Email Writing - Assessment

1. Which of the following is considered to be poor email etiquette?

A) Have a proper sign off. Regards, Sincerely etc.

B) Responding to messages as soon as possible

C) Using different colors/fonts/formatting to emphasize certain words

D) Keeping the message personal

Answer: C

2. What should be the tone of a professional email message?

A) Formal

B) Casual

C) Formal with slight usage of slang

D) Conversational

Answer: D

3. What is Flame?

A) A Post or email message that exhibits a strong opinion or criticism

B) Email with a message that if you do not forward it, something bad will happen to you

C) It's a new email service from Microsoft

D) An online chain letter

Answer: A

4. Sachin wants to send an email. He wants to know whom should he copy (cc")

A) Everyone in the department - Just in case

B) His Boss and his Boss's Boss - So they know that Sachin is working hard

C) Only those people who absolutely need to know

D) The whole organization. why not? Everyone else does

Answer: C

5. Harry Potter wrote his email in ALL CAPS. What does it mean?

A) Nothing Special. It's his preference.

B) He is shouting

C) It's okay to forward this message to others

D) This message is very important

Answer: B