

سلم تصحيح المراسلات التجارية/ باللغة الانكليزية  
السنة الثالثة / الفصل الثاني 2024-2025

1- Choose the correct answer: (48 marks) 3 درجات لكل إجابة مما يلي:

1. (Correspondence, business, manager) is simply written communication from one person to another for various reasons.
2. (Memos, E-mails) are typically short documents that explain information or contain instructions.
3. A letter with many details (never, often) follows a standard format called a model, or template.
4. A cover letter is often sent as a model for a business letter or an (address, email).
5. Business correspondence is (essential, not essential) in realizing organizational goals.
6. The significance of business letters is governed by the fact that it facilitates effective communication which does not cost the business (less, much).
7. (Simple, Complex) and easy language should be used for writing business letters.
8. (Completeness, Accuracy) demands that there are no errors in the usage of language in grammar, spellings, punctuations etc.
9. (Irrelevant, Relevant) information should not be mentioned while sending any business correspondence.
10. The (outer, inner) qualities of a good business letter refers to the appearance of the letter.
11. It is better to use (same, different) colours for different types of letters.
12. The (heading, date) of a business letter usually contains the name and postal address of the business, E-mail address, etc.
13. The flow of information between employees, departments, branches, and units of the same company is termed (internal, external) correspondence.
14. (Informal, Formal) internal correspondence can be a quick instruction between a manager and subordinate, which are mostly in the form of emails.
15. (Routine, Circulars) : This type of correspondence is used when a business has to convey a common matter to a large audience.
16. A complaint letter is written when the purchaser (find, does not find) the goods up to his satisfaction.

2- Put the words into the correct position. (20 marks)

(خمسة فراغات, لكل منها 4 درجات)

information, sending, standard, reply, reminder

- a) Business letters follow many standard formats.

- b) Letters that contain all the information needed to make a decision can be quite short.
- c) Sometimes they are only a simple reminder of an action or a request for more information.
- d) Business letters are written on business stationery, or as a result of sending a letter in response to an enquiry.
- e) A reply letter may follow the action letter, containing information that is in response to the information in the action letter.

**3- What are the inner qualities of a good business letter? (12 marks)**

يكفي ذكر أربع مما يلي لكل منها 3 درجات

- 1) Simplicity.
- 2) Clarity.
- 3) Accuracy.
- 4) Completeness.
- 5) Relevance.
- 6) Courtesy.
- 7) Neatness.

**4- لكل مصطلح درجتان (20 marks) : ترجم مايلي**

| انكليزي                      | عربي             |
|------------------------------|------------------|
| <u>executive officer</u>     | المسؤول التنفيذي |
| <u>Recipient</u>             | المستلم          |
| <u>Format</u>                | التنسيق          |
| <u>Company</u>               | الشركة           |
| <u>Organization</u>          | المنظمة          |
| <u>Client</u>                | عميل أو زبون     |
| <u>written communication</u> | اتصالات مكتوبة   |
| <u>Sales Correspondence</u>  | مراسلات المبيعات |
| <u>executive letter</u>      | الخطاب التنفيذي  |
| <u>Order Letter</u>          | خطاب الطلب       |

انتهى السلم

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مدرسة المقرر  
د.منى عبود

الصفحة 2 من 2