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| 1. E-mail is the most popular way to exchange information in organizations.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *REFERENCES:* | Written Communication 1 | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 4:01 PM | | *DATE MODIFIED:* | 5/3/2016 4:01 PM | |

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| 2. Memos are generally shorter, more immediate, and less formal than e-mail messages.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *POINTS:* | 1 | | *REFERENCES:* | Written Communication 2 | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 4:01 PM | | *DATE MODIFIED:* | 5/3/2016 4:01 PM | |

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| 3. To keep from being blocked by spam filters, avoid exclamation points and words in all caps in your e-mail messages.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *REFERENCES:* | Written Communication 4 | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 4:01 PM | | *DATE MODIFIED:* | 5/3/2016 4:01 PM | |

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| 4. If you need to discuss more than one topic send them, in a clearly listed manner, in one e-mail message.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *POINTS:* | 1 | | *REFERENCES:* | Written Communication 6 | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 4:01 PM | | *DATE MODIFIED:* | 5/3/2016 4:01 PM | |

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| 5. Unlike e-mail, you should only send memos to others within your organization.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *REFERENCES:* | Written Communication 8 | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 4:01 PM | | *DATE MODIFIED:* | 5/3/2016 4:01 PM | |

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| 6. Make sure to include a deadline when you write a bad-news message.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *POINTS:* | 1 | | *REFERENCES:* | Written Communication 14 | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 4:01 PM | | *DATE MODIFIED:* | 5/3/2016 4:01 PM | |

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| 7. If you cannot answer the questions or comply with the request in the request message, write a bad-news message.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *REFERENCES:* | Written Communication 12 | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 4:01 PM | | *DATE MODIFIED:* | 5/3/2016 4:01 PM | |

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| 8. In 2008, the average e-mail user in an organization received about 50 messages a day.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *POINTS:* | 1 | | *REFERENCES:* | Written Communication 17 | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 4:01 PM | | *DATE MODIFIED:* | 5/3/2016 4:01 PM | |

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| 9. A(n)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is communication composed on and sent with electronic mail technology.   |  |  | | --- | --- | | *ANSWER:* | e-mail message | | *POINTS:* | 1 | | *REFERENCES:* | Written Communication 2 | | *QUESTION TYPE:* | Completion | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 4:01 PM | | *DATE MODIFIED:* | 5/3/2016 4:01 PM | |

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| 10. Use the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ field to send copies of your message to others without displaying their e-mail addresses.   |  |  | | --- | --- | | *ANSWER:* | Blind carbon copy Bcc | | *POINTS:* | 1 | | *REFERENCES:* | Written Communication 6 | | *QUESTION TYPE:* | Completion | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 4:01 PM | | *DATE MODIFIED:* | 5/3/2016 4:01 PM | |

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| 11. A(n) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ message asks for information or action from someone else.   |  |  | | --- | --- | | *ANSWER:* | request | | *POINTS:* | 1 | | *REFERENCES:* | Written Communication 10 | | *QUESTION TYPE:* | Completion | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 4:01 PM | | *DATE MODIFIED:* | 5/3/2016 4:01 PM | |

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| 12. When you use the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ feature in your e-mail program, the program usually inserts “Re:” at the beginning of the Subject line, then inserts the original subject text.   |  |  | | --- | --- | | *ANSWER:* | Reply | | *POINTS:* | 1 | | *REFERENCES:* | Written Communication 12 | | *QUESTION TYPE:* | Completion | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 4:01 PM | | *DATE MODIFIED:* | 5/3/2016 4:01 PM | |

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| 13. A(n) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ message, also called a confirmation, to-file, or incident message, confirms events, ideas, discussions, agreements, changes, or instructions.   |  |  | | --- | --- | | *ANSWER:* | documentation | | *POINTS:* | 1 | | *REFERENCES:* | Written Communication 16 | | *QUESTION TYPE:* | Completion | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 4:01 PM | | *DATE MODIFIED:* | 5/3/2016 4:01 PM | |

