Emails, Letters, and Memos: Quiz

Started: Oct 8 at 5:36am

Quiz Instructions

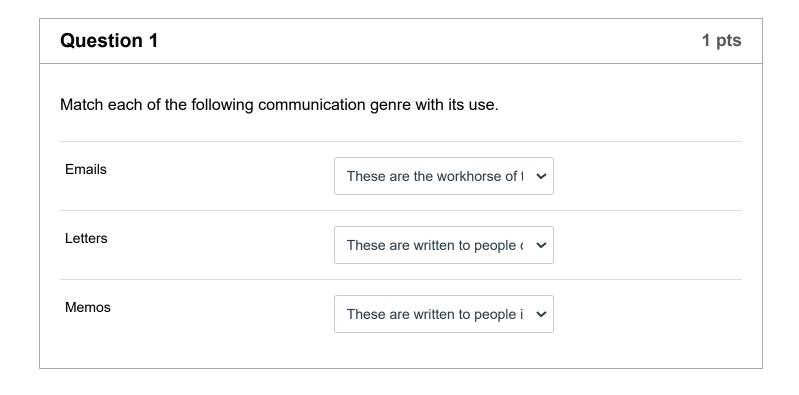
Reading quiz for Chapter 6, Emails, Letters, and Memos.

You must get 7 of 8 correct in order to receive full credit.

As always, the quiz is open book.

Resources:

Technical Communication Today (Sixth edition), Chapter 6: Emails, Letters, and Memos.





Question 3 1 pts

Is an email written to your instructor or professor a formal or an informal email?		
○ Informal		
Formal		
Question 4	1 pts	
In what order do the following parts of a typical email, letter, or memo occur?		
Body paragraphs that provide need-to-		

Question 4		1 pts
In what order do the following parts of	a typical email, letter, or r	nemo occur?
Body paragraphs that provide need-to-know information	Fourth	•
Signature of the sender	Last	~
Greeting or salutation	Second	~
Introduction that states a clear main point	Third	~
Header	First	~
Conclusion that states the document's main point	Fifth	~

Question 5	1 pts
What is the purpose of "Transmittals"?	
○ To answer an inquiry	
○ To gather information, especially answers to questions about important or sensitive subjects	
To explain the reason the enclosed or attached materials are being sent	
○ To explain a problem and ask for amends	

Question 6	1 pts
What's another name for a "bad news" email?	
○ A complaint email	
○ A response email	
A refusal email	
○ An email of inquiry	
Question 7	1 pts
How will you decide what kind of email, letter, or memo is needed?	
○ Your reader(s)	
Your purpose	
○ Context of use	
Question 8	1 pts
What are some of the things to keep in mind when using email for cross-cultural communication?	
☐ Allow time to form a relationship	
☐ Use titles and last names	
☐ Focus on the facts	
☐ Talk about the weather	
Use attachments only when needed	
☐ Use plain text	

Avoid clichés at the closing	
☐ Avoid humor	
☐ Create a simple signature file	
☐ Use simple grammar and proofread carefully	
✓ All of the above	

Quiz saved at 5:38am

Submit Quiz