

***Your Office Microsoft 2010 Vol 1, 2e (Kinser)***

**Microsoft Word 2010, Workshop 1: Reviewing and Modifying a Document**

1) Documents of all types are created using \_\_\_\_\_ software.

- A) word processing
- B) multimedia
- C) documentation
- D) writing

Answer: A

Diff: 1

Ref: Using Word Processing Software

2) In a Word document, along with the text, you can also have other elements such as \_\_\_\_\_.

- A) graphics, music, and videos
- B) graphics, tables, and charts
- C) charts, videos, and page borders
- D) music, videos, and page borders

Answer: B

Diff: 1

Ref: Using Word Processing Software

3) When you begin working with Microsoft Word, a(n) \_\_\_\_\_ document will open.

- A) template
- B) blank
- C) empty
- D) starter

Answer: B

Diff: 1

Ref: Opening a Document

4) Since Word documents can be filed away or circulated for a long time, you should be very careful when composing \_\_\_\_\_.

- A) letters, memos, and e-mail
- B) letters, memos, and artwork
- C) letters and audio content
- D) memos, graphics, and e-mail

Answer: A

Diff: 1

Ref: Developing Effective Business Documents

5) Sarah has created a newsletter in Word for her boss. He wants the newsletter distributed right away. Sarah should \_\_\_\_\_

- A) review the newsletter once and hope she found all the errors
- B) review the newsletter several times to ensure there are no errors
- C) skip reviewing the newsletter for errors so that it is sent as soon as possible
- D) run spelling checker and let Word find the errors

Answer: B

Diff: 2

Ref: Developing Effective Business Documents

6) Two forms of written business communication are \_\_\_\_\_.

- A) inside communication and outside communication
- B) public communication and private communication
- C) internal communication and external communication
- D) customer communication and employee communication

Answer: C

Diff: 1

Ref: Developing Effective Business Documents

7) Letters, memos, resumes, newsletters, flyers, and reports are types of \_\_\_\_\_.

- A) external communication
- B) internal communication
- C) business correspondence
- D) customer communication

Answer: C

Diff: 1

Ref: Working with Business Correspondence

8) A document that is meant only for internal distribution is called a(n) \_\_\_\_\_.

- A) e-mail
- B) newsletter
- C) internal communication
- D) memorandum

Answer: D

Diff: 1

Ref: Working with Business Correspondence

9) A letter style that has the entire letter left-aligned and single-spaced, with double-spacing between paragraphs is the \_\_\_\_\_ style.

- A) semiblock
- B) modified block
- C) block
- D) modern

Answer: C

Diff: 1

Ref: Working with Business Correspondence

10) When you get to the end of a line, Word automatically moves the text to the next line using a feature called \_\_\_\_\_.

- A) line continuation
- B) word wrap
- C) word continuation
- D) paragraph wrap

Answer: B

Diff: 1

Ref: Working with Business Correspondence

11) Pressing Alt on the keyboard will display \_\_\_\_\_.

- A) pointers
- B) key tips
- C) reminders
- D) textboxes

Answer: B

Diff: 1

Ref: Working with Business Correspondence

12) In Word, a hard return occurs when you press the \_\_\_\_\_ key.

- A) Windows
- B) Ctrl
- C) Enter
- D) Alt

Answer: C

Diff: 1

Ref: Working with Business Correspondence

13) The default view in Word is the \_\_\_\_\_ view.

- A) Reading
- B) Draft
- C) Outline
- D) Print Layout

Answer: D

Diff: 1

Ref: Working with Business Correspondence

14) A(n) \_\_\_\_\_ setting is the one that is automatically used unless you specify otherwise.

- A) original
- B) beginning
- C) template
- D) default

Answer: D

Diff: 1

Ref: Working with Business Correspondence

15) A view that is sometimes used as the starting point for a table of contents or PowerPoint summary is called the \_\_\_\_\_ view.

- A) Draft
- B) Web Layout
- C) Print Layout
- D) Outline

Answer: D

Diff: 1

Ref: Working with Business Correspondence

16) Anytime you press the Spacebar, Enter, or Tab, a(n) \_\_\_\_\_ is inserted into the document.

- A) notation
- B) blank space
- C) arrow
- D) nonprinting character

Answer: D

Diff: 1

Ref: Working with Business Correspondence

17) Another term for nonprinting characters is \_\_\_\_\_.

