

Professional Communication Questions & Answers – E-mail Communication

This set of Professional Communication Multiple Choice Questions & Answers (MCQs) focuses on “E-mail Communication”.

List of Internet and Email MCQs

1. What is the internet?

- A. Programming language
- B. Network connecting computers all over the world
- C. Computer program to transfer data
- D. All of these

Answer: B) Network connecting computers all over the world

Explanation:

The Internet is a network connecting computers all over the world.

2. What is e-mail?

- A. Method of exchanging messages via electronic devices
- B. Speed message transfer to location
- C. Musical messaging service
- D. None of these

Answer: A) Method of exchanging messages via electronic devices

Explanation:

E-mail stands for electronic mail which is a method of exchanging messages via electronic devices.

3. E-mail stands for?

- A. Electrical mail
- B. Electronic messaging service
- C. Electronic mail
- D. All of these

Answer: C) Electronic mail

Explanation:

E-mail stands for electronic mail. It is a method of exchanging messages via electronic devices.

4. What does WWW stand for?

- A. Working window web
- B. Web window word
- C. World Wide Web
- D. None of these

Answer: C) World Wide Web

Explanation:

WWW stands for World Wide Web.

5. What is the URL of a website?

- A. It is the location of website on internet
- B. It is used to create internet
- C. It is location of peripheral on internet
- D. None of these

Answer: A) It is the location of website on internet

Explanation:

URL stands for Unified resource locator. It is used to locate a website on the internet.

6. A web page on a website is created using HTML. True or False?

- A. True
- B. False

Answer: A) True

Explanation:

HTML is used to create a web page of a website.

7. Putting files to the server from the computer is?

- A. Downloading
- B. Uploading
- C. Trashing
- D. Transferring

Answer: B) Uploading

8. What does FTP stand for?

- A. Folder Text Protocol
- B. File Transfer Push
- C. Fixed Terminology Placement
- D. File Transfer Protocol

Answer: D) File Transfer Protocol

Explanation:

FTP stands for File Transfer Protocol.

9. The address of a website is also known as?

- A. Location
- B. Mail id
- C. URL
- D. None of these

Answer: C) URL

Explanation:

URL is the address of a website.

10. Which of these is a non-profit domain?

- A. .com
- B. .in
- C. .org
- D. All of these

Answer: C) .org

Explanation:

The ".or" is the domain name used for non-profit organizations.

11. The World Wide Web (WWW) was invented by ____.

- A. Steve Jobs
- B. Tim Berners Lee
- C. Ray Tomliners
- D. All of these

Answer: B) Tim Berners Lee

Explanation:

WWW stands for world wide web which was invented by Tim Berners Lee.

12. Where are Emails received or sent to users?

- A. Physical Address
- B. E-mail Address
- C. Website Location
- D. None of these

Answer: B) E-mail Address

Explanation:

The email address of a user is used to send and receive emails.

13. Which of these is correct email address?

- A. userName@website@com
- B. userName.website.com
- C. userName.website@com
- D. userName@website.com

Answer: D) userName@website.com

Explanation:

The correct email address format is userName@website.com. Example : shivang@includehelp.com

14. Which of these is an e-mail provider?

- A. G-mail

- B. Hotmail
- C. Yahoo
- D. All of these

Answer: A) G-mail

Explanation:

An e-mail provider provides e-mail service to users. Some email providers are g-mail, hotmail and yahoo.

15. In which year email was created?

- A. 1980
- B. 1990
- C. 1971
- D. 1975

Answer: C) 1971

Explanation:

E-mail was invented by Ray Tomlinson in 1971.

16. Who invented email?

- A. Larry Page
- B. Tim Barners
- C. Ray Tomlinson
- D. All of these

Answer: C) Ray Tomlinson

Explanation:

E-mail was invented by Ray Tomlinson in 1971.

17. The "S" in HTTPS stands for?

- A. Selected
- B. Secure
- C. Software
- D. System

Answer: B) Secure

Explanation:

HTTPS stands for HyperText Transfer Protocol Secure.

