ENG201 MID-TERM PREPARATION

COMPLETE SOLVED MCQs (LECTURES 1–18)

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LECTURE 1 & 2

Q1: The main purpose of Business & Technical Communication is to:

- A) Entertain people
- ✓ B) Communicate clearly in business situations
- C) Learn programming
- D) Do calculations

Q2: Business & Technical Communication is divided into:

- A) Reading and Writing
- B) Speaking and Listening
- ✓ C) Written and Oral Communication
- D) Grammar and Vocabulary

Q3: Which of the following is an example of written communication at workplace?

- A) Speech
- B) Meeting
- ✓ C) Memo
- D) Presentation

Q4: At workplace, writing is mainly used for:

- A) Passing exams
- B) Entertainment
- ✅ C) Achieving business objectives
- D) Story writing

Q5: Which type of oral communication is delivered without preparation?

- A) Extempore
- B) Memorized
- C) Reading
- ✅ D) Impromptu

Q6: Which logical operator means AND?

- A) ||
- ✅ B) &&
- C) !
- D) ==

Q7: Which of the following is a persuasive speaking goal?

- A) Entertain audience
- ✅ B) Change audience attitudes
- C) Memorize speech
- D) Read loudly

Q8: Which delivery method is NOT recommended?

- A) Extempore
- B) Impromptu
- ✅ C) Memorization
- D) Planning

Q9: Writing at workplace is the same as writing at school.

- A) True
- ✅ B) False

Q10: The operator ! is called the _____ operator.

- A) AND
- B) OR
- ✅ C) Negation
- D) Equality

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LECTURE 3 - READER-CENTERED WRITING.

Q1: Reader-centered writing mainly focuses on:

- A) Writer's preferences
- ✓ B) Reader's needs and expectations
- C) Grammar rules only
- D) Length of document

Q2: The first stage readers of a resume are usually:

- A) Project managers
- B) Company directors
- ✓ C) HR/recruitment staff
- D) Clients

Q3: Employers initially scan resumes mainly to:

- A) Select final candidates
- ✓ B) Reject most applicants quickly
- C) Conduct interviews
- D) Train employees

Q4: In resume writing, "capable, responsible, and pleasant" refers to:

- A) Salary expectations
- ✓ B) Employer expectations
- C) Job location
- D) Interview techniques

Q5: A resume is best described as a:

- A) Narrative story
- ✓ B) Persuasive argument
- C) Personal diary
- D) Technical report only

Q6: The two main elements of a persuasive resume are:

- A) Introduction and conclusion
- ✓ B) Claim and evidence
- C) Style and tone
- D) Format and font

Q7: Which resume type is based on skills and abilities?

- A) Chronological resume
- ✓ B) Functional resume
- C) Academic resume
- D) Simple resume

Q8: The most recent job in a resume is usually placed:

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- A) At the end
- B) In the middle
- ✓ C) First (reverse order)
- D) Randomly

Q9: Professional objective should be:

- A) Very long and detailed
- B) Too specific for one job only
- ✓ C) Neither too general nor too specific
- D) Written in story form

Q10: Revision in writing means:

- A) Writing quickly
- B) Copying sample resumes
- ✓ C) Seeing the document again critically
- D) Printing the resume

LECTURE 4 – AUDIENCE ANALYSIS

Q1: Target audience refers to:

- A) Only the writer of the document
- B) The printer of the document
- ✓ C) The group for whom the message is designed
- D) Only managers in an organization

Q2: In technical writing, audience analysis helps to:

- A) Increase document length
- ✓ B) Identify audience needs and expertise
- C) Reduce writing time only
- D) Avoid using visuals

Q3: A mixed audience may include:

- A) Only experts
- B) Only students
- ✓ C) Experts, technicians, managers, and laypersons
- D) Only engineers

Q4: General experts are those who:

- A) Have no technical knowledge
- B) Know a specific topic in detail only
- ✓ C) Have broad knowledge but may lack recent details
- D) Are beginners in the field

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Q5: Specific experts are those who:

- A) Know less than general public
- ✅ B) Have extensive or equal knowledge of the subject
- C) Only read newspapers
- D) Avoid technical documents

Q6: Experts read technical documents mainly to:

- A) Enjoy storytelling
- ✅ B) Maintain and expand expertise
- C) Learn grammar rules
- D) Avoid decision-making

Q7: Managers mainly read technical documents to:

