

Choose the right answer:

1. Which of the following is considered to be poor e-mail etiquette?
  - a. Keeping the message personal
  - b. Responding to message as soon as possible
  - c. Using lots of capital letters to emphasize certain words
2. The tone of a professional email message should be:
  - a. Conversational
  - b. Formal
  - c. Casual
3. What does BCC stand for?
  - a. Business carbon copy
  - b. Blind copy
  - c. Blind carbon copy
4. The subject line is used for:
  - a. Writing the email message
  - b. Giving a brief description of the email
  - c. Emoticons
5. Which of the following is a good statement about time delays between e-mail exchanges?
  - a. Try to reply within a 24-48 hour window, but allow at least the same amount of time before sending a follow-on e-mail, if not longer.
  - b. Always reply within 24 hours, and expect the same from someone else.
  - c. Wait 36 hours before replying to any e-mail, but send a follow-on e-mail within 24 hours if you don't hear anything.
6. Which of the following is the best technique for sending a large e-mail attachment?
  - a. Just attach it and send it.
  - b. Email the other party directly first and make sure their connection can handle a large download.
  - c. Try and break it up into several smaller downloads, or 'zip' the file if possible.
7. Installing the \_\_\_\_\_ feature on Gmail will help retract the email that has been sent, within a couple of seconds.
  - a. Don't send
  - b. Undo
  - c. Revoke
8. What is the acronym NRN stands for?
  - a. Not required now
  - b. No reply necessary
  - c. Need reply now
9. Which of the following is a correct format of e-mail address?
  - a. name@website@info
  - b. [name@website.info](#)
  - c. name.website.come
10. The e-mail signature must capture all necessary contact details:
  - a. No
  - b. Sometime
  - c. Yes. Makes it easier for the recipients to reach to you

**Rewrite the email by improving the content**

To: coordinator.nationalconf2020@gmail.com

Cc: aswiniphilip2000@yahoo.com

Sub: paper presenting-reg.

I got your email regarding the National Conference. I already send my paper and accepted for presentation and paid the fees online. But I cannot attend that because I am not available because I have a workshop on the same day in our institution. But my friend will present my paper. Give my certificate of paper presentation to her. Inform me the next conference, I will attend.

Your's Sincerely,

XXX