18. "@" in an email address is used to ____.

- A. Separate username from ISP
- B. Create password for email
- C. Add strength to email
- D. None of these

Answer: A) Separate username from ISP

Explanation:

@ in email is used to separate the username from ISP. example
: shivang@includehelp.com

19. ISP stands for?

- A. Internet Security Platform
- B. Internet service Provider
- C. Instant service processor
- D. None of these

Answer: B) Internet service Provider

Explanation:

ISP stands for Internet Services Provider.

20. Which of these can be done using an email?

- A. Share data
- B. Validate accounts
- C. Send or receive email
- D. All of these

Answer: D) All of these

Explanation:

Email is like a digital address which can be used to perform many tasks. Like share data on drives, validate accounts, send or receive emails, etc.

21. Which of these services is owned by Google?

- A. Yahoo mail
- B. G-mail
- C. Facebook
- D. All of these

Answer: B) G-mail

Explanation:

The G-mail platform is owned by Google.

22. Is it possible to send images via email?

- A. Yes
- B. No

Answer: A) Yes

Explanation:

Email can be used to transfer text, image, videos, etc.

23. Which folder contains Junk emails?

- A. Inbox
- B. Unwanted
- C. Spam
- D. None of these

Answer: C) Spam

Explanation:

Spam folder of the ISP is used to store junk emails.

24. Which of these email service providers is free?

- A. Tutanota
- B. Gmail
- C. Mailchimp

D. All of these

Answer: B) Gmail

Explanation:

G-mail is a free email service provided by Google.

25. SMTP stands for?

- A. Simple Mail Text Processing
- B. Secure Mail Transfer Protocol
- C. Simple Mail Transfer Protocol
- D. Secure Message Transfer Process

Answer: C) Simple Mail Transfer Protocol

Explanation:

SMTP stands for Simple Mail Transfer Protocol.

26. OTP stands for?

- A. One Time Password
- B. Over Time Process
- C. One Time Process
- D. All of these

Answer: A) One Time Password

Explanation:

OTP stands for One Time Password is used to verify emails.

27. Which of these is not required to login to an email?

- A. Email
- B. Physical address
- C. Password
- D. None of these

Answer: B) Physical address

Explanation:

Physical Address is not required to login into an email account.

28. Which of these is required while signing up to an email?

- A. Phone Number
- B. Name
- C. Password
- D. All of these

Answer: D) All of these

Explanation:

While signing up to an email account multiple things are needed to be filled up. These are required by the email service provider to check for authentic users.

29. Is it possible to login to an email without completing verification?

- A. Yes
- B. no

Answer: A) Yes

Explanation:

Practically Yes, a login after sign up is possible but an unverified user will not be able to access some features.

30. A good password must contain?

- A. Capital and small case alphabets
- B. Atleast one number
- C. Atleast one alphanumeric character
- D. All of these

Answer: D) All of these

Explanation:

A strong password must contain:

- Capital and small case alphabets
- Atleast one number

- Atleast one alphanumeric character

It is required in order to enhance the security of the account.

31. What is the initial network communication called?

- A. Micronet
- B. ARPANET
- C. Network
- D. APRENET

Answer: B) ARPANET

Explanation:

The Advanced Research Projects Agency Network (ARPANET) was the first wide-area packet-switched network with distributed control and one of the first networks to implement the TCP/IP protocol suite.

32. Why is the IP address of a computer required?

- A. Identify it on internet
- B. Play music
- C. Access e-mail account
- D. None of these

Answer: A) Identify it on internet

Explanation:

IP address stands for Internet Protocol is required to identify the computer on the internet.

33. What does IP stand for?

- A. Internet Process
- B. Instant processing
- C. Internet Protocol
- D. Information Program

Answer: C) Internet Protocol

Explanation:

IP address stands for Internet Protocol is required to identify the computer on the internet.