- A) Write novels
- ✅ B) Make decisions and evaluate situations
- C) Learn basic English
- D) Practice coding

Q8: The "bottom line" for managers refers to:

- A) Detailed theory
- B) Long explanations
- ✅ C) Summary and recommendations for action
- D) Historical background

True / False

- Specific experts may know more than the writer.
  ✅ True
- General experts always know every new development in detail.
  ✅ False

Fill in the blanks

- General experts have broad knowledge but may lack _____ advances.
  ✅ recent
- Specific experts share or surpass _____ knowledge.
  ✅ writer's

LECTURE 5 – DEFINING OBJECTIVES

Q1: Defining objectives in communication means:

- A) Writing long paragraphs
- ✅ B) Deciding what the document should achieve

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- C) Printing the report
- D) Editing grammar only

Q2: Explicit purpose of a document is:

- A) Hidden purpose
- ✓ B) Clearly stated purpose
- C) Emotional purpose
- D) Unnecessary purpose

Q3: Which is an explicit purpose of a document?

- A) Creating trust
- B) Establishing relationship
- ✓ C) Providing information
- D) Building credibility

Q4: Documents that give instructions usually include:

- ✓ A) Procedures and work plans
- B) Poems and essays
- C) Stories
- D) Interviews

Q5: A persuasive document includes:

- ✓ A) Recommendation reports
- B) Diaries
- C) Notes only
- D) Messages

Q6: Implicit purpose of a document is:

- A) Clearly written at the start
- ✓ B) Not clearly stated
- C) Always technical
- D) Always instructional

Q7: One implicit purpose of technical writing is:

- A) To confuse reader
- ✓ B) To create trust and credibility
- C) To increase pages
- D) To avoid structure

Q8: Technical documents are often more effective when they are:

- A) Spoken
- ✓ B) Written down
- C) Hidden

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- D) Unstructured

Q9:

Explicit purpose of a document is always hidden in the text.
✓ False

Q10:

Implicit purpose of a document includes creating trust and establishing _____.
✓ credibility

LESSON 6 – DEFINING OBJECTIVES II

Q1:

The role that decides how the organization will act is called:

- A) Advisor
- B) Implementer
- ✓ C) Decision Maker
- D) Phantom Reader

Q2:

Readers who use a document not originally addressed to them are called:

- A) Future Readers
- B) Complex Readers
- ✓ C) Phantom Readers
- D) Primary Readers

Q3:

“Locating, understanding, and using information” refers to:

- A) Reader’s Attitude
- ✓ B) Reader’s Tasks
- C) Style Guide
- D) Overall Purpose

Q4:

To change how readers feel about a topic, you focus on:

- A) Reader’s Profile
- B) Reader’s Tasks
- ✓ C) Reader’s Attitude

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- D) Style Guide

Q5:

Appropriateness in technical writing mainly depends on:

- A) Writer’s qualification
- ✅ B) Audience’s knowledge level
- C) Document length
- D) Number of headings

Q6:

A document that gives instructions for page format and numbering is called:

- A) Worksheet
- ✅ B) Style Guide
- C) Reader Profile
- D) Objectives Sheet

Q7:

Advisors mainly:

- A) Make final decisions
- B) Carry out decisions
- ✅ C) Provide information and advice
- D) Ignore the document

Q8:

Implementers are responsible for:

- A) Writing the report
- ✅ B) Carrying out decisions made
- C) Approving the budget
- D) Creating style guides

Q9:

Complex readers have similar backgrounds and responsibilities.
✅ False

Q10:

Future readers are those who read your document months or years _____ it was written.
✅ after

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LESSON 7 – ACCURACY, CLARITY, CONCISENESS & COHERENCE

Q1: Accuracy in technical writing means:

- A) Using difficult vocabulary
- ✓ B) Careful conforming to truth or fact
- C) Writing long paragraphs
- D) Using figurative language

Q2: Document accuracy mainly focuses on:

- A) Grammar rules only
- ✓ B) Proper coverage of topic in appropriate detail
- C) Sentence length
- D) Font style

Q3: Stylistic accuracy is concerned with:

- A) Technical data collection
- B) Use of correct equipment
- ✓ C) Use of language to express meaning precisely
- D) Printing format

Q4: Structural clarity is promoted by:

- A) Complex sentences
- ✓ B) Abstracts and introductions
- C) Removing headings
- D) Using jargon

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Q5: Contextual clarity answers which question?

