

# 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 1	1 pts
Match each of the following communication genre with its use.	
Emails	<div>These are the workhorse of 1</div>
Letters	<div>These are written to people c</div>
Memos	<div>These are written to people i</div>

Question 2	1 pts
Are greetings included in memos?	
<div><input type="radio"/> Yes</div>	
<div><input checked="" type="radio"/> No</div>	

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-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