

**ASSESSMENT # 4****Total Marks: 30****Answer the following questions:****Q: 1:** Short Questions (15)

- I. Out line 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)