



Vu Buddy- ENG201

1. Various techniques are used to generate correspondence back to the customer.

- a. True
- b. False

2. Articles and pronouns are _____.

- a. Familiar Words
- b. Effective Words
- c. Functional Words
- d. Weak Words

3. Choose the best option:

Usually technical-information letters announce _____.

- a. technical information
- b. list of the urgent tasks
- c. company's procedures
- d. information for the customers

4. Letters of recommendation are extremely important:

- a. In decisions to hire
- b. All of the given options
- c. To admit an individual
- d. To award a scholarship or grant

5. Adjustments are also called _____

- a. formal claims
- b. claim settlements
- c. formal settlements
- d. formal complaints

6. Which of the following are principal meeting documents?

- a. agenda and minutes
- b. agenda and policies
- c. memo and agenda
- d. memo and minutes

7. The _____ of a 'business proposal' is to establish a working relationship to make it happen.

- a. step
- b. choice
- c. aim
- d. decision

8. Which type of letter can be used as a legal document to show the transaction between the customer and vendor?

- a. Request letter
- b. Inquiry letter
- c. Transmittal letter
- d. Order letter

9. Choose the correct option from the following.

_____ share a general document architecture, which is usually modified to suit specific circumstances.

- a. Proposals
- b. End matter
- c. Introduction
- d. Report

10. Customer service correspondence may be in letterhead or postcard format.

- a. False
- b. True