**TEST**

**BUSINESS CORRESPONDENCE**

***1. Read the following statements and decide which are true and which are false.***

1) Confidential information should not be sent by fax and email.

2) If necessary, faxes can be used as substitutes for original documents.

3) Fax is a short form of the word facts.

4) Emails must end with Yours faithfully or Yours sincerely.

5) Emoticons can be added to business emails to make them look friendlier.

6) Using capital letters to write an email is the same as shouting.

7) @ in an email address means automatic.

8) A letter or card is usually more suitable than an email for a personal message.

9) In email header information, c.c. stands for confidential copies.

10) Emails are usually less formal than letters.

11) It is not as important to use correct grammar and spelling in a business email as it is in a letter.

12) The addressee's name comes after the @ sign in an email address.

***2. Read the following statements and decide which are true and which are false.***

1) If a letter begins with the recipient's name, e.g. Dear Mr Ross, it will close with Yours faithfully.

2) The abbreviation c.c. stands for correct carbons.

3) If you were writing a letter to Mr Peter Smith, the salutation would be Dear Mr Peter Smith.

4) The head of a company in the UK is known as the president.

5) In the USA, it is correct to open a letter with the salutation Gentlemen.

6) In the UK a date written 2.6.05 means 6 February 2005.

7) If a secretary signs a letter and the signature is followed by p.p. Daniel Harris, it means that the secretary is signing on behalf of Daniel Harris.

8) The term plc after a UK company's name, e.g. Hathaway plc, stands for Public Limited Corporation.

9) The term Ltd after a UK company's name means limited liability.

10) If you do not know whether a female correspondent is married or not, it is correct to use the courtesy title Ms instead of Miss or Mrs, e.g. Ms Tessa Groves.

11) This address is an example of blocked style.

Peter Voss

Oberlweinfeldweg 33

5207 Therwil1

Switzerland

12) It is always impolite to close a letter Best wishes.

***3. Write out the following names and addresses in the correct order. Use the blocked style.***

EXAMPLE: Search Studios Ltd / Leeds / LS4 8QM / Mr L. Scott / 150 Royal Avenue

Mr L. Scott

Search Studios ltd

150 Royal Avenue

Leeds

LS4 8QM

1) Warwick House / Soundsonic Ltd / London / 57- 59 Warwick Street / SE23 1JF

2) Bente Spedition GmbH / Herr Heinz Bente / D-6000 Frankfurt 1 / Feldbergstr.30 / Chairman

3) Intercom / E-41006 Sevilla / 351 Avda Luis de Morales / Chief Accountant / Mrs S. Moreno

4) Excel Heights 501 / Edogawa-ku 139 / 7- 3-8 Nakakasai / Japan / Tokyo / Mrs Junko Shiratori

5) 301 Leighton Road / VHF Vehicles Ltd / London NW5 2QE / The Transport Director / Kentish Town

***4. Write the parts (their terms) of a business letter in the correct order.***

1) Letter Head / Sender’s Address

2) …

***5. Make words from the jumbled letters and match them with the definitions below.***

a. LBCDEOK YSETL

b. TERSGUANI CLOKB

c. ERFCNEREE

d. CSRULEENO

e. EPITVAR NAD FIDNAILTCOEN

f. BOJ TELTI

g. SURYO ELERCISNY

h. TTCMTHAEAN

1. Document enclosed with a letter.

2. Figures and / or letters written at the top of a letter to identify it.

3. Style of writing in which each line starts directly below the one above.

4. Complimentary close used at the end of a letter when the addressee's name is known.

5. Phrase written on a letter intended only to be read by the addressee.

6. Name and job title typed below a signature.

7. Separate document attached to an email message.

8. The name of someone's job, e.g. *Sales Manager, Chief Buyer.*

***6. Sort out the jumbled words below to make six sentences typical of business correspondence. Add capital letters and punctuation as necessary.***

1. grateful /soon /a /as /we /for /would /possible /reply /as /be

2. for /find /please /cheque / $49.50 /a /enclosed

3. further /please /if /us / information /you /any / contact /need

4. april / your /you /letter /thank 5 /of /for

5. you /we / forward /to /from / look /hearing

6. pleasure /price list /enclosing /have /a /catalogue / our / I/spring /and /in