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1. Which of the following types of letter is used to request general information rather than answers to specific questions?

Options:

- a) Indirect request
- b) Direct request
- c) Order Claim

Correct option: a) Indirect request

2. All of the following are achieved by adopting an audience-centered tone in a disappointing news message, EXCEPT:

Options:

- a) Remain well disposed toward your business
- b) Accepting that your disappointing news represents a firm decision
- c) Understanding that, under the circumstances, your decision was fair and reasonable
- d) Destroying the receiver's pride

Correct option: d) Destroying the receiver's pride

3. The purpose of your message will determine:

Options:

- a) All of the given options

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- b) How much you need to know about your reader
- c) How much you need to know about your idea
- d) How much you need to know about the background of your letter

Correct option: a) All of the given options

4. "Cc" is an abbreviation of which of the following?

Options:

- a) Compiled copy
- b) Cold copy
- c) Carbon copy

Correct option: c) Carbon copy

5. "Bcc" is an abbreviation of which of the following?

Options:

- a) Blind person copy
- b) Blind paper copy
- c) Blind carbon copy

Correct option: c) Blind carbon copy

6. Which of the following is used to make a neutral, non-controversial statement that is closely related to the point of the message?

Options:

- a) Feedback
- b) Talk

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c) Buffer

d) Communication

Correct option: c) Buffer

7. All of the following are non-essential parts of a letter, EXCEPT:

Options:

a) Attention line

b) Subject line

c) Complimentary close

d) Addressee notation

Correct option: b) Subject line

8. The letters written to book some place like a room, hall, etc., are called:

Options:

a) Claim letters

b) Informal social invitation letters

c) Order letters

d) Reservation letters

Correct option: d) Reservation letters

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