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| 14. You can use an e-mail message to \_\_\_\_.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | collect information | b. | respond to requests | |  | c. | confirm decisions | d. | all of the above |  |  |  | | --- | --- | | *ANSWER:* | d | | *POINTS:* | 1 | | *REFERENCES:* | Written Communication 1 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 4:01 PM | | *DATE MODIFIED:* | 5/3/2016 4:01 PM | |

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| 15. A(n) \_\_\_\_ is a hard, or printed, copy of a document written for people within a single organization.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | request message | b. | memo | |  | c. | e-mail message | d. | resume |  |  |  | | --- | --- | | *ANSWER:* | b | | *POINTS:* | 1 | | *REFERENCES:* | Written Communication 2 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 4:01 PM | | *DATE MODIFIED:* | 5/3/2016 4:01 PM | |

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| 16. Whether you are writing an e-mail or composing a printed memo, your messages should include four basic elements that does NOT include a \_\_\_\_.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | subject line | b. | graphic | |  | c. | message body | d. | closing statement |  |  |  | | --- | --- | | *ANSWER:* | b | | *POINTS:* | 1 | | *REFERENCES:* | Written Communication 4 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 4:01 PM | | *DATE MODIFIED:* | 5/3/2016 4:01 PM | |

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| 17. When writing an e-mail or memo, communicate the main idea of your message in the \_\_\_\_.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | last paragraph | b. | last sentence | |  | c. | first paragraph | d. | first sentence |  |  |  | | --- | --- | | *ANSWER:* | d | | *POINTS:* | 1 | | *REFERENCES:* | Written Communication 4 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 4:01 PM | | *DATE MODIFIED:* | 5/3/2016 4:01 PM | |

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| 18. To make sure your e-mail messages are not blocked by filters, the book recommends to avoid having all of these in the subject line EXCEPT \_\_\_\_.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | terms commonly used to sell products | b. | phrases that the messages is urgent | |  | c. | references to money | d. | the person’s name |  |  |  | | --- | --- | | *ANSWER:* | d | | *POINTS:* | 1 | | *REFERENCES:* | Written Communication 4 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 4:01 PM | | *DATE MODIFIED:* | 5/3/2016 4:01 PM | |

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| 19. In addition to the main recipient, you can send copies of the message to other people by including their e-mail addresses in the \_\_\_\_ field.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | Cc | b. | Copy | |  | c. | To | d. | Re |  |  |  | | --- | --- | | *ANSWER:* | a | | *POINTS:* | 1 | | *REFERENCES:* | Written Communication 6 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 4:01 PM | | *DATE MODIFIED:* | 5/3/2016 4:01 PM | |

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| 20. In a memo header, “Re” is short for the Latin word Res, which means “\_\_\_\_.”   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | memo | b. | regarding | |  | c. | subject | d. | urgent |  |  |  | | --- | --- | | *ANSWER:* | c | | *POINTS:* | 1 | | *REFERENCES:* | Written Communication 8 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 4:01 PM | | *DATE MODIFIED:* | 5/3/2016 4:01 PM | |

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| 21. The memo header lists basic information about the document. Most memo headers include at least four lines which typically do NOT include \_\_\_\_.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | Date | b. | To | |  | c. | From | d. | A call to action |  |  |  | | --- | --- | | *ANSWER:* | d | | *POINTS:* | 1 | | *REFERENCES:* | Written Communication 8 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 4:01 PM | | *DATE MODIFIED:* | 5/3/2016 4:01 PM | |

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| 22. With a traditional memo, sign \_\_\_\_ in the From line of the header.   |  |  |  | | --- | --- | --- | |  | a. | your initials to the right of your typed name | |  | b. | your initials to the right of your typed initials | |  | c. | your initials to the left of your typed name | |  | d. | your initial to the left of your typed initials |  |  |  | | --- | --- | | *ANSWER:* | a | | *POINTS:* | 1 | | *REFERENCES:* | Written Communication 8 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 4:01 PM | | *DATE MODIFIED:* | 5/3/2016 4:01 PM | |

