



سری سوال : یک ۱

زمان آزمون (دقیقه): تستی : ۹۰ تشریحی : ۰

تعداد سوالات : تستی : ۳۰ تشریحی : ۰

عنوان درس : زبان انگلیسی مکاتبات تخصصی

رشته تحصیلی / گد درس : مدیریت جهانگردی ۱۳۱۲۰۱۲

**Vocabulary: choose the best synonym for the underlined words and mark it on your answer sheet.**

1-Which of the following can be a good closing line?

- |  |   |
|--|---|
| 1. In reply to your letter of 8 May, ... | 2. With reference to your letter of 8 June, I ... |
| 3. I am writing to enquire about ...     | 4. I look forward to seeing you.                  |

2-What is a letter by which a child is permitted to go to a trip or picnic or scientific tour?

- |                     |                        |
|---------------------|------------------------|
| 1. Consent letter   | 2. Letter of rejection |
| 3. Marketing letter | 4. Welcome letter      |

3-Print all the information on the envelop before stuffing and sealing it.

- |            |             |            |              |
|------------|-------------|------------|--------------|
| 1. sending | 2. drinking | 3. filling | 4. receiving |
|------------|-------------|------------|--------------|

4-A cover letter with your resume gives you another opportunity to present yourself and your credentials.

- |           |                |                |           |
|-----------|----------------|----------------|-----------|
| 1. reason | 2. explanation | 3. publication | 4. chance |
|-----------|----------------|----------------|-----------|

5-I've been on ten tours throughout Europe and feel certain that my knowledge and experience will qualify me for the position.

- |         |           |           |          |
|---------|-----------|-----------|----------|
| 1. sure | 2. hidden | 3. broken | 4. agent |
|---------|-----------|-----------|----------|

6-Some professionals get scores of e-mails a day.

- |          |              |         |        |
|----------|--------------|---------|--------|
| 1. teams | 2. questions | 3. very | 4. low |
|----------|--------------|---------|--------|

7-When you just copy and..... the most relevant text into the body of the e-mail, it works best.

- |           |          |           |         |
|-----------|----------|-----------|---------|
| 1. refuse | 2. paste | 3. delete | 4. meet |
|-----------|----------|-----------|---------|

**Fill in the Blanks: choose the best answer to fill in each blank space and mark it on your answer sheet.**

8-At the top of your letter, you will put your ....., so the reader will know where to send their reply to.

- |            |            |            |            |
|------------|------------|------------|------------|
| 1. address | 2. element | 3. meaning | 4. closing |
|------------|------------|------------|------------|

9-A written expression of gratitude is called a .....

- |                           |                        |
|---------------------------|------------------------|
| 1. collection letter      | 2. marketing letter    |
| 3. letter of appreciation | 4. letter of rejection |



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10-Once again, I apologize for any inconvenience. The above line can be an example of a(n) .....

- |                      |                      |
|----------------------|----------------------|
| 1. warning           | 2. abbreviation      |
| 3. good opening line | 4. good closing line |

11-*ps.* or ..... is used when you want to add something after you've finished and signed it.

- |               |               |           |                  |
|---------------|---------------|-----------|------------------|
| 1. per second | 2. postscript | 3. per se | 4. postage stamp |
|---------------|---------------|-----------|------------------|

12-“Dear John Smith:” or “To Whom it May Concern:” are two common .....

- |                |               |            |               |
|----------------|---------------|------------|---------------|
| 1. salutations | 2. signatures | 3. letters | 4. enclosures |
|----------------|---------------|------------|---------------|

13-A summary of your academic and work history is called .....

- |            |                      |
|------------|----------------------|
| 1. envelop | 2. recommendation    |
| 3. resume  | 4. letter of apology |

14-Hit reply as soon ..... e-mails have something to contribute.

- |          |       |       |       |
|----------|-------|-------|-------|
| 1. about | 2. by | 3. as | 4. in |
|----------|-------|-------|-------|

15-Smiley, abbreviations, nonstandard punctuation and spelling are ok to use when you are writing to a .....

- |         |            |           |              |
|---------|------------|-----------|--------------|
| 1. boss | 2. company | 3. friend | 4. president |
|---------|------------|-----------|--------------|

16-It is better you write a letter to inform the hotel that you wish to cancel your .....

- |             |                |              |              |
|-------------|----------------|--------------|--------------|
| 1. question | 2. reservation | 3. operation | 4. sugestion |
|-------------|----------------|--------------|--------------|

17-BCC is the abbreviation of .....

- |                             |                                     |
|-----------------------------|-------------------------------------|
| 1. Blind Carbon Copy        | 2. Before Christ Century            |
| 3. British Cubic Centimeter | 4. Broadcasting Corporation Customs |

*Persian equivalents: choose the best Persian equivalent for the underlined words and mark it on your answer sheet.*18-If you are writing a letter to an office, avoid using highly technical terms that only engineers understand.

- |             |              |               |                 |
|-------------|--------------|---------------|-----------------|
| 1. بیوشانید | 2. دوری کنید | 3. ادامه دهید | 4. منتظر بمانید |
|-------------|--------------|---------------|-----------------|

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19- Always **proofread** your letter after writing it, check for sentence structure, grammar and spelling mistakes.

1. به پایان برسانید 2. تایپ کنید 3. نمونه خوانی کنید 4. دستنویس کنید

20- Choose your **alignment**: left aligned or justified on both sides.

1. امنیت 2. تنظیم 3. گیرنده 4. سربرگ

21- You are much more likely to get the **response** you desire if you remain courteous.

1. پاسخ 2. درخواست 3. نیاز 4. اعتماد

22- A number of people are **familiar** with the concept of business-to-consumer direct mail advertising campaigns.

1. نادرست 2. آشکار 3. ناراحت 4. آشنا

23- Fold down firmly, and use a ruler to press on the fold, making it **neat**, straight and **crisp**.

1. ملایم / ترد 2. مرتب / تانخورده 3. مستقیم/ تاشده 4. صاف / دولا

24- The purpose of the cover letter is to let the employer know why you'd **be a good fit for their company**.

1. درخور همنشینی آنها هستی 2. مناسب شرکت آنها هستی  
3. شرکت مجهزی داری 4. تجهیزات شرکتی خوبی داری

25- Do your best to relate the job requirements to your skills and **experiences**.

1. تجربیات 2. انتظارات 3. فنون 4. آزمایشات

26- When writing to someone at a professional level some rules should be **taken into account**.

1. به حساب واریز شود 2. در نظر گرفته شود  
3. به حسابش رسیده شود 4. اعتماد شود

27- When reading emails treat them as if they are **private** messages (unless you know you are allowed to share it with others).

1. خصوصی 2. مزاحم 3. باطنی 4. مشترک

28- Contracts require two **parties** to agree to the same thing.

1. علوم 2. میهمانی 3. طرفین 4. اجناس

29- If you have paid a **deposit**, state your request for a refund in your letter too.

1. توقفگاه 2. چک 3. پیش پرداخت 4. حساب

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30-The company has to pay compensation for injuries at work.

1. خلاصه

2. دلگرمی

3. غرامت

4. برنامه