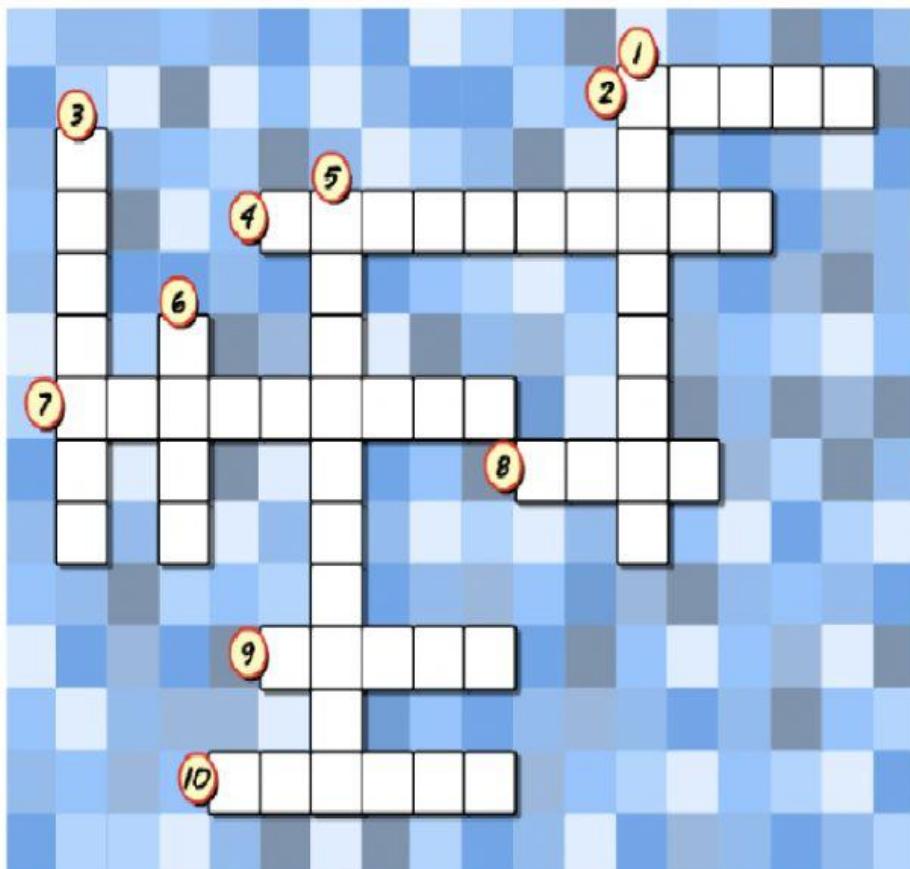


# Electronic communication – worksheet

## 1) Crossword



- 1) ... emails: emails sent and received between employees in the workplace.
- 2) Your ... is similar to your letter box: all your emails arrive here.
- 3) The ... line tells the person who is receiving the email what it is about.
- 4) A new word which comes from the word etiquette: a system of social rules or polite behaviour relating to people who use the web for emails.
- 5) Email stands for ... mail.
- 6) CC stands for carbon ...
- 7) A way of adding emotion to your emails.
- 8) Junk emails
- 9) ... mail: sending a letter by post rather than by email.
- 10) To ... an email: to collect a message.

## 2) Complete text

buddy	video conferencing	nicknames
chat room	messaging	avatars

Always show respect for other people in a ..... . Never send any unpleasant or threatening email messages.

Most instant ..... programs have what is called a ..... list. Each user's screen shows a box with the ..... of the people he/she chats with.

The company hopes to have virtual open-plan offices, where researchers from around the world can collaborate. Individuals would be represented by ..... , personalized electronic figures with perhaps a name badge or a picture of the owner's face.

Fear of flying is producing a surge of interest in ..... , in which business people meet face-to-face even though they are hundreds or thousands of miles apart.

## 3) Solve the clues

The protocol needed for online phone conversations.

\_ o \_ \_

The conversation takes place on a ..... server.

c \_ \_ \_

Part of the email where you write the information about the address and subject.

\_ \_ \_ d \_ \_