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| 23. When using request messages, \_\_\_\_.   |  |  |  | | --- | --- | --- | |  | a. | start your message by directly making your request | |  | b. | use bulleted or numbered lists to present details | |  | c. | use a polite, friendly tone | |  | d. | all of the above |  |  |  | | --- | --- | | *ANSWER:* | d | | *POINTS:* | 1 | | *REFERENCES:* | Written Communication 10 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 4:01 PM | | *DATE MODIFIED:* | 5/3/2016 4:01 PM | |

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| 24. When writing and sending e-mail responses, the chapter recommends to do all of the following EXCEPT \_\_\_\_.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | answer all the questions in the request | b. | anticipate related questions | |  | c. | use the Reply to All feature | d. | respond as quickly as possible |  |  |  | | --- | --- | | *ANSWER:* | c | | *POINTS:* | 1 | | *REFERENCES:* | Written Communication 13 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 4:01 PM | | *DATE MODIFIED:* | 5/3/2016 4:01 PM | |

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| 25. When writing a bad-news message, start with a statement \_\_\_\_.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | regarding the bad news | b. | that establishes good will | |  | c. | that apologizes for the news | d. | that explains your role |  |  |  | | --- | --- | | *ANSWER:* | b | | *POINTS:* | 1 | | *REFERENCES:* | Written Communication 14 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 4:01 PM | | *DATE MODIFIED:* | 5/3/2016 4:01 PM | |

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| 26. When sending a documentation message, avoid including \_\_\_\_ on the Cc line of a documentation message, which might seem threatening to your recipient.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | your manager | b. | a superior other than your manager | |  | c. | either a.or b. | d. | neither a. nor b. |  |  |  | | --- | --- | | *ANSWER:* | c | | *POINTS:* | 1 | | *REFERENCES:* | Written Communication 16 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 4:01 PM | | *DATE MODIFIED:* | 5/3/2016 4:01 PM | |

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| Sara Newman, CEO of Newman Enterprises, needs to send a bad-news memo to her immediate staff postponing the payment of their bonus for three months. Please answer the questions below. |

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| 27. In the first line of the memo, Sara should \_\_\_\_.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | express appreciation and understanding | b. | share the news of the bonus delay | |  | c. | both a. and b. | d. | neither a. nor b. |  |  |  | | --- | --- | | *ANSWER:* | a | | *POINTS:* | 1 | | *REFERENCES:* | Written Communication 15 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *PREFACE NAME:* | Case A-1 | | *TOPICS:* | Critical Thinking | | *DATE CREATED:* | 5/3/2016 4:01 PM | | *DATE MODIFIED:* | 5/3/2016 4:01 PM | |

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| 28. In relaying the bad-news about the bonus delay, Sara will \_\_\_\_.   |  |  |  | | --- | --- | --- | |  | a. | use clear language | |  | b. | promises to never be late on the payment of a bonus check again (big promise) | |  | c. | both a. and b. | |  | d. | neither a. nor b. |  |  |  | | --- | --- | | *ANSWER:* | a | | *POINTS:* | 1 | | *REFERENCES:* | Written Communication 15 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *PREFACE NAME:* | Case A-1 | | *TOPICS:* | Critical Thinking | | *DATE CREATED:* | 5/3/2016 4:01 PM | | *DATE MODIFIED:* | 5/3/2016 4:01 PM | |

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| 29. Sara ends her memo by \_\_\_\_.   |  |  |  | | --- | --- | --- | |  | a. | thanking the staff for their efforts | |  | b. | reminding the staff of how their actions contributed to lower company sales and the delay in the bonus checks | |  | c. | both a. and b. | |  | d. | neither a. nor b. |  |  |  | | --- | --- | | *ANSWER:* | a | | *POINTS:* | 1 | | *REFERENCES:* | Written Communication 15 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *PREFACE NAME:* | Case A-1 | | *TOPICS:* | Critical Thinking | | *DATE CREATED:* | 5/3/2016 4:01 PM | | *DATE MODIFIED:* | 5/3/2016 4:01 PM | |

