

Review Questions Section 4-1

Name _____

MULTIPLE CHOICE. Choose the one alternative that best completes the statement or answers the question.

- 1) Which of the following is not true of instant messaging? 1) _____
A) it is almost as fast as a phone call B) the software can be expensive
C) it uses typed text over the Internet D) it offers complete privacy

- 2) Which of the following is not a quality of good business communication? 2) _____
A) organization B) informality C) brevity D) clarity

- 3) A paper trail is 3) _____
A) written communication that can serve as a legal backup
B) a message thread created by instant messaging
C) attached documents sent with an e-mail
D) a form of texting

- 4) Business letters are used for 4) _____
A) messages to people within the same company
B) longer or official messages
C) informal messages
D) all of the above

- 5) If you're sending a copy of a letter to another person, you type _____ at the bottom of the letter 5) _____
followed by the person's name.
A) re: B) to: C) cc: D) copy:

- 6) In a letter, "Sincerely" is part of the letter's 6) _____
A) salutation B) closing C) body D) heading

- 7) You can use a word-processing template for a 7) _____
A) fax cover sheet B) letter C) memo D) all of the above

- 8) In electronic communication, a signature is placed 8) _____
A) at the end of an e-mail and contains your name and company name
B) in the "From:" line of an e-mail
C) at the end of an IM to verify your identity
D) any of the above

- 9) A good speaker should try not to 9) _____
A) read the mood of the room B) ask listeners for opinions
C) repeat information D) use gestures

- 10) Which of the following is not recommended for conference calls? 10) _____
A) using the mute button when you are not speaking
B) allowing more than three people to participate
C) using cell phones
D) all of the above

TRUE/FALSE. Write 'T' if the statement is true and 'F' if the statement is false.

- 11) Instant messaging is also called texting. 11) _____
- 12) Active listening means focusing on the person speaking and then giving feedback. 12) _____
- 13) "KISS" means "keep it short and sweet." 13) _____
- 14) In a letter, the recipient's address is included in the salutation. 14) _____
- 15) You type "enc:" at the top of a letter if you are enclosing another document. 15) _____
- 16) A memo has three parts: heading, salutation, and body 16) _____
- 17) A memo is written to people within a business; a letter is written to people outside a business. 17) _____
- 18) A signature is something you can add automatically to the end of an e-mail. 18) _____
- 19) E-mail attachments should typically be under five megabytes. 19) _____
- 20) A fax machine uses telephone lines to transmit a copy of a document. 20) _____

SHORT ANSWER. Write the word or phrase that best completes each statement or answers the question.

- 21) The abbreviation "KISS" means "Keep it short and _____." 21) _____
- 22) The greeting of a letter is called the _____. 22) _____
- 23) A brief note that informs employees about business-related matters is called a(n) _____. 23) _____
- 24) The _____ of a letter contains the main message. 24) _____
- 25) When you reply to an e-mail, you automatically create a message _____ that shows previous messages in the correspondence. 25) _____
- 26) "Fax" is short for _____. 26) _____
- 27) A(n) _____ call allows three or more parties in different locations to speak to each other over the same phone line. 27) _____
- 28) A(n) _____-conference allows meeting participants in different locations to see and hear each other through monitors, cameras, microphones, and speakers. 28) _____
- 29) IM stands for _____. 29) _____
- 30) A symbol or combination of punctuation marks used to convey emotions, such as a smiley face, is called a(n) _____. 30) _____