

**NPTEL**

**Soft Skills**

**Week: 6**

**A. Choose any two most appropriate options as your answer to the questions given below:**

1. Which of the following should be avoided while writing an adjustment letter?
  - a) **Avoid blaming the customer**
  - b) **Avoid making unrealistic promises**
  - c) Avoid professionalism
  - d) Avoid empathetic language
2. Which of the following are the goals of an adjustment letter?
  - a) **Regaining customer's confidence**
  - b) **Rectification of the wrong**
  - c) Regaining the profit
  - d) Disturbing the customer
3. While concluding a sales letter which of the following should be avoided?
  - a) Convincing tone
  - b) **Negative Endings**
  - c) **Larger than life claims**
  - d) Positive note
4. Which of the following are the functions of a business letter?
  - a) To provide expensive means of communication
  - b) To hide evidence of transactions
  - c) **To promote new products**
  - d) **To strengthen the rapport**
5. Which of the following are the characteristics of a Modified block format?
  - a) Address, subject line and salutation are aligned with the right-hand margin.
  - b) **The paragraphs in the body are blocked.**
  - c) Date, complimentary close and signature are placed between left - hand margin and center of the page.

- d) Address, subject line and salutation are aligned with the left-hand margin.**

**B. Fill in the blanks with the most appropriate option:**

6. .... is a document used to describe the happenings of the meeting.
- a) Agenda
  - b) Minutes**
7. .... is used to inform the members about the time, date, venue and agenda of a meeting.
- a) Reference Letter
  - b) Notice**
8. .... is used to inform the members in advance about the matter to be discussed in the meeting.
- a) Minutes
  - b) Agenda**
9. In a full block format date, salutation, complimentary close and signature are placed on the ..... side.
- a) left**
  - b) right
10. In a business letter written in ..... format, the attention line is also written in capital letters.
- a) semi-block
  - b) simplified**