34. Internet can be accessed using which of these software's?

- A. Gaming Program
- B. Music Player
- C. Web Browser
- D. All of these

Answer: C) Web Browser

Explanation:

A web browsing software is a program which is used to access the internet.

35. Which of these are web browsers?

- A. Google Chrome
- B. Internet Explorer
- C. Brave
- D. All of these

Answer: D) All of these

Explanation:

A web browser is a software which is used to access the internet. Some web browsing software's are Google Chrome, Mozilla Firefox, Safari, Internet Explorer, Brave, etc.

36. What does XML stand for?

- A. Extra Multiplicative logic
- B. Extensible markup language
- C. Export markup language
- D. None of these

Answer: B) Extensible markup language

Explanation:

XML stands for Extensible Markup Language.

37. What will happen if the email does not contain the subject while sending?

- A. Mail will not be sent
- B. Mail will be sent normally
- C. Prompt asking to send mail without subject
- D. None of these

Answer: C) Prompt asking to send mail without subject

Explanation:

An email can be sent to the receiver without any subject. But before sending there is a prompt asking the user to send mail without subject.

38. Which of these is required to send mail?

- A. Email id
- B. Image
- C. Link
- D. All of these

Answer: A) Email id

Explanation:

Email id of the receiver is required before sending the mail.

39. What is BCC in email?

- A. Block content creation
- B. Behind Content Copy
- C. Blind Carbon Copy
- D. None of these

Answer: C) Blind Carbon Copy

Explanation:

BCC stands for Blind Carbon Copy is used to send mail copy to recipients without showing this information to other recipients.

40. Is there an option to restrict the user to forward the email in Gmail?

- A. Yes
- B. No

Answer: A) Yes

Explanation:

Gmail provides an option to Toggle O confidential mode which restricts the user to forward email.

41. Which of these are jargons in email?

- A. BTW
- B. RSN
- C. TIA
- D. All of these

Answer: D) All of these

Explanation:

Some email jargons are BTW, FYI, PTFM, RSN, TTFN, TIA, etc.

42. What is an email sent to multiple recipients at once called?

- A. Creator email
- B. Bulk email
- C. Digital marketing
- D. None of these

Answer: B) Bulk email

Explanation:

Bulk email is an email which is sent by a brand to multiple recipients at once.

43. TCP stands for?

- A. Total communication Platform
- B. Transmission control protocol
- C. Technical communication platform
- D. All of these

Answer: B) Transmission control protocol

Explanation:

TCP stands for Transmission Control Protocol.

44. Which of these are layer of TCP/IP protocol?

- A. Data link layer
- B. Transport layer
- C. Physical layer
- D. All of these

Answer: D) All of these

Explanation:

All the layers of TCP/IP protocol:

- Application layer
- Transport layer
- Network layer
- Data link layer
- Physical layer

45. What does ARP stand for?

- A. Application resolution protocol
- B. Actual resolution project
- C. Address resolution protocol
- D. None of these

Answer: C) Address resolution protocol

Explanation:

ARP stands for Address Resolution Protocol.

46. How many layers does the OSI model have?

- A. 5
- B. 6
- C. 7
- D. 10

Answer: C) 7

Explanation:

OSI model has 7 layers:

- Physical Layer
- Data Link Layer
- Network Layer
- Transport Layer
- Session Layer
- Presentation Layer
- Application Layer

47. In which year is the OSI model introduced?

- A. 1995
- B. 1972
- C. 1983
- D. 1999

Answer: C) 1983

Explanation:

The OSI model was introduced in 1983.

48. What does OSI stand for?

- A. One Standard Interconnection
- B. Open Source Interconnection
- C. One Source Internet
- D. None of these

Answer: B) Open Source Interconnection

Explanation:

OSI stands for Open-Source Interconnection is a model used to communicate over a network.

