**Chapter Three: Short Business Documents**

**Quiz**

**Short Answer Questions**

Give brief answers to the questions below. Try not to refer to the book when answering:

1. What is the ‘bottom line’ approach to business writing?

2. Although they are still used, memos are being replaced in many contexts with email or other genres. Why do you think this is happening?

3. Who should you copy and blind copy in a business email?

4. Describe two situations in which bullet points would be effective in a business document.

5. Describe the phenomenon of ‘death by Powerpoint’.

**True/False Statements**

Decide if the following statements are true or false:

1. You should use upper case letters when you want to emphasize something in a business email.

2. Business email should resemble oral speech.

3. The only difference between an oral presentation and a written document is that the former uses speaking and the latter used writing as its medium.

4. State the purpose of an email or memo as close as possible to the beginning of the message.

5. When making an oral presentation you should include everything you say on your slides or visual aids.