

PENANG SANGAM HIGH SCHOOL

YEAR 13

OFFICE TECHNOLOGY

WORKSHEET 3

QUESTIONS

Section A

Multiple Choice

1. Which of the following is not a default document type for a mail merge?
 - A. Letters
 - B. Envelopes
 - C. Memos
 - D. Directory

2. Which of the following is a **disadvantage** of telecommuting?
 - A. It offers employees little or no flexibility in choosing their work hours.
 - B. It does not allow employees to take care of personal needs during work hours.
 - C. It makes it hard to determine precisely where work ends and personal life begins.
 - D. It offers employees little or no flexibility in terms of the location from which they work

3. The number of files needed in mail merge is
 - A. 1
 - B. 2
 - C. 3
 - D. 4

4. Which electronic document production allows you to send out the same document to many customers without having to type them individually?
 - A. Email
 - B. Mail merge
 - C. Word processing
 - D. Desktop publishing

5. Which of the following features contains the options to begin the mail merge process?
 - A. Main Document
 - B. Data Source
 - C. Task Pane
 - D. Wizard

SECTION B

SHORT ANSWER QUESTIONS

1. Define the following terms:

- (a) Modern office
- (b) Expert system
- (c) Audio conferencing
- (d) Web conferencing

2. Describe one responsibility of designers in database.

3. Differentiate between data and information.

4. Give **one advantage** and **one disadvantage** of mail merge?

5. Word 2010 allows you to perform mail merges using a six steps process for all types of main documents, (eg. Letters, email messages).

In your answer book fill in the blanks to complete the six steps.

Step 1	Select document type
Step 2	_____
Step 3	Select recipients
Step 4	_____
Step 5	Preview the merged documents
Step 6	_____

THE END ☺