49. Which of these is not a layer of the OSI model?

- A. Connection layer
- B. Data link layer
- C. Session layer
- D. Network layer

Answer: A) Connection layer

Explanation:

OSI model has 7 layers:

- Physical Layer
- Data Link Layer
- Network Layer
- Transport Layer
- Session Layer
- Presentation Layer
- Application Layer

50. Which layer is responsible for encryption of data?

- A. Session layer
- B. Network layer
- C. Data link layer
- D. Presentation layer

Answer: D) Presentation layer

Explanation:

The presentation layer is responsible for encryption of data.

1. Which of these is not a medium for e-mail?

- a) Intranet
- b) Internet
- c) Extranet
- d) Paper

View Answer

Answer: d

Explanation: E-mail and websites are transmitted through Intranet, Internet and extranet. Everything has gone electronic way.

2. Which of these defined the internet?

- a) The Federal Networking Council

- b) The Federal Network Council
- c) The Federal Networking Committee
- d) The Federal Network Committee

View Answer

Answer: a

Explanation: The Federal Networking Council in 1995 passes a unanimous resolution to define internet. Internet refers to a global information system.

3. Intranet is a company's internal web.

- a) True
- b) False

View Answer

Answer: a

Explanation: The statement is true. Intranet is a company's internal web and uses TCP/IP, HTTP and other internet protocols. It's main object is to share company information among employees.

advertisement

4. Extranet is a web within a web.

- a) True
- b) False

View Answer

5. Which of these is not used by intranet?

- a) TCP
- b) BSNL
- c) IP
- d) HTTP

View Answer

Answer: b

Explanation: Intranet is a company's internal web and uses TCP/IP, HTTP and other internet protocols. It's main object is to share company information among employees.

6. Which of these is the easiest way of communication?

- a) E-mail
- b) Telephone
- c) Fax
- d) Letter

View Answer

Answer: a

Explanation: Billions of E-mail messages are sent throughout the world today. It is the cheapest and convenient than any other forms of communication like telephone or fax.

7. What does the following emotion display?



- a) Confused face
- b) Happy face
- c) Shocked face
- d) Amazed face

View Answer

Answer: b

Explanation: In an email we use smileys or emotion symbols known as “emoticons” or “emojis” for display of attitudes. For instance, ☺ represents a happy face.

8. What does the following emotion display?

☹

- a) Confused face
- b) Laughing face
- c) Amazed face
- d) Sad face

View Answer

Answer: b

Explanation: In an email we use smileys or emotion symbols known as “emoticons” or “emojis” for display of attitudes. For instance, 😆 represents a laughing face.

9. Which of these do not provide free E-mail?

- a) Hotmail
- b) Rediff
- c) WhatsApp
- d) Yahoo

View Answer

Answer: c

Explanation: Many companies worldwide provide free E-mail through internet. Hotmail, Rediff, BSNL, Yahoo are the companies to name a few. Whatsapp is a social media app which doesn't provide E-mail feature.

10. Which of these should be avoided in an E-mail?

- a) Wrong E-mail address
- b) Subject line
- c) Smileys
- d) Re-reading

View Answer

Answer: a

Explanation: For writing successful E-mail messages, precautions should be taken. There should be use of correct E-mail address.

Questions and Answers

• 1.

What is an Email Etiquette?

☐

A.

How you write the Email

☐

B.

How you send the Email

☐ ☒

C.

How much an Email costs

☐ ☒

D.

How to make an Email Account

Correct Answer

A. How you write the Email

Explanation

Email etiquette refers to the set of guidelines and rules that dictate how to write and compose emails in a professional and appropriate manner. It encompasses aspects such as using proper grammar and punctuation, maintaining a polite and respectful tone, organizing the email effectively, and ensuring clarity and conciseness in the message. Following email etiquette helps to ensure effective communication, professionalism, and a positive impression on the recipient.

Rate this question:

2

0

• 2.

When Emailing a stranger an appropriate greeting would be:

- ☐ ☒ A. Alright mate
- ☐ ☒ B. Hi
- ☐ ☒ C. Dear Sir/Madam

☐ ☒ D.Hello

Correct Answer

C. Dear Sir/Madam

Explanation

The appropriate greeting when emailing a stranger is "Dear Sir/Madam" because it is a polite and formal way to address someone when you do not know their name or gender. It shows respect and professionalism in a business or formal setting.

