

E-mail Effectiveness Test

1. What three valuable Personal and Organizational Assets are at stake each time you send an e-mail?
2. List three jobs a powerful Subject Line must perform.
3. The people who are listed in the "To" area are people who
(a) _____, (b) _____, (c) _____, or (d) _____ your e-mails.
4. What does CC mean and how do you use the CC correctly? Hint - It doesn't mean "Carbon Copy."
5. What does BCC mean, and how do you use it correctly?
6. Why is "Reply to all" the most dangerous button in e-mail?
7. State one general rule for the e-mail Greeting.
8. What are the four important jobs of a Topic Sentence?
9. What is the maximum length of a Topic Sentence?
10. What three jobs do Bullets perform?
11. What universal key should you use in creating Bullets?
12. Why should you avoid using the "Tab" key in e-mail?
13. Name three general rules for using Headings correctly in e-mail.
14. State the two main jobs of the Close in e-mail.
15. Why is a Signature File important in e-mail?
16. State a general rule for using Attachments in e-mail.
17. State a general rule for using the Reading Pane or the Preview Pane.
18. State a general role for using the Spelling Option.
19. How many Words per Sentence should your average in paper documents?
20. How many Words per Sentence should your average in e-mail?
21. Why should the average Words per Sentence in e-mail be different from the average words per sentence with paper documents?
22. What Universal Font should you use with your e-mails?
22. Do you know how e-mail is being used to foster Employee Discrimination?
24. What Words should you avoid in e-mail messages?
25. What one word would you use to describe your use of Bold Font, Underlining, Italics, Color, Emoticons, and Abbreviations?