



<p style="text-align: center;"><b>SONOMA COUNTY WORK-READY CERTIFICATION</b> EMAIL COMMUNICATION QUIZ</p>
---

**Lesson Plan Title:** “Email Quiz” (by Kelly Watkins)

**Concept/Topic to Teach:** Proper Email communication

**General Goal(s):** Educate students regarding the proper etiquette for professional Email communication

**Required Materials:**

1. Copies of the “Email Quiz”
2. Copies of the quiz answer key and explanations of answers

**Step-by-Step Procedures:**

1. Give each student a copy of the “Email Quiz” and give them time to complete the quiz (quiz can be taken individually or in pairs to encourage discussion of answers)
2. Once students have completed the quiz, give each student a copy of the answer key and explanations of answers (if time permits, you may want to go through the quiz question by question with the entire class)

NOTE: Quiz and answer key can be given to students to complete independently outside of class time

**Closure:**

1. Debrief with all students about the proper etiquette for Email communication, any answers they were surprised by, and what they learned

## Email Quiz

*By Kelly Watkins*

Are you creating a positive, professional impression when you email your co-workers and customers? Or, is Miss Manners shrieking in horror every time you hit the send button? Are you being efficient and effective, or are you wasting time? To find out, take this fun quiz.

1. When writing an email message, paragraphs should:
  - a. Be long.
  - b. Be short.
  - c. Be indented.
  - d. Be invisible.
  
2. The best way to make several points in an email is:
  - a. Include all the points in one paragraph.
  - b. Include all the points in the last paragraph.
  - c. Use lists with bullets or numbers.
  - d. Hire an airplane pulling a banner with the information to fly over the office.
  
3. If you know the recipient is often in a hurry, the best way to send a supporting document is:
  - a. Put it directly in the body of the message.
  - b. Attach it as a separate document.
  - c. Type slowly.
  - d. Have it delivered by carrier pigeon.
  
4. When sending a message, you should copy ("cc"):
  - a. Everyone in the department.
  - b. Your boss and your boss' boss – so they know you're working hard.
  - c. Only those people who absolutely **MUST** know.
  - d. The whole world. Why not? Everyone else does.
  
5. When writing a Subject Line:
  - a. Use something general, such as "Greetings" or "Hello."
  - b. Be specific, but brief.
  - c. Use several sentences.
  - d. Say, "If you don't respond, I'll send Uncle Guido to break your knee caps."
  
6. How much space can typically be viewed in the Subject Line?
  - a. 25 – 35 characters.
  - b. 25 – 35 words.
  - c. 50 – 75 characters.
  - d. 50 – 75 words.

## **Answers:**

1. Answer: B. Short paragraphs are easier to read. Also, they're less overwhelming because there is more white space between them.
2. Answer: C. If you put more than one point in a paragraph, it may be overlooked. Lists and bullets make each of your points stand out.
3. Answer: A. When people are in a hurry, they're less likely to open an attachment. Why? It takes extra time. People are more likely to read something that's right in front of them. To do this, you can either type directly in the message window, or compose elsewhere. Then, highlight the text, copy, and paste it into the window.
4. Answer: C. The "cc" function is the most abused function in email. Don't be a pain!
5. Answer: B. The more specific and descriptive you are, the better chance you have of getting the recipient to open the message.
6. Answer: A. "Characters" are defined as every letter or space – anytime you hit a key or spacebar. The typical subject line will display only 25 – 35 characters.

## **Score:**

6 = You're perfect. (But, you knew that already.) Keep emailing!

4 - 5 = You're okay. Be a little more cautious, though. You could learn a few tips from my book, *Email Etiquette Made Easy*.

2 - 3 = You could use some help. Try my book, *Email Etiquette Made Easy*.

1 = Ugh! Call me now! We'll schedule your intense therapy immediately.

You have permission to reprint this quiz,

Kelly J. Watkins, MBA. Kelly offers Communication Training, books & resources. For tips, visit: [www.KeepCustomers.com](http://www.KeepCustomers.com) or (812)246-2424.