- A) How long is the report?
- ✅ B) What is the purpose and context of writing?
- C) What font is used?
- D) Who printed the document?

Q6: Conciseness in writing means:

- A) Using maximum words
- B) Writing in poetic style
- ✅ C) Including only necessary information
- D) Repeating ideas

Q7: Which is NOT a strategy for paragraph development?

- A) Enumeration
- B) Exemplification
- ✅ C) Decoration
- D) Comparison and contrast

Q8: Coherence in writing refers to:

- A) Fancy vocabulary
- ✅ B) Logical flow and connection of ideas
- C) Short sentences only
- D) Use of graphics only

Q9: Technical accuracy depends only on language style, not subject knowledge.

- ✅ False

Q10: Conciseness is the quality of writing that conveys only the _____ material.

- ✅ essential

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LESSON 8 – SEVEN C's OF EFFECTIVE COMMUNICATION (I)

Q1: The Seven C's of communication include:

- A) Creativity, Cost, Control
- ✅ B) Completeness, Conciseness, Clarity, Courtesy, Correctness, Consideration, Concreteness
- C) Culture, Content, Code
- D) Credibility, Color, Clarity

Q2: Completeness in communication means:

- A) Using long sentences
- ✅ B) Providing all necessary information
- C) Writing creatively
- D) Using technical jargon

Q3: The 5 Ws in completeness include:

- ✅ A) Who, What, When, Where, Why
- B) Why, Way, Which, Who, What
- C) Where, Word, Wish, Work, Win
- D) Who, When, Why, Water, Work

Q4: Credibility of a communicator includes:

- A) Grammar accuracy
- ✅ B) Competence, character, composure, sociability, extroversion
- C) Sentence structure
- D) Word choice only

Q5: Conciseness in communication means:

- A) Using complex vocabulary
- ✅ B) Saying more in fewer words
- C) Writing long explanations
- D) Avoiding clarity

Q6: Which is a guideline for conciseness?

- A) Add extra examples always
- ✅ B) Eliminate wordy expressions
- C) Repeat ideas for clarity
- D) Use passive voice only

Q7: Which is a correct concise form?

- A) At this point in time → Now
- B) Due to the fact that → Because
- ✅ C) Both A and B
- D) None

Q8: Unnecessary repetition in writing leads to:

- A) Clarity
- B) Conciseness
- ✅ C) Dullness
- D) Completeness

Q9: Credibility of communication depends only on grammar accuracy.

- ✅ False

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Q10: Completeness means providing all _____ information required by the receiver.

- ✓ necessary

LESSON 9 – SEVEN C's OF EFFECTIVE COMMUNICATION (II)

Q1: Consideration in communication means:

- A) Using complex vocabulary
- ✓ B) Focusing on the receiver's needs
- C) Writing long messages
- D) Avoiding facts

Q2: The "you-attitude" mainly focuses on:

- A) Writer's needs
- ✓ B) Receiver's benefit
- C) Grammar rules
- D) Past tense usage

Q3: Which is NOT a way to show consideration?

- A) Focus on "you"
- B) Show audience benefit
- ✓ C) Emphasize negative facts
- D) Emphasize positive facts

Q4: Concreteness in communication means:

- A) Being vague
- ✓ B) Being specific and definite
- C) Using only passive voice
- D) Avoiding figures

Q5: Which improves concreteness?

- A) Using general words
- ✓ B) Using specific facts and figures
- C) Using repetition
- D) Using abstract ideas only

Q6: Active voice is preferred because it is:

- A) Longer
- ✓ B) More specific and direct
- C) Less clear
- D) More passive

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Q7: “Put action in verbs” means:

- A) Use nouns for actions
- B) Hide action in words
- ✅ C) Use strong action verbs instead of noun phrases
- D) Avoid verbs

Q8: Vivid words help communication by:

- A) Making it longer
- ✅ B) Creating clear mental images
- C) Removing clarity
- D) Increasing ambiguity

Q9: Concreteness means using vague and general statements in communication.

- ✅ False

Q10: Consideration means preparing every message with the _____ in mind.

