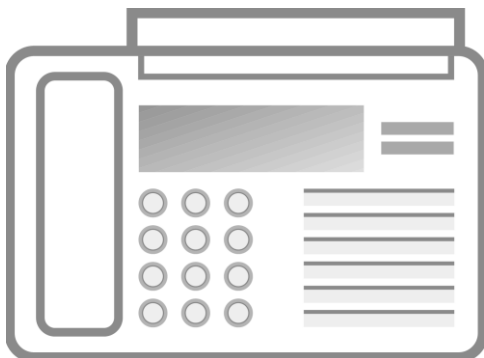




Attn: Laurie Babicki

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Phone: 609-818-1802
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admin@netiquetteiq.com



<http://netiquetteiq.com/>
<http://netiquetteiq.blogspot.com/>
<http://blogtalkradio.com/netiquetteiq>

From:

Email address:

Phone number for follow-up:

Fax:

Comments:

FAX to 609-818-1803

Netiquette IQ Test

Please complete the test and email it to admin@netiquetteiq.com or fax it to [609-818-1803](tel:609-818-1803)

	<u>Answer</u>
1. What should your "from" field show? A) Your service provider; B) Your full name; C) Your desired reply address; D) Your nickname, E) All of the above	
2. What should the "to" field show? A) Desired public recipient(s); B) Anyone who wishes to receive the message; C) Both A and B; D) Neither A or B, E) None of the above	
3. Who should be in a "cc" field? A) Those not expected to reply; B) Those who need to know the content; C) Those in any preceding message; D) Both A & B, E) None of the above	
4. Subject fields should: A) Never be blank; B) Be changed for different topics; C) Left unchanged when an initial direct reply is given; D) Not exceed 10-12 words, E) All of the above	
5. Subject fields: A) Do not require capitals; B) Should end with a punctuation mark; C) Should not include links; D) Can have all capitals if urgent, E) Use normal punctuation except the end of the entry	
6. A recipient in a cc field should: A) Never reply; B) Reply only to appropriate people; C) Include others when replying; D) Reply only to the sender, E) A & C	
7. When a recipient is in a "Bcc" field, one: A) Can forward a message; B) Should never forward the message; C) Should only forward to a new recipient; D) Ought reply if deemed important, E) Both B & D	
8. A subject field: A) Can comprise the entire message; B) Can be partially changed by a replier; C) Can be fully changed by a replier, D) Both A & B, E) Both A & C	
9. Salutations: A) Should always be used; B) Are only needed in business email; C) Should never use nicknames; D) Should include official titles, E) Both A & C	
10. Salutations should: A) Include all To and cc recipients; B) Only To recipients; C) Usually have more than one word; D) Be followed by a colon or comma, E) B, C and D	
11. Salutations should include: A) Someone's first and last names; B) No abbreviations; C) A capital for the first word; D) All of the above, E) None of the above	

12. When multiple people are addressed in a salutation:
A) Always spell out everyone's name and title; **B)** "To All" can always be used; **C)** "Sirs" can be used if all are male; **D)** All of the above, **E)** None of the above
13. If an email is to a stranger,
A) The reason for the email should be stated first; **B)** An introduction should be done first; **C)** An introduction and purpose should be done in either order; **D)** A purpose is not necessary, **E)** None of the above
14. Font sizes in email should:
A) Be 8-10 point **B)** Be determined by the font style; **C)** Use regular text but all italics is acceptable; **D)** Be 10-12 point, **E)** Both C & D
15. Which of the following are the most common type of email:
A) Spam; **B)** Personal; **C)** Business; **D)** Social, **E)** Commentary
16. Formal email should not have:
A) Concise descriptions; **B)** The pronoun "I"; **C)** Acronyms; **D)** Any threads, **E)** All threads
17. Which of these are acceptable as a full email
A) Thank you; **B)** You bet; **C)** Sorry; **D)** A & C, **E)** A & B
18. Which of the following are correct for normal email:
A) 12:00 noon; **B)** 12 pm; **C)** 12:00 pm; **D)** 1200 hours, **E)** Noon
19. Attachments should:
A) Be equal or less than 10MB; **B)** Always be used for resumes; **C)** Have short titles (four words or less); **D)** None of the above, **E)** A, B & C
20. When sending an urgent email:
A) Flags should always be used; **B)** Multiple exclamation marks should be used in the address field; **C)** Be stated as "Urgent" in the address field; **D)** All of the above, **E)** None of the above
21. According to surveys, most email users:
A) Believe they check less than they do; **B)** Respond less quickly than they actually do; **C)** Write worse email than they believe they do; **D)** All of the above, **E)** None of the above
22. Which of the following is acceptable for using parentheses:
A) Adding information; **B)** Adding an afterthought; **C)** Adding a personal opinion; **D)** All of the above, **E)** None of the above
23. Personal email policy should include:
A) A signature template; **B)** Auto replies for absences longer than 48 hours; **C)** A disclaimer; **D)** A tone checker, **E)** Auto correction for spelling

24. When replying to an email:
A) Reply within 24 hours even on holidays; **B)** Do not include the original attachment; **C)** Keep the original email above the reply; **D)** Do not include an additional attachment, **E)** None of the above

25. When should an email not be responded to:
A) When it is spam; **B)** When a sender delivers two thank you's; **C)** To an auto-reply; **D)** All of the above, **E)** A & B only