Quiz 1 - MS

Communication

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| **Question** | **Answer** | **Marks** |
| 1. | NewslettersCartoon aminationsWebsitesflyers | 2 |
| 2 | Two from:Voice over Internet ProtocolA set of rules that enable people to use the Internet to make telephone calls/talk each otherSends voice data in packets using IP | 2 |
| 3 | Two from:MicrophoneSpeakers/headphonesHeadset | 2 |
| 4 | Four from:You get immediate feedback/You can ask questions immediately based on feedbackYou can be sure the person has received the messageYou know you have the right address/numberLess impersonal/less risk of upsetting recipient/can detect emotionsCan make yourself understood more easilyYou can see the other person’s reaction | 4 |