

## CHAPTER 13 ONLINE EXERCISES

### Objective:

These online activities will allow you to practice writing memos.

Click on Online Exercise/Links. You will see a list of Web site links that will bring you to communication Web sites and search engines. Use these Web sites to complete Activities 13.1 and 13.2.

### Activity 13.1

1. Select one of the communication Web sites to visit.
2. Search for an article that relates to electronic communication. You may have to enter *electronic communication* in the Web site's **Search** box. If the Web site you have chosen does not have an article about electronic communication, return to the *Business Communication at Work* Web site and visit another communication Web site.
3. On a sheet of paper, write a short informational report (no more than one page). You should take the following steps in writing your report:
  - a. Gather facts, figures, and data.
  - b. Organize the information.
  - c. Interpret and present the organized information objectively.Remember, your report should consist of simple, straightforward, factual presentations.
4. Write your name on your report and hand it in to your instructor.

### Activity 13.2

1. Select one of the search engines to visit.
2. Key *photocopier machine* in the **Search** box (some Web sites may use an **Enter Word** box).
3. From your results, select five links to information about photocopier machines. At each Web site you visit, notice the differences in the features offered with the product.
4. On a sheet of paper, write a memo to your instructor, discussing which photocopier machine you think is the best. Your decision should be based on price, quality, and features offered with the product. Remember to organize your memo using the following:
  - a. Beginning: Introduction/purpose
  - b. Middle: Message/discussion. Cover all relevant points, including supporting data and explanations.
  - c. Ending: Conclusions/recommendationsYour memo should be no more than a page in length and should use the direct approach.
5. Write your name on your memo and hand it in to your instructor.