- ✅ receiver

LESSON 10 – SEVEN C’s OF EFFECTIVE COMMUNICATION (III)

Q1: Clarity in communication means:

- A) Using complex vocabulary
- ✅ B) Getting meaning accurately to the reader
- C) Writing long sentences
- D) Using only technical terms

Q2: The golden rule of clarity is:

- A) Use long words
- B) Use difficult words
- ✅ C) Use familiar words when in doubt
- D) Use passive voice

Q3: Ideal average sentence length is:

- A) 5–10 words
- B) 10–15 words
- ✅ C) 17–20 words
- D) 25–30 words

Q4: Unity in a sentence means:

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- A) Multiple ideas in one sentence
- ✅ B) One main idea in a sentence
- C) No punctuation
- D) Only short sentences

Q5: Coherence in a sentence refers to:

- A) Random word order
- ✅ B) Clear arrangement of words for meaning
- C) Use of difficult words
- D) Long paragraphs

Q6: Courtesy in communication means:

- A) Using polite words only
- B) Mechanical use of "please"
- ✅ C) Respect and concern for the reader
- D) Writing short messages

Q7: Which is a tactful expression?

- A) "Your letter is stupid"
- ✅ B) "I didn't understand it clearly"
- C) "You are wrong"
- D) "This is nonsense"

Q8: Non-discriminatory language means:

- A) Using gender-based terms
- ✅ B) Avoiding biased or offensive expressions
- C) Using slang words
- D) Using only masculine pronouns

Q9: Clarity is achieved by using long and complex words.

- ✅ False

Q10: Courtesy stems from a sincere _____ attitude.

- ✅ you

LESSON 11 – CORRECTNESS

Q1: Correctness in communication mainly includes:

- A) Creativity, clarity, conciseness
- ✅ B) Grammar, punctuation, spelling
- C) Length, style, tone

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- D) Only vocabulary

Q2: Formal writing is commonly used in:

- A) WhatsApp messages
- B) Emails
- ✅ C) Doctoral dissertations and scholarly articles
- D) Chat conversations

Q3: Informal writing is mostly used in:

- A) Government treaties
- ✅ B) Business emails and memos
- C) Research papers
- D) Legal documents

Q4: Which word pair is correctly matched?

- A) Accept – omit
- B) Except – receive
- ✅ C) Accept – receive
- D) Between – three or more

Q5: "Between" is used for:

- A) Three or more people
- ✅ B) Two people or things
- C) Time only
- D) Places only

Q6: "Farther" refers to:

- A) Time
- B) Quality
- ✅ C) Physical distance
- D) Degree

Q7: Correctness also requires:

- A) Guessing facts
- ✅ B) Checking accuracy of figures and words
- C) Using complex sentences
- D) Avoiding revision

Q8: Which is a substandard form?

- A) Isn't
- B) Can hardly
- ✅ C) Ain't
- D) Stolen

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Q9: Correctness includes only grammar and not facts.

- ✅ False

Q10: Correctness means checking accuracy of _____, facts, and words.

- ✅ figures

LESSON 12 – PLANNING BUSINESS MESSAGES

Q1:

The business message composition process has:

- A) 2
- ✅ B) 3
- C) 4
- D) 5

Q2:

Planning stage includes:

- A) Editing and proofreading
- B) Organizing and revising
- ✅ C) Defining purpose and analyzing audience
- D) Printing document

Q3:

General purpose of business messages:

- A) Entertain
- ✅ B) Inform, persuade, collaborate
- C) Sell only
- D) Describe only

Q4:

Specific purpose means:

- A) Writing randomly
- ✅ B) Defining exact audience effect
- C) Long sentences
- D) Avoiding planning

Q5:

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Audience analysis focuses on:

- A) Writer's grammar
- ✅ B) Reader's needs and understanding
- C) Printing style
- D) Sentence length

Q6:

Which is NOT part of testing purpose?

- A) Is it realistic?
- B) Is it right time?
- ✅ C) Is it entertaining?
- D) Is it acceptable?

Q7:

Oral communication is best when:

- A) Permanent record required
- ✅ B) Immediate feedback needed
- C) Message complex and long
- D) Audience distant

Q8:

Main idea in a business message is:

- A) Extra information
- ✅ B) Hook of the message
- C) Random sentence
- D) Grammar rule

Q9:

Audience analysis focuses only on writer's purpose.

- ✅ False

Q10:

Purpose of business messages is to inform, persuade, and _____.

- ✅ collaborate

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LESSON 13 - COMPOSING BUSINESS MESSAGES

Q1: A well-organized message helps the audience by:

- A) Increasing confusion
- ✓ B) Saving time and improving understanding
- C) Adding unnecessary details
- D) Delaying the main idea

Q2: Which problem occurs when a writer waits until the last paragraph to state the purpose?

