

Name _____

Final Exam Number _____

1. In one sentence or phrase, what is the biggest difference between Basic and the Social Business Communications Models?
2. Chapter 2
 - a. 2-5
3. Chapter
 - a. 3-8
4. What are the 4 categories you should think about before starting to write or type a single word in business communications?
5. Chapter 4
 - a. 4-4
6. How does style and tone change between writing to your subordinates versus writing to your manager?
7. Handbook of Grammar (page 601-602) Just put A or B.
 - a. 11
 - b. 12
 - c. 13
 - d. 14
 - e. 15
8. List and Define advantages and disadvantages of 3 types of Mediums
9. Chapter 6. Rewrite the sentences
 - a. 6-22 C and E
 - b. 6-25 A and C
 - c. 6-26 A and B

10. Chapter 9

- a. 9-6
- b. 9-15

11. In a normal workday, you may be requesting things from people in other sections/divisions/departments for projects you are working on. List 3 pieces in an email request document that would help get an appropriate/effective response.

12. What 'type' of numbering is used in the Formal Report for Appendices?

13. Chapter 17

- a. 17-8

14. Chapter 18

- a. 18-10

15. Chapter 19

- a. 19-10