

Answer the following questions:

Q: 1: Short Questions (15)

- I. Outline some e-mail etiquette.
- II. How would you leave an appropriate voice mail message?
- III. Outline some tips for using computer-based scheduling software.
- IV. Describe some instant messaging etiquette.
- V. What are acronyms? Explain, giving examples.

Q: 2: Discuss the easy five-step plan for preventing workplace rage. (7)

Q: 3: What is Telecommuting? Describe the points that should be considered when offering telecommuting as an option. (8)