Name _____ Date _____

Fundamentals of Business Communication © 2012
Chapter 9: Formatting Letters, Memos, and E-Mails—Interactive Quiz Questions

_____ 1. Visual cues in a formatted business document make it easy for the reader to _____ information.

    A. locate and understand
    B. organize and present
    C. publish and comprehend
    D. None of the above.

_____ 2. To enhance the readability of a document, which of the following is *not* a suggested technique?

    A. Use headings.
    B. Use light colored paper.
    C. Use parallel structure.
    D. Use standard fonts.

_____ 3. _____ should be used only when the order of the items is important.

    A. Alphabetical lists
    B. Bulleted lists
    C. Itemized lists
    D. Numbered lists

_____ 4. The correct format for a date in a business letter is _____.

    A. 1/14/12
    B. 1-14-12
    C. Jan. 14, 2012
    D. January 14, 2012

_____ 5. Which of the following is *not* an optional element of a business letter?

    A. Attention line.
    B. Signature.
    C. Postscript.
    D. Subject line.

_____ 6. When sending attachments electronically, the recipient may have difficulty receiving/ viewing them due to _____.

    A. compatibility
    B. the size and type of file
    C. the timestamp and software version
    D. the presence of viruses

_____ 7. When formatting an e-mail message, all of the following elements can be found *except* for _____.

    A. COPY:
    B. DATE:
    C. SUBJECT:
    D. TO:

_____ 8. Which of the following statements is *not* a guideline for creating figure captions?

    A. Follow the rules of punctuation as with narrative text.
    B. Capitalize the first letter of all words except for prepositions or articles appearing in the middle of a title.
    C. Always use Arabic numbers.
    D. The caption should appear above the illustration.

_____ 9. The _____ of a letter should be short and concisely introduce the main idea.

    A. heading
    B. introductory paragraph
    C. body
    D. subject

_____ 10. When folding a business letter and inserting in an envelope, which of the following procedures should be used?

    A. Fold in half, then half again, and place in envelope.
    B. Fold the bottom third up, then the top third back, and place in the envelope with the dateline facing out.
    C. Fold the bottom third up, then the top third down, and place in the envelope with the dateline facing the envelope flap.
    D. Fold the bottom third up, then the top third down, and place in the envelope.