**HFB.CO1.LM02**

**Formative assessment for oral and written communications**

1. You may need to send a memo if:
   1. You need to update several players on your team (How to Write a Business Memo)
   2. You want a written record of the information (How to Write a Business Memo)
   3. Both of the above
   4. None of the above (How to Write a Business Memo)
2. The content, style and tone of your business memo will be affected by your intended audience.
   1. True
   2. False (How to Write a Business Memo)
3. You should use appropriate names and titles for the people on your recipient list.
   1. Always
   2. Only if you don’t know them (How to Write a Business Memo)
   3. Never if you are friends, even if it is your boss (How to Write a Business Memo)
   4. Not when you are on a first-name basis with them (How to Write a Business Memo)
4. Salutations such as “Dear Team” are always expected in a business memo.
   1. True (How to Write a Business Memo)
   2. False
5. If you address the recipient of a business letter by their first name, it is appropriate to sign your full name in closing.
   1. True (Dear Sir/Madam: How Should You Handle Salutations and Signatures?)
   2. False
6. In memo writing it is important to remember:
   1. Plan, write, edit (Business Communication Writing)
   2. Plan, write, revise, edit
   3. Write, revise, edit (Business Communication Writing)
   4. None of the above (Business Communication Writing)
7. When writing to guests, your tone should be:
   1. Friendly and professional (Business Communication Writing)
   2. Formal (Business Communication Writing)
   3. As if you are speaking face to face (Business Communication Writing)
   4. Both a and c

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**Summative assessment**

Prepare a memo (using MS Word) to a senior company official proposing a new company policy.