

Name: _____ Period: _____ Date: _____

Effective Communication Essay Quiz - KEY

Instructions: Answer the following questions on your own paper. Be sure to write in complete sentences.

1. What are the two basic types of communication?
The two basic types of communication are verbal and non-verbal.
2. Why is important to be a good listener?
Answers will vary. Accurately receiving a message is just as important and sending a message. Make sure answers are written in complete sentences.
3. How would you handle a tense situation among your peers at work?
Answers will vary. Make sure answers are written in complete sentences.
4. Why is your appearance important in communication?
Answers will vary. Your appearance is a form of non-verbal communication. Make sure answers are written in complete sentences.
5. Why is the use of good manners and having a positive attitude important when dealing with co-workers and clients?
Answers will vary. Make sure answers are written in complete sentences.
6. What is best way to deal with an angry client?
Answers will vary. Make sure answers are written in complete sentences.
7. You are a salon owner. Create a script for answering the salon telephone and scheduling clients.
Answers will vary. Make sure answers are written in complete sentences.
8. You are a salon owner. Create a script for greeting clients who come into your establishment.
Answers will vary. Make sure answers are written in complete sentences.
9. What is the most important concept you have learned from this lesson about effective communication?
Answers will vary. Make sure answers are written in complete sentences.
10. What is one thing you can do right now to improve your communication skills?
Answers will vary. Make sure answers are written in complete sentences.