

## SOFT SKILLS

### ASSIGNMENT VI, JULY-OCTOBER 2020

**Full Marks: 15**

- I. *Given below are multiple choice questions having four options. Select the most suitable option(s) as your answer.*
1. Which among the following are features of minutes of a meeting?  
**A. Record logical sequencing of the happenings of the meetings**  
B. Provide written description of the events of the meeting breakdown  
**C. Serve as records for future references.**  
D. Written by the vice president of the meeting
  2. Which of the following is a formal and systematic piece of writing structured from the findings of an investigation in a specific discipline?  
A. Circular  
B. Memorandum  
**C. Research paper**  
D. Minutes
  3. Which part of the business letter has both an opening and an explanation?  
A. Letter head  
B. Salutation  
C. Reference  
**D. Body**
  4. Which among the following are formats of business letters?  
A. Ancient block  
**B. Full block**  
C. Quarter-block format  
**D. Modified block**
  5. Which among the following is not required in the simplified format of a business letter?  
A. Signature  
B. Complimentary close  
**C. Salutation**  
D. Date
  6. Which among the following are types of business letters?  
A. Letter of Enquiry  
B. Letter of Credit  
C. Refusal Letter  
**D. All of them**
  7. Which among the following can be used to evaluate present or former employees?  
A. Claim letter  
**B. Recommendation letter**  
C. Collection letter

## D. Sales letter

**II. Fill in the blanks with appropriate words given in brackets:**

1. List of items to be discussed in the minutes is termed as \_\_\_\_\_.  
(propaganda/**agenda**/manifesto/memo)
2. Successful business letters follow a \_\_\_\_\_ tone. (affirmative/negative/**neutral**/biased)
3. Signature line is always written below the \_\_\_\_\_ line.  
(**complimentary**/supplementary/address/none of the above)
4. In a business letter, the language should be \_\_\_\_\_ friendly.  
(author/publisher/distributor/**reader**)
5. The \_\_\_\_\_ of the sales letter explains the qualities of the product and its special features. (title/salutation/**body**/subject)
6. A business letter should end on a \_\_\_\_\_ note. (strong/**cordial**/neutral/all of the above)
7. Complaint letters provide chances to \_\_\_\_\_ business relationships.  
(negate/complicate/deteriorate/**improve**)
8. One of the goals of the \_\_\_\_\_ letter is regaining the customer's confidence.  
(**adjustment**/sales/recommendation/collection)

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