can we talk?"	b) "Request for Meeting – Project Discussion"
c) "Urgent: Reply ASAP"	d) No subject line is needed

15. Which of the following best applies the principle of courtesy in an email?

a) "I need that report by noon today. Make sure you get it done."	b) "Please send the report by noon today. Let me know if you need any assistance."
c) "Send the report now. Thanks."	d) "Why haven't you sent the report yet?"

16. Which of the following is the most effective way to format a memo?

a) Including a greeting and closing, similar to an email	b) Using a structured format: To, From, Date, Subject, and Body
c) Using only one paragraph without headings	d) Writing it like a formal business letter with an inside address

17. Why is proofreading an essential step in writing business communication?

a) To check for spelling and grammar errors	b) To ensure clarity and professionalism
c) To avoid miscommunication and misunderstandings	d) All of the above

18. What is the correct placement of the sender's address in a business letter?

a) Below the closing signature	b) At the bottom right of the page
c) At the top left before the date	d) In the footer section of the letter

19. In a memo, what section contains the main message?

a) The heading	b) The discussion
c) The closing remarks	d) The attachments

20. Which of the following statements about email etiquette is true?

a) Emails should always be written in a casual tone	b) Using a clear subject line helps ensure the recipient understands the purpose
c) It is acceptable to send work-related emails without proofreading	d) Attaching large files without informing the recipient is best practice

Answer Table

1.	2.	3.	4.
5.	6.	7.	8.
9.	10.	11.	12.
13.	14.	15.	16.
17.	18.	19.	20.

Quiz 2 (B) Key					
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7. When should a company use a memo instead of an email?

a) When sending a formal agreement to a client	b) When making an official internal announcement that needs record-keeping
c) When contacting an external business partner	d) When asking an individual for a meeting

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