Quiz 1 - MS

Communication

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| **Question** | **Answer** | **Marks** |
| 1. | Newsletters  Cartoon aminations  Websites  flyers | 2 |
| 2 | Two from:  Voice over Internet Protocol  A set of rules that enable people to use the Internet to make telephone calls/talk each other  Sends voice data in packets using IP | 2 |
| 3 | Two from:  Microphone  Speakers/headphones  Headset | 2 |
| 4 | Four from:  You get immediate feedback/You can ask questions immediately based on feedback  You can be sure the person has received the message  You know you have the right address/number  Less impersonal/less risk of upsetting recipient/can detect emotions  Can make yourself understood more easily  You can see the other person’s reaction | 4 |