- A) formatting marks
- B) invisible marks
- C) editing marks
- D) formatting insertions

Answer: A

Diff: 1

Ref: Working with Business Correspondence

18) To exit the Full Screen Reading View, you must \_\_\_\_\_.

- A) press Ctrl + Esc
- B) click Close
- C) press Esc
- D) either B or C

Answer: D

Diff: 1

Ref: Working with Business Correspondence

19) A tool that makes setting measurements for tabs and indents easier is the \_\_\_\_\_.

- A) tab dialog box
- B) ruler dialog box
- C) table dialog box
- D) ruler

Answer: D

Diff: 1

Ref: Working with Business Correspondence

20) The \_\_\_\_\_ tool makes it easier to proofread a document and locate errors, but does not change the text size of the document when it is printed.

- A) Zoom
- B) View
- C) Enlarge
- D) Magnify

Answer: A

Diff: 1

Ref: Working with Business Correspondence

21) The blinking black vertical bar that indicates where text will be placed when you type is called the \_\_\_\_\_.

- A) pointer
- B) insertion point
- C) cursor
- D) insertion bar

Answer: B

Diff: 1

Ref: Working with Business Correspondence

22) Sarah wants to move the insertion point to a location further down the document page. To do this, she must \_\_\_\_\_.

- A) use the Tab button to move to the location where she wants to type text
- B) use the vertical scrollbar to scroll down to the location where she wants to type text
- C) use the horizontal scrollbar to scroll to the location where she wants to type text
- D) click at the location where she wants to type text

Answer: D

Diff: 2

Ref: Working with Business Correspondence

23) To position the insertion point at the end of the document, press \_\_\_\_\_.

- A) Ctrl+End
- B) Alt+End
- C) Ctrl+Down
- D) Alt+Down

Answer: A

Diff: 1

Ref: Working with Business Correspondence

24) Backstage view is a collection of \_\_\_\_\_.

- A) links to articles about Microsoft Word 2010
- B) links to online help files
- C) common actions, properties, and settings related to an open file
- D) actions such as delete, save, and print

Answer: C

Diff: 1

Ref: Working with Business Correspondence

25) A quick way to open recently accessed Word documents is to \_\_\_\_\_.

- A) click Recent Documents
- B) click the question mark at the top right corner of the screen
- C) click Open
- D) click the File tab to open the Backstage view

Answer: D

Diff: 1

Ref: Working with Business Correspondence

26) Web storage that Microsoft makes available free of charge is called \_\_\_\_\_.

- A) SkyWeb
- B) WebDrive
- C) SkyDrive
- D) OnlineDrive

Answer: C

Diff: 1

Ref: Saving and Closing a Document

27) To access SkyDrive from within a browser, you must visit \_\_\_\_\_ and sign in with your ID and password.

- A) skydrive.live.com
- B) microsoft.live.com
- C) microsoft.skydrive.com
- D) skydrive.microsoft.com

Answer: A

Diff: 1

Ref: Saving and Closing a Document

28) \_\_\_\_\_ is a new feature in the Office 2010 release that lets you store files on the web and open them in web versions of Word, PowerPoint, or Excel.

- A) Online applications
- B) WebDrive
- C) Web Apps
- D) Online Apps

Answer: C

Diff: 1

Ref: Saving and Closing a Document

29) When files are saved to SkyDrive, you can access them from \_\_\_\_\_.

- A) any computer that has web Apps installed
- B) any computer with Internet access
- C) any computer with Microsoft Office 2010 installed
- D) any computer that has any version of Microsoft Office installed

Answer: B

Diff: 2

Ref: Saving and Closing a Document

30) Saving a Word document as a(n) \_\_\_\_\_ file type helps prevent the spread of viruses.

- A) DOC
- B) txt
- C) PDF (Portable Document Format)
- D) RTF (Rich Text Format)

Answer: C

Diff: 1

Ref: Saving and Closing a Document

31) To read a PDF file, you must download and install \_\_\_\_\_.

- A) Adobe Reader
- B) Adobe Writer
- C) PDF Reader/Writer
- D) PDF Reader

Answer: A

Diff: 1

Ref: Saving and Closing a Document

32) Unless you have made changes to the default, Word shows \_\_\_\_\_ recently opened files in the Recent Documents List.