- A) Irrelevant material
- B) Mixed ideas
- ✓ C) Taking too long to get to the point
- D) Lack of evidence

Q3: In the direct approach, the writer places:

- A) Evidence before the main idea
- ✓ B) Main idea before evidence
- C) Bad news first
- D) Closing before details

Q4: Which approach is most suitable for persuasive messages?

- A) Direct approach
- ✓ B) Indirect approach
- C) Random approach
- D) Circular approach

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Q5: The “you attitude” means:

- A) Repeating the word “you” many times
- B) Focusing on the writer’s needs
- ✓ C) Expressing the message in terms of audience interests
- D) Avoiding polite language

Q6: Which of the following is a benefit of good organization?

- A) Wasting audience time
- ✓ B) Simplifying communication tasks
- C) Increasing irrelevant details
- D) Creating misunderstanding

Q7: In a bad-news message, the bad news should generally be placed:

- A) At the beginning
- ✓ B) In the middle
- C) At the end only
- D) In the subject line

Q8: Which sentence shows positive emphasis?

- A) We cannot approve your request.
- B) Your request has been rejected.
- ✓ C) We can review your request again next month.
- D) We never accept such proposals.

Q9: Good organization helps motivate the audience to accept your message.

- ✓ True

Q10: Which one is the Correct Sentence?

1. You should never use that kind of paper in the machine.
2. That kind of paper doesn’t work very well in the machine.

- ✓ Correct Answer: **2**

LESSON 14 – REVISING BUSINESS MESSAGES

Q1: Readability of a message depends on:

- A) Only sentence length
- ✓ B) Word choice and sentence structure
- C) Only physical appearance
- D) Only grammar rules

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Q2: Which of the following is a functional word?

- A) Market
- B) Observer
- ✓ C) But
- D) Quality

Q3: Plain English is:

- A) Difficult to understand
- ✓ B) Close to spoken English
- C) Used only in literature
- D) Always technical

Q4: Which sentence is in active voice?

- A) Sales were increased by 32% last month.
- B) The report was prepared by Ali.
- ✓ C) Sales improved by 32% last month.
- D) The work was completed by the team.

Q5: Which of the following is an example of gender-biased language?

- A) Workforce
- B) Humanity
- ✓ C) Manpower
- D) Human energy

Q6: A simple sentence contains:

- A) Two dependent clauses
- ✓ B) One subject and one predicate
- C) Two independent clauses
- D) One independent and one dependent clause

Q7: Which paragraph development technique explains reasons and results?

- A) Classification
- B) Illustration
- ✓ C) Cause and effect
- D) Comparison and contrast

Q8: Which typeface is commonly used for headings?

- A) Times Roman
- B) Helvetica
- C) Courier
- ✓ D) Arial Black

Q9: Active sentences are generally stronger than passive sentences.

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- ✅ True

Q10: Which one is the Correct Sentence?

1. Sales were increased by 32% last month.
2. Sales improved by 32% last month.

- ✅ Correct Answer: **2**

LESSON 15 – MEMORANDUMS, MEETING DOCUMENTS AND PROPOSALS

Q1: A memorandum is mainly used to:

- A) Entertain readers
- ✅ B) Establish a record
- C) Advertise products
- D) Write stories

Q2: Memoranda are generally used for:

- A) External marketing only
- ✅ B) Internal communication purposes
- C) Newspaper publication
- D) Legal punishment

Q3: In a memo, the key statements are usually placed:

- A) At the end
- B) In the middle only
- ✅ C) First
- D) Randomly

Q4: Which meeting document tells participants about topics to be discussed?

- A) Proposal
- B) Minutes
- ✅ C) Agenda
- D) Notice

Q5: Minutes of meetings are also known as:

- A) Agendas
- ✅ B) Protocols
- C) Contracts
- D) Circulars

Q6: A business proposal mainly aims to:

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- A) Entertain the audience
- ✅ B) Establish a working relationship
- C) Replace company rules
- D) Record attendance

Q7: Which of the following is included in the front matter of a proposal?

- A) Work plan
- B) Bibliography
- ✅ C) Title page
- D) Technical approach

Q8: Which section of a proposal identifies the motivating need or problem?

- A) End matter
- ✅ B) Introduction
- C) Summary
- D) Appendix

Q9: Meetings without published agendas generally seem unfocused and unproductive.