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| 30. When sending an e-mail, end with a(n) signature block that includes your name and contact information. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *REFERENCES:* | Written Communication 6 | | *QUESTION TYPE:* | Modified True / False | | *HAS VARIABLES:* | False | | *TOPICS:* | Critical Thinking | | *DATE CREATED:* | 5/3/2016 4:01 PM | | *DATE MODIFIED:* | 5/3/2016 4:01 PM | |

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| 31. Write a(n) e-mail message when you need a formal or written, formatted record of your internal communication. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   |  |  | | --- | --- | | *ANSWER:* | False - memo | | *POINTS:* | 1 | | *REFERENCES:* | Written Communication 8 | | *QUESTION TYPE:* | Modified True / False | | *HAS VARIABLES:* | False | | *TOPICS:* | Critical Thinking | | *DATE CREATED:* | 5/3/2016 4:01 PM | | *DATE MODIFIED:* | 5/3/2016 4:01 PM | |

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| 32. Use job titles in the To: and From: lines of a memo when writing to someone with a(n) higher rank in the hierarchy of your organization. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *REFERENCES:* | Written Communication 8 | | *QUESTION TYPE:* | Modified True / False | | *HAS VARIABLES:* | False | | *TOPICS:* | Critical Thinking | | *DATE CREATED:* | 5/3/2016 4:01 PM | | *DATE MODIFIED:* | 5/3/2016 4:01 PM | |

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| 33. If your reader is likely to be disappointed when receiving the bad-news message, take a(n) direct approach to the bad news, which reveals the message in stages. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   |  |  | | --- | --- | | *ANSWER:* | False - indirect | | *POINTS:* | 1 | | *REFERENCES:* | Written Communication 14 | | *QUESTION TYPE:* | Modified True / False | | *HAS VARIABLES:* | False | | *TOPICS:* | Critical Thinking | | *DATE CREATED:* | 5/3/2016 4:01 PM | | *DATE MODIFIED:* | 5/3/2016 4:01 PM | |

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| 34. A wiki is a Web site that many users can contribute to by creating and editing the content. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *REFERENCES:* | Written Communication 18 | | *QUESTION TYPE:* | Modified True / False | | *HAS VARIABLES:* | False | | *TOPICS:* | Critical Thinking | | *DATE CREATED:* | 5/3/2016 4:01 PM | | *DATE MODIFIED:* | 5/3/2016 4:01 PM | |

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| 35. Conference calls or in-person meetings are appropriate when you need to guarantee privacy or discuss sensitive topics. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   |  |  | | --- | --- | | *ANSWER:* | False - Phone | | *POINTS:* | 1 | | *REFERENCES:* | Written Communication 2 | | *QUESTION TYPE:* | Modified True / False | | *HAS VARIABLES:* | False | | *TOPICS:* | Critical Thinking | | *DATE CREATED:* | 5/3/2016 4:01 PM | | *DATE MODIFIED:* | 5/3/2016 4:01 PM | |

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| 36. A recent study by Barracuda Networks found that almost 65 percent of e-mail users receive up to 10 unwanted e-mail messages, or spam, per day. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *REFERENCES:* | Written Communication 4 | | *QUESTION TYPE:* | Modified True / False | | *HAS VARIABLES:* | False | | *TOPICS:* | Critical Thinking | | *DATE CREATED:* | 5/3/2016 4:01 PM | | *DATE MODIFIED:* | 5/3/2016 4:01 PM | |