- A) 20
- B) 35
- C) 40
- D) 25

Answer: A

Diff: 1

Ref: Saving and Closing a Document

33) To apply changes to existing text, you must first \_\_\_\_\_.

- A) save the document
- B) select the existing text
- C) select the document
- D) delete the existing text

Answer: B

Diff: 1

Ref: Editing a Document

34) To select an entire document, you \_\_\_\_\_.

- A) triple-click anywhere on the page
- B) press Ctrl+A
- C) press Shift+Alt
- D) press and hold Ctrl while dragging the mouse

Answer: B

Diff: 1

Ref: Editing a Document

35) A character design that includes such qualities as typeface, size, and spacing is called a \_\_\_\_\_.

- A) font
- B) style
- C) theme
- D) character

Answer: A

Diff: 1

Ref: Editing a Document

36) Mary asked Sarah which font would be best for a long newsletter. Sarah told her to use a \_\_\_\_\_, because it makes large amounts of printed text easy to read.

- A) large font
- B) newspaper font
- C) sans serif font
- D) serif font

Answer: D

Diff: 2

Ref: Editing a Document

37) A style of printed characters is called a(n) \_\_\_\_\_.

- A) font
- B) typeface
- C) character style
- D) alphabet

Answer: B

Diff: 1

Ref: Editing a Document

38) Font size is measured in \_\_\_\_\_.

- A) inches
- B) centimeters
- C) points
- D) picas

Answer: C

Diff: 1

Ref: Editing a Document

39) Text enhancements such as adding a shadow, outline, reflection, or glow are accomplished using \_\_\_\_\_.

- A) text embellishments
- B) TextArt
- C) WordArt
- D) text effects

Answer: D

Diff: 1

Ref: Editing a Document



40) To print a document you use \_\_\_\_\_.

- A) Backstage view
- B) Printer view
- C) Alt+P
- D) Print view

Answer: A

Diff: 1

Ref: Printing a Document

41) Creating a document that contains grammatical or factual errors and misspellings may lead others to consider you careless or noncredible.

Answer: TRUE

Diff: 1

Ref: Developing Effective Business Documents

42) Effective internal communications can increase productivity, because employees are more likely to understand and support the goals and objectives of the company.

Answer: TRUE

Diff: 2

Ref: Developing Effective Business Documents

43) Memorandums are intended to provide information to customers.

Answer: FALSE

Diff: 1

Ref: Working with Business Correspondence

44) Letter styles that are acceptable in business letters include the block, modified block and semiblock styles.

Answer: TRUE

Diff: 1

Ref: Working with Business Correspondence

45) You should press Enter at the end of every sentence so that Word will know the sentence is complete.

Answer: FALSE

Diff: 1

Ref: Working with Business Correspondence

46) By displaying the nonprinting characters, you can troubleshoot a document to remove unnecessary tabs and spaces.

Answer: TRUE

Diff: 1

Ref: Working with Business Correspondence

47) Both the Ribbon and the status bar are available in the Full Screen Reading view.

Answer: FALSE

Diff: 1

Ref: Working with Business Correspondence

48) Using Zoom is not advised because it will make the document print incorrectly if you forget to turn it off.

Answer: FALSE

Diff: 1

Ref: Working with Business Correspondence

49) Dragging the vertical scroll bar repositions the insertion point to the end of the displayed text.

Answer: FALSE

Diff: 1

Ref: Working with Business Correspondence

50) To customize the Ribbon, change the default location where files are saved, or specify different privacy settings, you must use Word Options.

Answer: TRUE

Diff: 1

Ref: Working with Business Correspondence

51) It is unnecessary to save your work because Word will do it for you.

Answer: FALSE

Diff: 1

Ref: Saving and Closing a Document

52) Before you can use SkyDrive, you must first register at [skydrive.live.com](http://skydrive.live.com).

Answer: TRUE

Diff: 1

Ref: Saving and Closing a Document

53) When you need to transmit a Word document in a compatible and secure format, you should always save the document as a txt file.

Answer: FALSE

Diff: 1

Ref: Saving and Closing a Document

54) Preview Now is a feature that provides a look at the result of a selection before you actually make the choice.

Answer: FALSE

Diff: 1

Ref: Editing a Document

55) A sans serif font is useful for titles, logos, and headings, while a serif font is better for documents with large amounts of text such as newsletters and reports.

