**17. Communication in business (a)**

Identify ways of communicating in a business context.

For each of the following state and justify the most appropriate way of communicating.

|  |  |  |
| --- | --- | --- |
| Scenario | Method | Justification |
| Receptionist to tell a manager that their visitor has arrived |  |  |
| Inform customers of a one day promotional offer |  |  |
| Provide details of a staff social event |  |  |
| Tell a customer their order has been dispatched |  |  |

Identify the following forms of digital communication.



­­­­­Explain how a small business could use any 1 of these to raise awareness of the business.

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**Extension:** Create an example to demonstrate your answer above. It should show how a local small business could benefit from digital communication.