## Test 1

Which of the following is not one of the features of technical documents?

* **Writer-centeredness**
* Clear organization
* Readable style
* Effective visuals

One of the purposes of technical writing is to enable people to perform a task or follow a procedure, that is, to \_\_\_\_\_\_\_\_\_\_ your readers.

* suggest
* **instruct**
* persuade
* inform

When writing a technical document, keep two audiences in mind. Most documents are geared to an immediate audience of readers. This is your \_\_\_\_\_\_\_\_\_\_ audience.

* semitechnical
* nontechnical
* **primary**
* secondary

\_\_\_\_\_\_\_\_ are those with no specialized training, who look for the big picture instead of complex details. They expect technical data to be translated into words most people understand.

* Experts
* **Laypersons**
* Audiences
* Informed persons

The most emphatic location in a pragraph is the \_\_\_\_\_\_\_\_\_\_ sentence.

* middle
* last
* **first**
* second

\_\_\_\_\_\_\_\_\_\_ is like trying new paint: you do not know whether you like the color until you see it on the wall.

* Revising
* Editing
* Planning
* **Drafting**

The purpose of my document is to \_\_\_\_\_\_\_\_\_\_ company employees of the new absentee policy and to \_\_\_\_\_\_\_\_\_\_ them on how to follow the procedures properly.

* suggest; inform
* **inform; instruct**
* persuade; suggest
* instruct; persuade

In most of your writing, you will carry out the task in a process consisting of five steps: planning, drafting, revising, editing and \_\_**Proofreading\_**\_\_\_\_\_\_\_.

Assessing your audience’s technical background is essential before deciding whether your document should be highly technical \_\_**Semitechnical\_**\_\_\_\_\_\_\_\_, or nontechnical.

Clear writing means that the sentences can be understood in \_\_\_\_**one**\_\_\_\_\_\_ reading.

Actually almost every day, we make decisions or take actions that depend on \_\_**technical\_**\_\_\_\_\_\_\_\_\_ information.

To help your audience spend less time reading, you must spend more time \_**\_Processing\_**\_（error）**revising**\_  for a style that is clear, concise, fluent, and appropriate in tone.

## Test 2

The principle of \_\_\_\_\_\_\_\_\_\_ means that related items should be grouped together.

* **proximity**
* repetition
* contrast
* alignment

The principle of \_\_\_\_\_\_\_\_\_\_ is that you should treat the same kind of information in the same way to create consistent patterns.

* **repetition**
* contrast
* alignment
* proximity

The principle of \_\_\_\_\_\_\_\_\_\_ works in several different ways in technical documents, such as large type with small type, a cool color with a warm color, and etc.

* **contrast**
* alignment
* repetition
* proximity

The principle of \_\_\_\_\_\_\_\_\_\_ is what tells the reader that the invisible line connecting the text is much stronger.

* proximity
* **alignment**
* repetition
* contrast

We often use \_\_\_\_\_\_\_\_\_\_ tables to compare exact values.

* prose
* summary
* **numerical**
* appendix

\_\_\_\_\_\_\_\_\_\_ charts are used to depict how the phases of a project relate.

* Pie
* Organization
* Tree
* **Gantt**

Which of the following is serif typeface?

* Helvetica
* Tahoma
* Arial
* **Times New Roman**

The four basic  principles of \_\_**design**\_\_\_\_\_\_\_\_ are proximity, alignment, repetition and contrast.

All typefaces are divided into two broad categories: serif and \_\_\_\_**sans**\_\_\_\_\_\_  serif.

Headers and \_\_**footers**\_\_\_\_\_\_\_\_ appear in the top and bottom page margins, respectively to provide chapter or article titles, authors’ names, dates, or other publication information.

## Test 3

Which of the following is the most suitable way for communication between people within an organization?

* Messaging
* Microblogs
* **Memo**
* Emails

Which of the following is NOT a reason for using moderately formal tone for workplace communication?

* Your documents may be read by your boss.
* **Your documents will be read by people on the move.**
* Your documents are legally the property of the organization for which you work.
* Your documents may appear in a court of law.

Which of the following may hinder goodwill and communicate ineffectively?

* **Sloppy appearance.**
* Conventional format.
* Logical organization.
* Concise language.

Text messages can .

* save more time compared with telephone call
* **allow the writer to deal with more than one task**
* increase intimidation
* attach other files

Text messages may have some potential problems EXCEPT .

* employee misuse
* **easy documentation**
* lost productivity
* security issues

Which of the following statements is FALSE?

* Abbreviations can help build rapport among colleagues.
* Abbreviations can help people exchange information quickly.
* **Abbreviations can be used when the readers can understand such abbreviations.**
* **Abbreviations can be used to avoid misunderstanding.**

Which of the following is NOT an advantage of email?