Answer: TRUE

Diff: 2

Ref: Editing a Document

56) Font spacing is either monospaced or proportional.

Answer: TRUE

Diff: 1

Ref: Editing a Document

57) Sarah wants to create a document with text that measures one inch; to do this, she should set her text to 72 points.

Answer: TRUE

Diff: 3

Ref: Editing a Document

58) The accepted font standard for business documents is Times New Roman 12 pt.

Answer: TRUE

Diff: 1

Ref: Editing a Document

59) When a document is justified, the text is aligned on the right with a ragged left edge.

Answer: FALSE

Diff: 1

Ref: Editing a Document

60) By default, new Word documents are left-aligned.

Answer: TRUE

Diff: 1

Ref: Editing a Document

61) Word underlines misspelled words in green, grammatical errors in blue, and word-usage errors in red.

Answer: FALSE

Diff: 1

Ref: Editing a Document

62) AutoCorrect corrects common misspellings ONLY AFTER you configure it in the Options section of the File tab.

Answer: FALSE

Diff: 1

Ref: Editing a Document

63) When you place a page number in a header or footer, Word automatically increments the numbers to ensure that all pages are numbered correctly.

Answer: TRUE

Diff: 1

Ref: Editing a Document

64) To undelete or retrieve deleted text, you can use the Undo button on the Quick Access Toolbar.

Answer: TRUE

Diff: 1

Ref: Editing a Document

65) Backstage view displays a preview of a document when you click the File tab.

Answer: FALSE

Diff: 1

Ref: Printing a Document

66) Letters, memos, resumes, applications, flyers, \_\_\_\_\_, and brochures are types of business correspondence.

Answer: reports

Diff: 1

Ref: Developing Effective Business Documents

67) The format of a(n) \_\_\_\_\_ is much less prescriptive than a business letter.

Answer: memorandum

Diff: 1

Ref: Working with Business Correspondence

68) The \_\_\_\_\_, or letterhead, of a letter includes the writer's address and the date of the letter.

Answer: heading

Diff: 1

Ref: Working with Business Correspondence

69) The feature with which Word automatically wraps text from one line to the next is called \_\_\_\_\_.

Answer: word wrap

Diff: 1

Ref: Working with Business Correspondence

70) Nonprinting characters are also known as \_\_\_\_\_.

Answer: formatting marks

Diff: 1

Ref: Working with Business Correspondence

71) The \_\_\_\_\_ feature allows you to increase the size of text on the screen, but does NOT change the text size of a document when it is printed.

Answer: Zoom

Diff: 1

Ref: Working with Business Correspondence

72) The \_\_\_\_\_ is a blinking black bar that shows where the text you type will be placed in the document.

Answer: insertion point

Diff: 1

Ref: Working with Business Correspondence

73) The \_\_\_\_\_ provides a quick way to open recently accessed files, save files to a disk drive, or share files online.

Answer: Backstage view

Diff: 1

Ref: Working with Business Correspondence

74) You should \_\_\_\_\_ your document often so you will not have to do a great deal of rework if you have a power outage.

Answer: save

Diff: 1

Ref: Saving and Closing a Document

75) When creating passwords for online activities, you should use at least 14 characters, including both uppercase and lowercase letters and \_\_\_\_\_.

Answer: numbers

Diff: 1

Ref: Saving and Closing a Document

76) Files sent to the web from Word 2010 are saved to a(n) \_\_\_\_\_ account.

Answer: SkyDrive

Diff: 1

Ref: Saving and Closing a Document

77) The only software required to open a PDF document is \_\_\_\_\_.

Answer: Adobe Reader

Diff: 1

Ref: Saving and Closing a Document

78) To save a document again after it has been previously saved, click the File tab, and then click \_\_\_\_\_.

Answer: Save As

Diff: 2

Ref: Saving and Closing a Document

79) Before you can change existing text, you must \_\_\_\_\_ it.

Answer: select

Diff: 1

Ref: Editing a Document

80) \_\_\_\_\_ allows you to see the result of a font selection before you actually make a change to a different font.

Answer: Live Preview

Diff: 1

Ref: Editing a Document

81) Font size measurements are determined by points, which are \_\_\_\_\_ of an inch.