- ✅ True

Q10: Complete the Sentence

1. Minutes are the written record of _____.

- ✅ meetings

1. A proposal must state WHAT you are proposing, HOW you plan to do it, WHEN you plan to do it, and HOW MUCH it is going to _____.

- ✅ cost

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LESSON 16 – LETTERS

Q1: Business letters are mainly used for communication:

- A) Within an organization
- ✓ B) Outside an organization
- C) With machines
- D) With reports only

Q2: Which is NOT a type of business letter?

- A) Job application letter
- B) Inquiry letter
- ✓ C) Personal diary
- D) Acceptance letter

Q3: In a business letter, the salutation is placed:

- A) At the top of the letter
- B) Below the heading
- ✓ C) Two lines below recipient's address
- D) At the end of the letter

Q4: The closing of a business letter is usually followed by a:

- A) Full stop
- ✓ B) Comma
- C) Colon
- D) Exclamation mark

Q5: Which is a common complimentary close?

- A) Regards only
- B) Hello
- ✓ C) Sincerely
- D) Thanks a lot

Q6: Which element shows who received copies of the letter?

- A) Heading
- ✓ B) End notations
- C) Salutation
- D) Body

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Q7: Job application letters usually consist of how many sections?

- A) Two
- ✓ B) Three
- C) Four
- D) Five

Q8: A transmittal letter is used to:

- A) Apply for a job
- B) Accept a job
- ✓ C) Accompany a document
- D) Reject an offer

Q9: Business letters are mainly used for internal communication.

- ✓ False

Q10: The body of a business letter should be single spaced with double space between paragraphs.

- ✓ True

LESSON 17 – LETTERS II

Q1: A letter of inquiry is written to:

- A) Reject a job offer
- ✓ B) Ask for specific information
- C) Accept a position
- D) Give a complaint

Q2: In inquiry letters, the tone should be:

- A) Aggressive
- ✓ B) Friendly
- C) Rude
- D) Informal only

Q3: Technical-information letters are mainly used to:

- A) Share personal opinions
- ✓ B) Announce technical updates
- C) Request jobs
- D) Reject applications

Q4: Memorandum format is used when information is sent:

QAB-e-MOMIN

- A) Outside organization
- ✅ B) Inside organization
- C) To customers only
- D) To government only

Q5: A letter of recommendation is mainly:

- A) A complaint letter
- ✅ B) A statement of support for a candidate
- C) A job rejection letter
- D) A business inquiry

Q6: References are required in most:

- A) Casual letters
- B) Social media posts
- ✅ C) Admissions and employment processes
- D) Personal diaries

Q7: The most common number of recommendation letters is:

- A) 1
- B) 2
- ✅ C) 3
- D) 5

Q8: Recommenders should ideally be given material before:

- A) 1 day
- B) 1 week
- ✅ C) 3 weeks
- D) 2 months

Q9: Inquiry letters should be written in a friendly tone to make response easier.

- ✅ True

Q10: Letters of recommendation should generally be more than two pages long.

- ✅ False

LESSON 18 – WRITING DIRECT REQUESTS

Q1: Direct request messages are used when:

- A) Persuasion is needed
- ✅ B) No special tact is required
- C) Complaints are involved

QALB-e-MOMIN

- D) Refusal is expected

Q2: In organizing direct requests, the first step is to:

- A) Give details
- B) Close politely
- ✅ C) State the request
- D) Add tables

Q3: In a direct request, the middle section mainly contains:

- A) Greetings
- ✅ B) Justification and details
- C) Signature
- D) Complaints only

Q4: Order letters are also known as:

- A) Inquiry letters
- ✅ B) Purchase order letters
- C) Complaint letters
- D) Adjustment letters

Q5: The main purpose of an order letter is to:

- A) Compliment the seller
- ✅ B) Provide instructions for fulfilling an order
- C) Reject a product
- D) Apologize for delay

Q6: Customer service department deals with:

- A) Internal staff only
- ✅ B) Customer inquiries and complaints
- C) Government reports
- D) Job applications

Q7: An adjustment letter is written in response to:

- A) Inquiry letter
- ✅ B) Complaint letter
- C) Order letter
- D) Application letter

Q8: Credit request is a type of request made for:

- A) Discount approval
- ✅ B) Credit from creditor
- C) Product return
- D) Job approval

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Q9: Direct requests should always be highly persuasive.

- ✓ False

Q10: Order letters should clearly state the buyer's needs without unnecessary details.

- ✓ True

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