

Name: _____

Date: _____

Written Communication Vocabulary Exam

- | | |
|---|------------------------|
| 1. Company needs printed material to show customers its services B | A. Chart |
| 2. Sales rep needs to communicate quickly with a manager. C | B. Brochure |
| 3. The sales department wants to present their quarterly sales figures at a meeting. A | C. Text |
| 4. a business invites 'friends' to like a page. E | D. Boss |
| 5. Manuals are saved on the internet for customer download. F | E. Social network post |
| 6. The company wants to inform all workers about an upcoming event N | F. Website |
| 7. The company wants to distribute a promotional invitation at a sales convention M | G. Serve customers |
| 8. a collection of writing that carries information to be shared again with someone new I | H. Conduct a survey |
| 9. a powerful party leader D | I. Report |
| 10. a worker who is hired to perform a job O | J. Give feedback |
| 11. information about reactions to a product J | K. Analyze data |
| 12. do or carry out a questionnaire to get more information H | L. Complaints |
| 13. to study or examine something in detail, in order to discover more about it K | M. Flyer |
| 14. a statement that a situation is unsatisfactory or unacceptable L | N. Memo |
| 15. give customers food or drink in a restaurant G | O. Employee |