* **Email is very formal, including detailed attachments for professionals.**
* Email can be easily stored and forwarded.
* Email provides a company with extensive records for future reference.
* Email is useful when people are in different time zones.

Which of the following is the best subject line?

* **Inquiry about Sunday Training**
* IT’S IMPORTANT
* How are you?
* Hello

If you want to convey your messages effectively, you should .

* **put the readers’ levels of knowledge into consideration**
* establish friendship with your readers in advance
* communicate more with high-tech readers
* follow the email policy of the company your reader is working with

Which of the following is NOT a key point in memos?

* Introduction.
* Discussion.
* **Complimentary closing.**
* Identification lines.

Which of the following can make the memo more reader-friendly?

* Boldfacing.
* Headings.
* Graphics.
* **All of the above.**

If you want to write an effective memo, you should NOT .

* keep it brief and to the point
* use visuals to display information
* provide sufficient information
* **address more than one topic**

## Test 4

In a chronological résumé, what is most recent should be listed last. **×**

In a functional resume, sections are presented in priority order—from least important to most important. **×**

Skills summary should be placed early in the resume to make your major qualifications stand out.**√**

A person with limited work experience should write his/her resume in the following order: Contact information – Objectives – Experience – Education – Professional memberships and affiliations - Certifications – Skills - Awards and honors. **×**

A chronological resume clearly shows an applicant’s education and career development over time. **√**

One of the purposes of a cover letter is to provide more details for the information in your resume. **×**

A recent graduate might want to present his/her education before the work experience in the cover letter. **√**

In the education paragraph of a cover letter, an applicant should discuss all the skills and knowledge he/she has gained from the university or college. **×**

In the employment paragraph of a cover letter, an applicant should explain how the special skills gained from his/her previous work experience make him/her well-suited for the position he/she is applying for. **√**

In the Objective section, you only need to state in which field you'd like to work. **×**

Passive voice is usually used in describing positions or responsibilities in a resume. **×**

The line spacing between items is important because it can make your resume appear clearly organized. **√**

Sentence fragments are not allowed in a resume. **×**

You use present perfect tense for jobs you held and present tense for jobs you currently hold. **×**

Some applicants write a summary in the beginning of a resume to summarize all that he is writing in the following sections. **×**

## Test 5

Instructions spell out the steps required for completing a task or a series of tasks. **√**

If the instructions are for the technicians, plain language and a glossary for specialized terms are really necessary. **×**

Leaving out some articles, some pronouns and some verbs can make the instructions short and brief, but somewhat difficult for readers to understand. **√**

A title page must consist of the topic, contact information, warranties and a graphic. **×**

Compared with numbers, bullet points and letters are better choices for helping readers locate steps. **×**

Positive words, such as “Thank you” and “pleasure” may help achieve positive customer contact. **√**

The imperative mood is often used in writing instructions, because it is more direct and economical. **√**

It is necessary to ask someone to test the accuracy of the instructions and clarity of the steps. **√**

The best policy to deal with potential dangers in writing instructions is to state disclaimers clearly. **×**

“Caution” is used to alert readers about serious injury or serious damage to equipment. **×**

Put safety information wherever you think the reader is likely to see it; sometimes a reasonable amount of repetition is effective. **√**

Compound-complex sentences can keep readers focused on one step at a time, while short words, short sentences, and short paragraphs may create confusion. **×**

**Test 6**

A(n) \_\_\_\_\_\_\_\_\_\_\_\_ is a persuasive document that offers a solution to an identified problem or need.

* instruction
* resume
* **proposal**
* email

In the \_\_\_\_\_\_\_\_\_\_ of proposals, you should demonstrate the need for the project, your qualifications for tackling the project, and your clear understanding of what needs to be done and how to proceed.

* conclusion
* **introduction**
* body
* appendix

In the \_\_\_\_\_\_\_\_\_\_ of proposals, you should reemphasize need and feasibility and encourage action.

* introduction
* body
* appendix
* **conclusion**

The \_\_\_\_\_\_\_\_\_\_ proposal seeks money from a government agency, foundation, or other funding source for a specified project.

* planning
* research
* **grant**
* sales

RFP is the short form of \_\_\_\_\_\_\_\_\_\_ for a Proposal. It outlines the proposal requirements and represents the first stage of creating a proposal, that is, analyzing the RFP.

* Requisition
* Requirement
* Recruitment
* **Request**

The \_\_\_\_\_\_\_\_\_\_ proposal asks for approval to begin a study or an investigation.

