



Name of the Bundle	Advanced Bundle V2	Subject	Communicative English & Soft Skills
Topic	Email Writing	Last updated on	28 February 2024

Multiple-choice questions on Email Writing

Choose the correct option for each question.

1. What does "Email" stand for?

- a. Easy Mail
- b. Electronic Mail
- c. Efficient Mail
- d. Extra Mail

Ans: b. Electronic Mail

2. In simple terms, what is the primary purpose of an email?

- a. Entertainment
- b. Electronic communication
- c. Education
- d. Enigma solving

Ans: b. Electronic communication

3. What are the three types of emails?

- a. Simple, Complex, Advanced
- b. Short, Long, Medium
- c. Semi-Formal, Formal, Informal
- d. Direct, Indirect, Parallel

Ans: c. Semi-Formal, Formal, Informal



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4. Which type of email is commonly used for official and business communication?

- a. Informal email
- b. Formal email
- c. Semi-Formal email
- d. Casual email

Ans: b. Formal email

5. In simple terms, what characterizes an "Informal email"?

- a. Formal salutations
- b. Professional format
- c. Casual tone
- d. Formal greetings

Ans: c. Casual tone

6. Which type of email is often used for communication with friends and family?

- a. Formal email
- b. Semi-Formal email
- c. Informal email
- d. Official email

Ans: c. Informal email

7. What is the primary purpose of the subject line in an email?

- a. To conclude the email
- b. To provide additional information
- c. To indicate the purpose of the email
- d. To offer a closing remark

Ans: c. To indicate the purpose of the email



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8. In email, what does "CC" stand for?

- a. Carbon Copy
- b. Courtesy Copy
- c. Close Conversation
- d. Correct Communication

Ans: a. Carbon Copy

9. Which of the following is a proper way to address someone in a professional email when their gender is unknown?

- a. Dear Sir/Madam
- b. Hey You
- c. To Whom It May Concern
- d. Hi [Recipient's First Name]

Ans: a. Dear Sir/Madam

10. In email communication, what does the term "BCC" stand for?

- a. Blind Carbon Copy
- b. Best Copy Choices
- c. Business Communication Code
- d. Basic Copy Consideration

Ans: a. Blind Carbon Copy



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11. Arrange the following elements of mail writing in the correct order:

1. Signature
 2. Greeting / Salutation
 3. Body of the mail
 4. Subject
- a. 1, 2, 3, 4
 - b. 4, 2, 3, 1
 - c. 2, 3, 4, 1
 - d. 3, 2, 4, 1

Ans: b. 4, 2, 3, 1

12. In simple terms, what is the purpose of the "From" field in an email?

- a. Identifying the sender
- b. Highlighting the email's content
- c. Assigning priority to the email
- d. Attaching files

Ans: a. Identifying the sender

13. What is the purpose of the "Attachments" field in an email?

- a. To add a personal touch to the message
- b. To provide additional information or files
- c. To emphasize the main points
- d. To create urgency in the communication

Ans: b. To provide additional information or files



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14. In email writing, what does the term "Forward" imply?

- a. Sending the email to a large group
- b. Replying to the original sender
- c. Sending the email to someone not included in the original conversation
- d. Forwarding the email to the same recipients

Ans: c. Sending the email to someone not included in the original conversation

15. SMS language in the email should be _____.

- a. used with a few selected clients
- b. used sometimes
- c. avoided
- d. used while writing to juniors

Ans: c. avoided

16. How should the subject line be?

- a. Long and descriptive
- b. Short and precise
- c. A greeting
- d. Does not matter

Ans: b. Short and precise



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17. Important points/words can be _____.

- a. Mentioned repeatedly for impact
- b. Need not be highlighted
- c. Bolded, underlined or italicized
- d. Highlighted with multiple colours

Ans: c. Bolded, underlined or italicized

18. In email signatures, what information is commonly included for professional communication?

- a. Personal quotes and slogans
- b. Only the sender's name
- c. Full contact details and company information
- d. Hyperlinks to social media profiles

Ans: c. Full contact details and company information

19. Which of these is the correct email address?

- a. userName@gmail@com
- b. userName.gmail.com
- c. userName.gmail@com
- d. username@gmail.com

Ans: d. username@gmail.com



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20. Which of the following is an initial salutation in a letter?

- a. Congratulations on your achievement!
- b. Hey buddy!
- c. Good Morning!
- d. Happy Morning!

Ans: c. Good Morning!

21. Which initial salutation is suitable for congratulating someone on their success?

- a. Good Morning!
- b. Happy Morning!
- c. Congratulations on your achievement!
- d. Greetings of the Day!

Ans: c. Congratulations on your achievement!

