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