



Virginia Office of EMS

EMS Officer I Program

Homework Assignment – Module 1 – Chapter 4a.1

Official Communications

1. Identify the three components of all communication: _____,
_____, & _____.

2. Within the Emergency Medical Services, the three basic objectives for providing information are:

- A. To direct, to inspire, to inform
- B. To direct, to inform, to inquire
- C. To inform, to persuade, to direct
- D. To Persuade, to inform, to inspire

3. True or false, the use of professional jargon improves the technical quality of a document.

TRUE

FALSE

4. The principle of written communication that requires your information to be presented in a logical and systematic manner is _____.

5. Identify the concepts of plain language: _____,
_____, & _____.



6. Identify three of the five principles of communication:

_____, _____, &
_____.

7. The most versatile document format discussed in the lecture:

- A. Official memorandum
- B. Unofficial memorandum
- C. Memorandum for record
- D. Personal letter
- E. Official letter

8. The document format discussed in the lecture that is not addressed to any individual or office.

- A. Official memorandum
- B. Unofficial memorandum
- C. Memorandum for record
- D. Personal letter
- E. Official letter

9. The document format discussed in the lecture considered the best choice to use when communicating with the public.

- A. Official memorandum
- B. Unofficial memorandum
- C. Memorandum for record
- D. Personal letter



E. Official letter

10. True or false, the concepts and principles for traditional written communication apply to electronic communications as well.

TRUE

FALSE

11. True or false, spelling and grammar only count when sending written communications up the chain of command.

TRUE

FALSE

12. The theory of being aware of the receiver of your communication is called:

- A. Knowing your audience
- B. Approving the receiver
- C. Authorizing the addressee
- D. Understanding your recipient