

# FAQS DISCUSSION

## STUDENT A's QUESTIONS (Do not show these to student B)

- 1) What does 'FAQ' stand for?
- 2) How often do you click the 'FAQ' link on a website?
- 3) Do you always find answers in the FAQs?
- 4) Do you think the FAQs are really asked by lots of people?
- 5) What is the question you ask most frequently?
- 6) What do you do if you cannot find an answer in the FAQs?
- 7) Do you ever think your question is more common than the ones on the FAQ list?
- 8) Do you ever skip the FAQs and go straight to the 'Contact Us' link?
- 9) Do you think some companies put their own list of FAQs online simply to promote their product?
- 10) Would you like a job answering FAQs for companies?

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## STUDENT B's QUESTIONS (Do not show these to student A)

- 1) How do you pronounce FAQ?
- 2) Most sites have no more than ten FAQs. Do you think this is helpful?
- 3) Do you think a FAQ page is an excuse to cut back on customer service costs?
- 4) What do you think are the most frequently asked questions to Google, YAHOO! Or Microsoft?
- 5) What do you think are the most frequently asked questions to your country's leader?
- 6) What do you think is the world's most frequently asked question?
- 7) Have you seen the FAQ acronym offline?
- 8) What do you think are the most common FAQs on English language sites?
- 9) Would you like to know how many people asked a FAQ?
- 10) Do you think there is a better system than a FAQ page?

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