

FAQ Examples

Keyword	FAQ Examples
“computer”	Q: What computer products does Apple make? Apple Computer, Inc. designs and manufactures personal computers, software and peripheral devices.
“operating system”	Q: What is an operating system? An operating system (“OS”) is software that manages computer hardware, software resources, and provides common services for computer programs.
“peripheral device”	Q: What are peripheral devices? A peripheral device is an internal or external device that connects directly to a computer but does not contribute to the primary computing function.

Create Your Own FAQs

Keyword	Create Your FAQs
1.	
2.	
3.	

Homework: Test Your FAQs

Select three people to interview, show your FAQs, and ask:

- Are these the best FAQ questions? Any suggestions?
- Were the answers helpful? Any suggestions?
- Were they easy to read? Any suggestions?

FAQ Survey

Interview 1	
The right Questions?	
Helpful Answers?	
Easy to read?	
Interview 2	
The right Questions?	
Helpful Answers?	
Easy to read?	
Interview 3	
The right Questions?	
Helpful Answers?	
Easy to read?	
Reflect on What You Learned	