1. Which of the following is used to start a very formal letter?
   a) Dear John
   b) Hi Suzy
   c) My Dear Elaine
   d) Dear Sir or Madam

2. Which of the following is a way of starting a formal letter?
   a) Thank you for your letter dated 26th August 2005.
   b) Thanks for your letter, it was great to hear from you.
   c) Thank you for your letter about…
   d) Thanks for dropping me a line…

3. Which would be a suitable way to introduce some bad news in a formal way?
   a) I feel really bad about this but…
   b) I'm sorry to have to break the bad news but…
   c) I regret to inform you…
   d) I'm so sorry about…

4. Which of the following is an expression suitable for a formal letter?
   a) Regards to Jane
   b) Please give my regards to Jane
   c) Say hi to Jane
   d) Give Jane my best wishes

5. Which of the following is NOT a suitable final sentence for a formal letter?
   a) I look forward to hearing from you soon.
   b) Hope to see you soon.
   c) Looking forward to a swift response.
   d) Looking forward to meeting you.

6. Which of the following is NOT a suitable way to end a formal letter?
   a) Yours faithfully
   b) Yours sincerely
   c) Best wishes
   d) Love
ANSWERS:

1. Which of the following is used to start a very formal letter?

a) Dear John – As John is a first name, 'Dear John' is probably used in a more familiar situation.
b) Hi Suzy – 'Hi Suzy' is a very informal way to start a letter to a friend.
c) My Dear Elaine – 'My Dear Elaine' sounds very intimate, perhaps friends who have known each other a long time.
d) Dear Sir or Madam – 'Dear Sir or Madam' is a standard way of beginning a letter to someone whose name you don't know.

2. Which of the following is a way of starting a formal letter?

a) Thank you for your letter dated 26th May 2011. – 'Thank you for your letter dated 26th May 2011' is a formal opening sentence.
b) Thanks for your letter, it was great to hear from you. – 'Thanks for your letter, it was great to hear from you.' is an informal opening sentence.
c) Thank you for your letter about… – 'Thank you for your letter about…' is an informal opening sentence.
d) Thanks for dropping me a line… – 'Thanks for dropping me a line.' is an informal opening sentence.

3. Which would be a suitable way to introduce some bad news in a formal way?

a) I feel really bad about this but… – 'I feel really bad about this but…' is very informal and familiar.
b) I'm sorry to have to break the bad news but… – 'I'm sorry to have to break the bad news but…' is very informal and familiar.
c) I regret to inform you… – 'I regret to inform you…' is very formal.
d) I'm so sorry about… – 'I'm so sorry about…' is informal and familiar.

4. Which of the following is an expression suitable for a formal letter?

a) Regards to Jane – 'Regards to Jane' is a semi-formal expression.
b) Please give my regards to Jane – 'Please give my regards to Jane' is a formal expression.
c) Say hi to Jane – 'Say hi to Jane' is an informal expression.
d) Give Jane my best wishes – 'Give Jane my best wishes' is a semi-formal expression.
5. Which of the following is NOT a suitable final sentence for a formal letter?

a) I look forward to hearing from you soon. – 'I look forward to hearing from you soon' is a formal final sentence.
b) Hope to see you soon. – 'Hope to see you soon' is something you could say to a friend in an informal letter.
c) Looking forward to a swift response. – 'Looking forward to a swift response' is a formal final sentence.
d) Looking forward to meeting you. – 'Looking forward to meeting you' is a formal final sentence.

6. Which of the following is NOT a suitable way to end a formal letter?

a) Yours faithfully – You should end a formal letter with 'Yours faithfully' if you do not use the person's name at the start of the letter.
b) Yours sincerely – You should end a formal letter with 'Yours sincerely' if you use the person's name at the start of the letter.
c) Best wishes – 'Best wishes' is a semi-formal expression and can be used in a variety of formal and informal letters.
d) Love – 'Love' should be used with friends and relatives.

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http://www.bbc.co.uk/apps/ifl/worldservice/quiznet/quizengine?ContentType=text/html;quiz=1121_formal_letters