

Intelligent Business

Unit 13 Communication Review Questions from the Intermediate Coursebook

- 1) What is infoglut?
 - a) not enough information
 - b) a flood of information
 - c) a form of passing on information
- 2) When sending additional documents with an e-mail, which phrase is correct?
 - a) Please find attached.
 - b) Please find enclosed.
 - c) Please find inside.
- 3) Which sentence has the same meaning as *I'll text you later*?
 - a) I'll send you a fax.
 - b) I'll send you an SMS.
 - c) I'll write you a letter.
- 4) What does prioritise mean?
 - a) to put tasks in order of importance
 - b) only deal with important tasks
 - c) give the most important tasks to others
- 5) Sending letters by post is often referred to as ...
 - a) P-mail
 - b) snail mail
 - c) slow mail
- 6) As a form of communication, many people see e-mail as being ... than a phone call.
 - a) more personal
 - b) less direct
 - c) less intrusive
- 7) Could you please ... as soon as possible?
 - a) call me back
 - b) ring up me
 - c) phone to me
- 8) The subject line in an e-mail ...
 - a) tells you the content of the message.
 - b) begins with 'Dear...'
 - c) ends the e-mail.
- 9) Which of the following defines correspondence?
 - a) talking to people on the phone
 - b) answering enquiries from customers
 - c) sending and answering letters, faxes and e-mails
- 10) What is messaging meltdown?
 - a) communicating using only one form, e.g. telephone
 - b) making a phone call to warn about an e-mail to announce a fax
 - c) prioritising and sorting your messages

