

Attachment: <Multiple choice test>

Number of methodological Tool	EUPANEXT_LO_124_M_001_Att_1
Work Area Code and Title	13 Foreign language skills
Unit Code and Title	4.13 Deal verbally with key work tasks or complex discussions

Questions and Answers

1. Specific terms and expressions in business written communication are:

- A. Agenda
- B. Advantage
- C. Benefit
- D. All of them

2. Choice of writing style in business communication:

- A. Informal
- B. Formal
- C. Casual
- D. B&C

3. Structure of written text includes:

- A. Introduction
- B. Conclusion
- C. Both of them

4. Explanations of problem or opportunity, facts, statistics and trends are included in:

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- A. Introduction
- B. Body/Content
- C. Conclusion

5. A project:

- A. Involves investigating
- B. Is a routine work task

6. A business letter is used:

- A. When writing from one business organization to another
- B. For placing orders
- C. A & B

7. Which of the following is business document? :

- A. Business letter
- B. Commercial invoice
- C. Delivery order
- D. All of them

8. Informative text:

- A. Avoid repetition
- B. Contain facts
- C. A&B



9. *Written communication with a customer:*

- A. Focuses on the receiver and his or her interests
- B. Be irrelevant and wordy
- C. None of them

10. *In written communication with a supplier:*

- A. Use informal language
- B. Supplier will always have a hard copy of a document they can refer back to
- C. All of them

ANSWERS:

1,D – 2,D – 3,C – 4,B – 5,A – 6,C – 7,D – 8,C – 9,A – 10,B

