

Name: _____ Period: _____ Date: _____

Effective Communication Essay Quiz

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?
2. Why is it important to be a good listener?
3. How would you handle a tense situation among your peers at work?
4. Why is your appearance important in communication?
5. Why is the use of good manners and having a positive attitude important when dealing with co-workers and clients?
6. What is the best way to deal with an angry client?
7. You are a salon owner. Create a script for answering the salon telephone and scheduling clients.
8. You are a salon owner. Create a script for greeting clients who come into your establishment.
9. What is the most important concept you have learned from this lesson about effective communication?
10. What is one thing you can do right now to improve your communication skills?