* planning
* **research**
* grant
* sales

Unsolicited proposals are those that have been requested by the audience. **×**

 Persuasiveness is the soul of a proposal. **√**

Proposal often follow an introduction/body/conclusion structure. **√**

A persuasive proposal might not be a readable one. **×**

Exaggerated promises in persuasive proposals will not damage reputations**×**

The benefit list should show that you understand what readers will gain by adopting your plan. **√**

## Test 7

A(n) \_\_\_\_\_\_\_\_\_\_ report is a written answer to a problem or a need that arises in the workplace.

* progress
* feasibility
* activity
* **recommendation**

\_\_\_\_\_\_\_\_\_\_ section is the most important part of a report where the writer clarifies and explains the significance of the results.

* Options
* Introduction
* **Discussion**
* Scope

The writer explains why each criterion was chosen and why they are ranked as they are in the \_\_\_\_\_\_\_\_\_\_ section.

* introduction
* **scope**
* discussion
* options

Which of the following is an analytical report?

* Activity report
* Trip report
* **Feasibility report**
* Progress report

\_\_\_\_\_\_\_\_\_\_ reports answer the question “Here’s what we should do and why”.

* **Recommendation**
* Feasibility
* Informational
* Progress

Which of the following is NOT included in the front matter of a report?

* **Glossary**
* Abstract
* Table of contents
* Letter of transmittal

If you don’t have time to read an entire formal report, you can consult its \_\_\_\_\_\_\_\_\_\_ for a general picture of the report.

* conclusion
* **abstract**
* letter of transmittal
* introduction

Which of the following should be included in the table of contents?

* letter of transmittal
* title page
* **works cited**
* the table of contents itself

Which of the following pages are NOT numbered except \_\_\_\_\_\_\_\_\_\_?

* the back of the title page
* **the table of contents**
* the title page
* the back of the abstract

The \_\_\_\_\_\_\_\_\_\_ refers to all the material and information preceding the text of the report.

* back matter
* **front matter**
* abstract
* executive summary

A \_\_\_**progress**\_\_\_\_\_\_\_ report is a document that describes what has been done and what is left to do on only one project.

A progress report can take the following forms: letter, \_**memo**\_\_\_\_, email, or formal report.

Activity reports and progress reports are similar because they both summarize activities over a specified period. But a(n) \_\_\_**activity**\_\_\_\_\_\_\_ report summarizes general activities of a work group over a specified time period.

The \_\_\_**back**\_\_\_\_\_\_\_ matter of a report may include supplementary material such as a glossary, appendices, and/or bibliography.

Use \_\_**Arabic**\_\_\_\_\_\_\_\_ numerals to number the report text pages.

## Test 8

is considered primary data.

* An existing brochure stored in the company’s content management system
* A printed copy of ISO standards for medical devices
* Statistics about social media used in a published article
* **Your firsthand experience with a project**

is NOT considered secondary resource.

* **Your interview transcript**
* An online discussion forum
* A published white paper
* An operating manual

Which statement about citation is correct?

* **Citation styles vary in different disciplines and fields.**
* We should never cite a whole paragraph.
* Both direct and indirect quotations require the use of quotation marks.
* Technical writers can use up to three citation styles in one document.

While conducting an observation, which of the followings is NOT recommended?

* **Informing everyone on side about your presence.**
* Taking notes while on site.
* Keeping records of date, time of day, and duration of the observation.
* Getting permission before the observation.

While conducting an interview, which of the followings is NOT recommended?

* Chatting informally with the interviewee prior to the interview.
* **Making comments and judgment when taking notes during the interview.**
* Sending a thank-you email to the interviewee after your meeting.
* Arriving the interview site a bit earlier than the appointment time.

*Repurposing* is a strategy used in content management while dealing with an ongoing project. Repurposing refers to the process of when it is suitable to the current project. Repurposing can save time and resource.

* receiving and storing information
* researching and selecting materials
* planning and developing new content
* **copying and converting existing content**

Why is it important to document sources correctly?

* To avoid ethical issues.
* **All of the choices.**
* To give credits to the original author.
* To avoid legal problems.

While creating technical documents, we should get permission or pay for the use of copyrighted sources except for:

* internal use
* **educational purpose**
* non-commercial use
* international audience

An engineering paper is most likely to follow:

* MLA style
* APA style
* the Bluebook
* **IEEE citation style**

Which statement about plagiarism is NOT true?

* Plagiarism is the theft of someone else’s intellectual property.
* Technical writers don’t need to document common knowledge such as information that is widely known in the field.
* **Using a Weibo post without citation is generally acceptable because it is hard to trace** **the original source.**
* Plagiarism is not acceptable in business, science, academia, or journalism.

## Final exam

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