"Alright mate" and "Hi" are too informal and may be seen as unprofessional. "Hello" is a more casual greeting that can be used in some situations, but "Dear Sir/Madam" is the safest and most respectful choice when emailing a stranger.

Rate this question:

• 3.

You should always add a subject to an email.

☐ ☒

A.True

☐

B.False

Correct Answer

A. True

Explanation

Adding a subject to an email is important because it provides a brief summary of the email's content, making it easier for the recipient to understand the purpose of the email. It also helps in organizing and categorizing emails, especially when searching for specific emails in the future. Additionally, a subject line can grab the recipient's attention and increase the chances of the email being opened and read promptly. Therefore, it is recommended to always include a subject in an email for effective communication.

Rate this question:

2

• 4.

You should type an email in a fancy font

- ☐ True
- ☐ False

Correct Answer

B. False

Explanation

It is not necessary to type an email in a fancy font. The choice of font style is subjective and depends on personal preference or the requirements of the situation. As long as the email is clear, professional, and easy to read, the font style does not affect the content or effectiveness of the message.

Rate this question:

1

0

• 5.

You should always check the Email_____ before sending.

Correct Answer

Address, address

Explanation

Before sending an email, it is important to check the email address to ensure that it is correct. This is necessary to avoid any potential errors or miscommunication. By verifying the email address, you can ensure that the message is being sent to the intended recipient and that there are no typos or mistakes in the address.

Rate this question:

1

40

• 6.

Which two things are important in an Email?

- ☐ A.Content ☐ B.Comedy
- ☐ C.Greeting/ Sign off
- ☐ D.How annoying the email is

Correct Answer(s)

A. Content

C. Greeting/ Sign off

Explanation

The two important things in an email are content and greeting/sign off. Content refers to the main message or information conveyed in the email, which is crucial for effective communication. Greeting and sign off are important as they set the tone and formality of the email, helping to establish a polite and professional interaction. Comedy and how annoying the email is are not typically considered important factors in an email, as the primary focus should be on clear and concise communication.

Rate this question:

• 7.

You should never use paragraphs in an email.

- ☒ A.True
- ☐ B.False

Correct Answer

B. False

Explanation

Using paragraphs in an email is actually recommended as it helps to organize and structure the content, making it easier for the recipient to read and understand. Paragraphs break up the text into smaller, more manageable chunks, allowing for better readability and comprehension. Additionally, paragraphs can help to emphasize key points and separate different ideas or topics

within the email. Therefore, the statement that you should never use paragraphs in an email is incorrect.

Rate this question:

• 8.

What does BCC stand for?

- ☐ A.Big Cobra Coming
- ☐ B.Blind Carbon Copy
- ☐ C.lind Copy Copy

Correct Answer

B. Blind Carbon Copy

Explanation

BCC stands for Blind Carbon Copy. This term is used in email communication to send a copy of a message to recipients without the knowledge of the other recipients. It allows the sender to keep the email addresses of all recipients private.

Rate this question:

• 9.

Should only put the information that is needed into your email.

- ☐ A.True ☐ B.False

Correct Answer

A. True

Explanation

The given correct answer is "True". This means that the statement "Should only put the information that is needed into your email" is true. It implies that when composing an email, one should only include relevant and necessary information, avoiding unnecessary details or irrelevant content. This ensures that the email is concise, clear, and focused, making it easier for the recipient to understand and respond to the message effectively.

Rate this question:

• 10.

You should read your Email out loud to make sure it makes sense.

☐ True

☐ False

Correct Answer

A. True

Explanation

Reading your email out loud is a recommended practice to ensure that it is coherent and understandable. When we read silently, we may overlook errors or unclear phrasing. By vocalizing the content of the email, we are more likely to identify any mistakes, awkward sentences, or confusing ideas. This allows us to make necessary revisions and improve the overall quality of the email before sending it out.