

Section: Communication

Name:

Topic: Documentation

Objective:

- I can use different types of documents for communication.

1) Match the pictures below:

1



Formal
communication

2



Informal
communication

3



Internal
communication

4



External
communication

2) Drag the methods of communication to the right boxes.

Oral

Written

Video

Graphical

Letters, e-mail

Phone, Voicemail

Video conference

Graph, Chart

3) Choose the right answer.



4) Read the information in boxes. Choose the method of communication which matches the suitable business scenario.

I want to inform a customer how much money they have to pay for their mobile phone.

I want to show information to the managing director on a piece of work I have finished.

I want my whole staff to know about the new canteen prices.

I want to inform customers about a new product my business is launching.