

**SANGAM SKM COLLEGE- NADI**  
**YEAR 10 OFFICE TECHNOLOGY-2021**  
**COVID-19 WORKSHEET WK-2-Answers**

**31/05/21**

1. List down four components of a Modern Office.  
**People, Equipment/ Tools, Records/Data, Other Resources.**
2. Discuss some features of modern office.
  - ✓ **A modern office has up to date computers and office equipment.**
  - ✓ **It also has furniture that is ergonomic in design. Convenient arrangement of furniture and equipment to allow effective work flow**
  - ✓ **Flexible office layout (in the event of growth of the business or changing circumstances)**
  - ✓ **Accessibility of documents and equipment**
  - ✓ **Privacy (which may be required for managers to interview staff or clients)**

**FILL IN THE BLANKS**

*Choose the best answer from the options given below*

<b>biodegradable</b>	<b>organization</b>
<b>problem</b>	<b>ergonomic</b>
<b>versatile</b>	<b>communication</b>

1. A modern office has up-to-date computers and office equipment and may also have furniture that is in **ergonomic** design.
2. An **organization** is a planned arrangement of operations.
3. Areas that are interrelated in their business functions places near one another to allow easier interpersonal relationships and better **communication** .
4. **Versatile** and reliable communication is at the heart of every modern business infrastructure and one of the most vital communication tools for any company.

**01/06/21**

**Fill in the missing information in the table below:**

Office Function	Business Function
Managing Staff	<b>Human Resource Management</b>
Communicating with customers	Marketing goods and services
<b>Processing Data</b>	Production of Goods and services

**02/06/21**

**Fill in purpose of the equipment listed in the table below:**

Equipment	Purpose	Equipment	Purpose
Photocopier	Produces multiple duplicate copies of documents, pictures. etc.	FacsimileMachine	A fax machine allows documents to be transferred between people by using a telephone line.

Binding Machine	can be used to prepare professionally bound documents, sales materials and other documentation to exceptionally high standards.	Laminating Machine	To encase important or frequently used documents in a plastic often transparent or translucent cover
Multimedia Presenter	is to deliver the message to a group or audience.	Multifunction Copier	is a device that consolidates the functionality of a <b>printer, copier</b> , scanner and/or fax into one machine

**03/06/21**

1. As an office worker, you will be trained in three areas of communicating information in a workplace. What are they?
  - i. operating office equipment correctly.**
  - ii. understand the process involved in organizational procedures.**
  - iii. communicating effectively within the office and customers and suppliers.**
2. State two rules to have an effective workflow in an organisation.
  - ✓ **Avoid: criss-crossing and backtracking**
  - ✓ **Remember: once around and out**
  - ✓ **Follow a circular route of least distance**

**04/06/21 Paragraph Writing**

In a paragraph, discuss **four** important components of a modern office. Give examples to support your answer.

These are **four** components of an office. **People**, this includes the workers, who organize, communicate, solve problems and perform other numerous functions. The second are **tools** which include computers, word processors, facsimile, cash registers, furniture and other equipment. The third component are **Records/Data** which are created, collected, calculated, analyzed, sorted, reproduced, retrieved and used in a variety of ways e.g. Letters, memo, reports etc. Finally **Other Resources** includes the management of time, money, office, space and office supplies. Time and money must be managed well.

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COVID-19 WORKSHEET WK-3**

**07/06/21**

1. State two examples of a good office design.
  - ✓ **Office Layout Chart which shows the location of office workers and the way work moves from person to person.**
  - ✓ **Flow Process Chart:**  
**These shows the operations and the steps that are taken to complete one particular task e.g. filing – how many steps you follow to complete filing.**
2. List 2 functions of an office and a business.

