

SANGAM SKM COLLEGE- NADI
YEAR 13
OFFICE TECHNOLOGY
WORKSHEET 5

Question 1

Use the MS Access table below to answer the questions that follow.

ID Number	Name	Address	City	State	Zip	Working
001	Suix Ho	7855 12th Street	Lynwood	WA	98115	<input checked="" type="checkbox"/>
002	Sue Fun	8190 6th Lane	Lynwood	WA	98115	<input type="checkbox"/>
003	Tom Smyte	3904 11th Blvd	Lynwood	WA	98115	<input checked="" type="checkbox"/>
004	Fran Bam	2231 7th St.	Seattle	CA	98106	<input checked="" type="checkbox"/>
005	Shelia Dawn	1104 16th St.	Seattle	CA	98106	<input checked="" type="checkbox"/>

- (i) List **two** fields in the database above.
- (ii) Which of the fields shown above should be the **keyfield**?
Explain your answer.
- (iii) In your design view, what would be the data type for field address and working?

Question 2

Read the case study below and answer the questions that follow.

Bessie is the Customer Service Officer at Bayview Mart. Yesterday, she was confronted with an angry customer who demanded to see the boss immediately for being overcharged on goods bought recently.

Bessie asked the customer to take a seat while she sorted things out. At this point, the customer was quite furious, banged the table and shouted at Bessie.

- a) How did Bessie handle this issue?
- b) What impact would Bessie's action have on the
 - i. Customer?
 - ii. Business?
 - iii. herself?

The end.