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| 37. End your e-mail message with a footer block that includes your name and contact information. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   |  |  | | --- | --- | | *ANSWER:* | False - signature | | *POINTS:* | 1 | | *REFERENCES:* | Written Communication 6 | | *QUESTION TYPE:* | Modified True / False | | *HAS VARIABLES:* | False | | *TOPICS:* | Critical Thinking | | *DATE CREATED:* | 5/3/2016 4:01 PM | | *DATE MODIFIED:* | 5/3/2016 4:01 PM | |

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| 38. Most memo headers include at least four lines, similar to an e-mail message: Date, To, From, and Subject (or Re). \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *REFERENCES:* | Written Communication 8 | | *QUESTION TYPE:* | Modified True / False | | *HAS VARIABLES:* | False | | *TOPICS:* | Critical Thinking | | *DATE CREATED:* | 5/3/2016 4:01 PM | | *DATE MODIFIED:* | 5/3/2016 4:01 PM | |

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| 39. You will write a bad-news message when you need to ask colleagues if they are available for a meeting.  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   |  |  | | --- | --- | | *ANSWER:* | False - request | | *POINTS:* | 1 | | *REFERENCES:* | Written Communication 10 | | *QUESTION TYPE:* | Modified True / False | | *HAS VARIABLES:* | False | | *TOPICS:* | Critical Thinking | | *DATE CREATED:* | 5/3/2016 4:01 PM | | *DATE MODIFIED:* | 5/3/2016 4:01 PM | |

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| 40. Define e-mail message. Name four situations where you would choose to send an e-mail message.   |  |  | | --- | --- | | *ANSWER:* | An e-mail message is communication composed on and sent with electronic mail technology.  Use e-mail to perform the following tasks: • Communicate ideas and information to others in an organization • Notify people of changes in upcoming plans • Request information or action and reply to requests • Make announcements to many people | | *POINTS:* | 1 | | *REFERENCES:* | Written Communication 2 | | *QUESTION TYPE:* | Essay | | *HAS VARIABLES:* | False | | *TOPICS:* | Critical Thinking | | *DATE CREATED:* | 5/3/2016 4:01 PM | | *DATE MODIFIED:* | 5/3/2016 4:01 PM | |

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| 41. What is a memo? Name two types of situations where you would send a memo rather than an e-mail message?   |  |  | | --- | --- | | *ANSWER:* | A memo is a hard, or printed, copy of a document written for people within a single organization.  Use memos to perform the following tasks: • Create a permanent record • Communicate a formal message | | *POINTS:* | 1 | | *REFERENCES:* | Written Communication 2 | | *QUESTION TYPE:* | Essay | | *HAS VARIABLES:* | False | | *TOPICS:* | Critical Thinking | | *DATE CREATED:* | 5/3/2016 4:01 PM | | *DATE MODIFIED:* | 5/3/2016 4:01 PM | |

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| Please identify the letter of the choice that best matches the numbered situations below.   |  |  | | --- | --- | | a. | use wiki | | b. | use e-mail | | c. | use blog |  |  |  | | --- | --- | | *REFERENCES:* | Written Communication 19 | | *QUESTION TYPE:* | Matching | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 5/3/2016 4:01 PM | | *DATE MODIFIED:* | 5/3/2016 4:01 PM | |

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| 42. Everyone on your project team needs to share a common set of documents   |  |  | | --- | --- | | *ANSWER:* | a | | *POINTS:* | 1 | |

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| 43. You need to exchange confidential documents not suitable for peer review   |  |  | | --- | --- | | *ANSWER:* | b | | *POINTS:* | 1 | |

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| 44. You want to express opinions   |  |  | | --- | --- | | *ANSWER:* | c | | *POINTS:* | 1 | |

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| 45. You want to organize meeting notes and team calendars   |  |  | | --- | --- | | *ANSWER:* | a | | *POINTS:* | 1 | |

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| 46. You need to work with the latest budgets and schedules for your project   |  |  | | --- | --- | | *ANSWER:* | a | | *POINTS:* | 1 | |