

CHAPTER 6 CONCEPT REVIEW WORKSHEET

Your Name _____

Using Technology to Improve Communication

1. What are two types of computers that provide for flexibility and the access of information from outside the office?

2. What device allows companies to electronically preserve hard-copy documents?

3. Hand-held computers used to organize and access data are called _____ .
4. When leaving voice mail, what are four things you need to do?

5. What type of software allows the spoken word to be transferred directly to a printed document?

6. Identify four (4) word processing application tools.
_____ _____
_____ _____
7. The process used when checking the final copy to make sure it is error free is called _____ .
8. The process of looking at written communication critically to determine if it needs revising or reorganizing is called _____ .
9. The most informal method of business communication is _____ .
10. Identify five purposes for which e-mail is effective.

11. Identify four types of situations in which you would not use e-mail.

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12. Describe the characteristics of a good subject line.

13. The e-mail version of a verbal attack is called _____ .

14. Symbols used to express different emotions in e-mail are called _____ .

15. The sending of announcements in a shotgun manner is called _____ .

16. What technological advancement is considered by some companies to be one of the great time wasters in business and one that may affect productivity?

17. Files added on to an e-mail are called _____ .

18. Identify eight characteristics of a good e-mail.

19. Indicate whether the following statements are true or false.

- E-mails are confidential. _____
- Filters can send e-mails directly to the trash. _____
- Signature blocks are optional for e-mails. _____
- A formal closing is required on e-mails. _____
- Paragraphs in an e-mail message should be double-spaced. _____

20. Indicate whether the following statements are true or false.

- E-mail changes the way the message is delivered. _____
- E-mails should not be typed in all-capital letters. _____
- E-mails should be used to avoid confrontations. _____
- E-mails should be used for personnel issues. _____
- E-mails should be short and concise. _____