Multiple Choice

1. If you do not know your recipient’s name, which of the following is an acceptable alternative when writing a letter? (Select all that apply.)
   a. Use a general greeting (e.g., Dear Resident) in the salutation.
   b. Use recipient’s job title (e.g., Dear Human Resources Manager) in the salutation.
   c. Use the AMS Simplified letter format.
   d. None of these are acceptable.

True or False:

Identify the following statements about letters, memos, and email as either true (T) or false (F).

2. Letterheads should always contain the sender’s address.  
3. Writers will usually have the most trouble achieving a reader-oriented tone when writing email rather than memos.  
4. When writing a letter using AMS Simplified format, you must always include a subject line.  
5. When writing a letter in AMS Simplified format, you have the option to indent paragraphs.  
6. Although we usually don’t, we may include a signature and signature block in our memo (especially if the tone of the memo is more formal).  
7. Of the three types of correspondence, only letters and email address external readers. Memos never do.

Direct or Indirect:

After reading the following situations, determine whether you should use the direct (D) or indirect (I) approach to write your business correspondence.

8. You manage an apartment complex. One of your long-term residents has missed paying rent for the first time. She has always paid her rent on time for the past year and a half, but she is over a week late. You haven’t spoken to her yet, so you decide to write a formal letter that requests her to pay the rent and the associated late fee.

9. You are an account executive over a large operations department, which you have just discovered will lose 25% of its workforce due to budget issues. These layoffs will happen immediately. According to your directors, you will not be laying off any more workers, but you expect your remaining workers to still panic for their jobs. You decide to write a memo to quell their fears by explaining what is happening, why, and what they should expect to happen in the upcoming months.

10. You work for a household appliance company and must reply to a customer’s request to replace or repair a broken steam iron. Unfortunately, the customer did not use the appliance for the intended purpose: ironing clothing. Instead, the customer has confided in you that he used the iron to press delightful steam-grilled cheese sandwiches. Because the customer did not use the product as it was intended, he violated the warranty; your company can neither replace nor repair the broken iron. You must write a formal letter to your customer, informing him of your decision.