22. What is an email sent to multiple recipients at once called?

- a. Creator email
- b. Bulk email
- c. Digital marketing
- d. sender mail

Ans: b. Bulk email



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23. A good password must contain _____.

- a. Capital and small case alphabets
- b. At least one number
- c. At least one alphanumeric character
- d. All of the above

Ans: d. All of the above

24. Which of these is required while signing up to an email?

- a. Phone Number
- b. Name
- c. Password
- d. All of the above

Ans: d. All of the above

25. Which of these is not required to login to an email?

- a. Email
- b. Physical address
- c. Password
- d. Phone number

Ans: b. Physical address



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26. Which phrase is commonly used to convey attachment of files in an email?

- a. I hope you...
- b. Kindly find the attached...
- c. I am glad/happy to inform you that...
- d. More information is available at...

Ans: b. Kindly find the attached...

27. Which phrase is suitable for expressing pleasure in providing information?

- a. I am writing...
- b. I hope you...
- c. I am glad/happy to inform you that...
- d. More information is available at...

Ans: c. I am glad/happy to inform you that...

28. Which phrase is commonly used to express appreciation in an email?

- a. I'd like to inform you that...
- b. Thank you for...
- c. I am glad/happy to inform you that...
- d. I hope you...

Ans: b. Thank you for...



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29. E-mail addresses separate the user name from the ISP using the _____ symbol.

- a. \$
- b. @
- c. #
- d. &

Ans : b. @

30. What is the purpose of using "Sincerely / Respectfully" as a concluding expression?

- a. Expressing warmth and friendliness
- b. Conveying appreciation
- c. To sign off formally
- d. Requesting additional information

Ans: c. To sign off formally

31. Which category does "Yours sincerely" fall under as a final salutation?

- a. Neutral
- b. Formal
- c. Informal
- d. Best regards

Ans: b. Formal



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32. What type of communication is "Speak to you soon" typically associated with?

- a. Formal
- b. Informal
- c. Neutral
- d. Best wishes

Ans: b. Informal

33. A half completed email may be saved for later editing and transmission to the receiver in _____ folder.

- a. inbox
- b. spam bin
- c. sent mails
- d. draft

Ans: d. draft

34. What is the main folder in Gmail?

- a. Inbox
- b. Trash
- c. SPAM
- d. Star

Ans: a. Inbox



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35. You can _____ an email if you want to remember it is important, and this also puts the email into a special folder for easy access.

- a. Star
- b. Draft
- c. Label
- d. Reply

Ans: a. Star

36. The email ID of the secondary recipient of email is entered in _____ field.

- a. CC
- b. BCC
- c. Subject
- d. To

Ans: a. CC

37. What does the designation in a signature indicate?

- a. The sender's personal interests
- b. The sender's professional title or role
- c. The sender's hobbies
- d. The sender's email preferences

Ans: b. The sender's professional title or role



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38. Which element of an informal email is used to address the recipient in a friendly manner?

- a. Subject
- b. Greeting / Salutation
- c. Complimentary close
- d. Main Body

Ans: b. Greeting / Salutation

39. Which element of an informal email is used to formally conclude the message?

- a. Greeting / Salutation
- b. Complimentary close
- c. To
- d. Subject

Ans: b. Complimentary close

40. What can poor spelling, grammar, and punctuation create through an email?

- a. Professionalism
- b. Kindness
- c. Creativity
- d. A bad impression

Ans: d. A bad impression



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41. Why is it important to avoid abbreviations in an email?

- a. They enhance clarity
- b. They save time
- c. They demonstrate informality
- d. They can be misunderstood

Ans: d. They can be misunderstood

42. Where should the most important statements in a message ideally appear?

- a. In the middle paragraph
- b. In the closing remarks
- c. Throughout the text randomly
- d. In the first paragraph

Ans: d. In the first paragraph

43. What is the recommended timeframe for replying to an email?

- a. Within 48 hours
- b. Within 24 hours
- c. Within a week
- d. No specific timeframe

Ans: b. Within 24 hours



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44. Why is it advisable to keep copies of important emails for reference?

- a. To increase inbox clutter
- b. To use excessive storage space
- c. To easily locate and review information
- d. To create confusion

Ans: c. To easily locate and review information

45. What is the primary benefit of replying to an email within 24 hours?

- a. It allows more time for procrastination
- b. It demonstrates professionalism and promptness
- c. It increases the likelihood of forgetting the email
- d. It creates a sense of mystery for the sender

Ans: b. It demonstrates professionalism and promptness

46. Why is it advisable to use separate accounts for personal and business emails?

- a. To minimize the risk of responding promptly
- b. To mix personal and professional information
- c. To maintain a clear distinction and professionalism
- d. To increase inbox clutter

Ans: c. To maintain a clear distinction and professionalism