**Office Function**

- ✓ **Managing Staff**
- ✓ **Communicating with customers**

**Business Function**

- ✓ **Provide services**
- ✓ **Production and Marketing of goods**

**08/06/21**

1. State two reasons of obtaining the right office equipment.
  - ✓ **When the right equipment is bought this will contribute:**
    - **To saving costs**
    - **To improving efficiency**
    - **To improving client service**
    - **To keep up with the competition**
2. Discuss two disadvantages of Open and conventional layout and suggest to overcome these disadvantages.
  - ✓ **Open space offices are noisier and can be more chaotic than closed plan offices. Employees are in one large area, and phone conversations or conversations between employees will be overheard easily. To overcome such problem separate cubical can be arranged for employees.**
  - ✓ **People passing to and fro can also cause distraction privacy is difficult to manage for the employees. In a closed office plan, disturbances like this wouldn't happen as much.**

**09/06/21**

1. Why is telephone essential equipment in an organisation?
  - ✓ **In order to keep up with wider digital developments, customer demands and effective communication the office telephone is now essential equipment.**
2. Match list A with list B. Write the answers in the spaces given below

List A		LIST B
1. records	H	A. Is an electronic device that manipulates information or data?
2. Office layout chart	E	B. Is a device that connects many telephone lines and can also be used to connect the lines in a connection outside?
3. computer	A	C. To encase important documents in a transparent plastic.
4. telephone	I	D. Used to record callers messages
5. switchboard	B	E. Shows the location of office workers and the way work moves from person to person
6. Laminating machine	C	F. Destroys documents and files into strips which are almost impossible to read.
7. Multimedia projectors	J	G. Transmits hardcopies from one organisation to another within a minute.
8. shredders	F	H. Are created, collected, calculated, analyzed, sorted and used in a variety of ways.
9. Digital answering machine	D	I. Is a communication device used between two people in two different locations?
10. Facsimile machine	G	J. Used in presentations and lectures.

**10/06/21**

1. State some ways in which you can extend life of computers.

**To extend its life you must maintain a good environment**

- ✓ **Place computer at room temperature.**
- ✓ **Keep computer away from liquid**
- ✓ **Arrange desks and chairs tidily**
- ✓ **Allow space for movement**
- ✓ **Avoid positioning it too close to an open window.**
- ✓ **If very cold temperatures always wipe the computer**
- ✓ **DO NOT EXPOSE TO EXTREME HEAT.**

2. Write down steps of cleaning a telephone.

**A soft cloth and water is recommended along with Phone-Cleaner Wipes.**

- ✓ **The phone body: Moisten a cloth with the cleaning product and wipe the surface of the telephone. Be careful not to get any liquid near the hook switch speaker, or other openings.**
- ✓ **The handset: wipe the surface of the handset with the cleaning wipes as since this is the part of the phone that touches your face, it is important to disinfect it.**
- ✓ **To clean a dirty cord, remove it from the phone, and dampen a cloth with water and a few drops of mild dishwashing liquid. Rub the cord down with the cloth, and dry with a second cloth.**

3. Discuss some ways of providing maintenance to a **Fax Machine**.

- ✓ **You can help reduce paper jams in your unit by fanning the paper by hand before putting it into the fax machine or copier.**
- ✓ **Switching off the machine before removing the paper jams.**
- ✓ **Clearing paper jam**

**11/06/21 Paragraph Writing**

**Multimedia Projector, Computer**

- i) State the functions of having the two office equipments mention above.
- ii) List **two** features of each of the above mentioned equipment.

A **Multimedia Projector** has bright light from a bulb which reflects on the Fresnel lens inside the overhead. The light then bounces to a reflecting mirror under a stage where you set the overhead transparency. **Feature:** It has a metal box with mirrors, lenses and a bright light, lightweight-portable with resolution and lenses. A **computer** can be used to type documents, send email, and browse the internet. It can be used to handle spreadsheets, accounting, database management, presentations, games, and many more. It has the ability to store, retrieve, and process data. **Feature:** It has a system unit, monitor, speaker, mouse, screen, microphone, keyboard, scanner, and modem.

**The end.**