

1. Emails can be formal or informal?

- A True
- B False

2. Which is the best form of written communication for writing a staff appraisal?

- A Memo
- B Email
- C Report
- D Information signs and notices

3. Identify the weakness of using emails as a form of written communication?

- A They are quite public
- B They are not confidential
- C People often have too many emails, so emails can get lost

4. Websites can be hard to find because there are so many of them?

- A True
- B False

5. The use of signs is not appropriate for communicating personal information?

- A True
- B False