True/False

Indicate whether the statement is true or false by writing T or F on the line below the statement.

1. Employees must often read at work to understand directions for using equipment.
   ______

2. Your reading rate is your ability to understand what you have read.
   ______

3. Your vocabulary is groups of words you know and understand how to use.
   ______

4. Reporting on the progress of tasks or projects is a common use of writing at work.
   ______

5. A concise message states what you want to communicate in a wordy and indirect manner.
   ______

6. The audience for your writing should have little influence on how formal your writing style will be.
   ______

7. The primary purpose of editing is to determine who the audience for the message will be.
   ______

8. To prepare good news or neutral messages, use a direct approach.
   ______

9. In a block format business letter, all lines begin at the left margin.
   ______

10. In open punctuation style for a business letter, a colon is placed after the salutation and a comma is placed after the complimentary close.
    ______
11. A memo is a streamlined business document used to communicate with an individual or group within an organization.

_____

12. E-mail addresses begin with a domain name that is followed by the @ symbol and a unique user id.

_____

13. Kerning is the number of dots per inch the printer creates when printing a document.

_____

14. Informational reports are typically based on information gathered within the normal operations of a company.

_____

15. The summary section of a report lists the report headings and their corresponding page numbers.

_____

16. Tables are often used in reports to summarize data or make comparisons.

_____

17. Bar graphs are used to show the relationship of a part to the whole.

_____

18. Spreadsheet software is commonly used to create tables and graphs, which can be integrated into a report.

_____

19. A footer is used to place the same information above the text at the top of pages in a report.

_____

20. The body is the text or message of a report.

_____
Multiple Choice

Write the letter of the choice that correctly completes the statement or answers the question on the line below the question.

21. A common use of reading at work is to
   a. learn about the company
   b. follow instructions on forms
   c. gather information to respond to inquiries
   d. all of the above
   ______

22. Putting aside anything else on your mind when you read is
   a. focusing on your reading
   b. identifying the purpose for reading
   c. scanning
   d. summarizing
   ______

23. Business writing is
   a. not an important task for most office workers
   b. purpose driven
   c. used to seek or provide specific information
   d. both a and b
   e. both b and c
   ______

24. A well-written business message
   a. is expected to contain only one or two errors
   b. is clear, concise, courteous, complete, and correct
   c. should not contain polite expressions such as please or thank you
   d. none of the above
   ______

25. Management of writing tasks requires
   a. identifying the reason for the communication and securing needed information
   b. composing a draft and revising as needed
   c. scheduling writing tasks to meet deadlines
   d. all of the above
   ______
26. Drafting a document involves
   a. determining the purpose of the message
   b. revising and editing the document
   c. proofreading the document for final presentation
   d. all of the above

27. The primary purpose of editing a document is to
   a. develop an understanding of the audience for the document
   b. make sure the message is accurate and conveys what the writer intended
   c. determine the response the writer desires from the reader
   d. determine the purpose of the message

28. A message that involves a refusal or other news that the reader will find disappointing is a
   a. positive message
   b. neutral message
   c. negative message
   d. persuasive message

29. A formal written business communication, usually to someone outside the organization, is
   a. a memo
   b. a business letter
   c. an e-mail message
   d. a newsletter

30. An envelope for a business letter
   a. makes an impression on the reader before he or she sees the letter
   b. should be of the same quality and color as the stationery used for the letter
   c. must be of a proper size and material acceptable to the United States Postal Service
   d. all of the above

31. When creating desktop published documents
   a. use little white space, fitting as much text and graphics on the page as possible
   b. use all caps for all headings because all caps is easier to read than uppercase and lowercase letters
   c. include artwork or photos that are relevant to the message
   d. use four to six different fonts on each page to vary the appearance of the text
32. When writing an informational report
   a. use a direct approach
   b. use a subject line or title to help the reader focus on the purpose of the report
   c. consider the audience in determining the writing style
   d. state the desired action or response clearly
   e. all of the above

33. An analytical report
   a. usually does not require information gathering
   b. is a shorter, less complex report than an informational report
   c. usually presents data along with interpretations or recommendations
   d. all of the above

34. An appendix for a report
   a. gives the reader an overview of the report
   b. provides detailed information to support the body of the report
   c. contains the text or message of the report
   d. identifies sources used in preparing the report

35. A type of graph used to show changes over a period of time is a
   a. line graph
   b. bar graph
   c. pie chart
   d. both a and b
   e. both a and c

Matching

Match each term with the correct definition or description below. Write the letter of the term on the line below its definition or description.

a. analytical
b. documentation
c. draft
d. editor
e. netiquette
f. pagination
g. passive voice
h. spam
i. tone
j. voice recognition system
36. Person who reviews the writing of others to suggest changes or improvements

37. A rough or preliminary version of a written message

38. Style or manner of writing or speaking that shows a certain attitude

39. Guidelines for proper behavior when communicating online

40. Electronic junk mail, advertisements, or other messages not requested by the recipient

41. The process of dividing a document into pages for printing

42. Identification and list of the sources of information used in a report

43. Converts human speech into digital form for processing by a computer

44. Style of writing in which the subject is acted upon rather than performing the action

45. Involving detailed study