Answer: 1/72

Diff: 1

Ref: Editing a Document

82) When the pointer is near a selection, a(n) \_\_\_\_\_ is revealed.

Answer: Mini toolbar

Diff: 1

Ref: Editing a Document

83) The \_\_\_\_\_ button in the Font group on the Home tab will increase the size of selected text.

Answer: Grow Font

Diff: 1

Ref: Editing a Document

84) Word defines a paragraph as a(n) \_\_\_\_\_.

Answer: hard return

Diff: 2

Ref: Editing a Document

85) Words that are NOT found in Word's dictionary are underlined in \_\_\_\_\_.

Answer: red

Diff: 1

Ref: Editing a Document

86) \_\_\_\_\_ automatically corrects common spelling mistakes.

Answer: AutoCorrect

Diff: 1

Ref: Editing a Document

87) A(n) \_\_\_\_\_ is text or graphics printed in the top margin of a document.

Answer: header

Diff: 1

Ref: Editing a Document

88) A(n) \_\_\_\_\_ inserted into a document footer automatically increments so that it is correct for all pages.

Answer: page number

Diff: 1

Ref: Editing a Document

89) A command that reverses itself when clicked a second time is called a(n) \_\_\_\_\_.

Answer: toggle

Diff: 1

Ref: Editing a Document

90) Portrait and landscape are the two options available in page \_\_\_\_\_.

Answer: orientation

Diff: 1

Ref: Printing a Document

91) Match the answer in the first column to the appropriate definition in the second column. Each answer can only be used once.

I. End

II. Home

III. Ctrl+Home

IV. Page Up

V. Ctrl+End

A. moves the insertion point to the beginning of the current line

B. moves the insertion point to the end of the current line

C. moves the insertion point the beginning of the document

D. moves the insertion point up one page

E. moves the insertion point to the end of the document

Answer: I. B, II. A, III. C, IV. D, V. E

Diff: 1

Ref: Working with Business Correspondence

***Your Office Microsoft 2010 Vol 1, 2e (Kinser)***

**Common Features, Workshop 1: Understanding the Common Features of Microsoft Office**

1) Microsoft Word is a(n) \_\_\_\_\_ application.

- A) presentation
- B) spreadsheet
- C) planner and note taking
- D) word processing

Answer: D

Diff: 1

Ref: Working with the Office Interface and the Ribbon

2) Items such as pictures, clip art, SmartArt, shapes, and charts that you can add to a Word document are called \_\_\_\_\_.

- A) graphics
- B) photos
- C) images
- D) art

Answer: A

Diff: 1

Ref: Working with the Office Interface and the Ribbon

3) Microsoft Excel is a(n) \_\_\_\_\_ application.

- A) spreadsheet
- B) presentation
- C) database
- D) desktop publishing

Answer: A

Diff: 1

Ref: Working with the Office Interface and the Ribbon

4) Files created by Excel are called \_\_\_\_\_.

- A) workbooks
- B) databases
- C) documents
- D) worksheets

Answer: A

Diff: 1

Ref: Working with the Office Interface and the Ribbon



5) Microsoft PowerPoint is a(n) \_\_\_\_\_ application.

- A) planner and note taking
- B) information management
- C) spreadsheet
- D) presentation

Answer: D

Diff: 1

Ref: Working with the Office Interface and the Ribbon

6) Microsoft Outlook is a(n) \_\_\_\_\_ program.

- A) information management
- B) presentation
- C) spreadsheet
- D) database

Answer: A

Diff: 1

Ref: Working with the Office Interface and the Ribbon

7) The application in the Microsoft Office suite that would be used to develop and maintain databases is called \_\_\_\_\_.

- A) Publisher
- B) Excel
- C) Access
- D) OneNote

Answer: C

Diff: 2

Ref: Working with the Office Interface and the Ribbon

8) Judy needs to create brochures, newsletters and postcards for her home business. She should use the Microsoft \_\_\_\_\_ program.

- A) Excel
- B) PowerPoint
- C) Outlook
- D) Publisher

Answer: D

Diff: 2

Ref: Working with the Office Interface and the Ribbon

9) A(n) \_\_\_\_\_ displays when you move your mouse pointer over an icon in the taskbar.

- A) message box
- B) document
- C) dialog box
- D) thumbnail

Answer: D

Diff: 1

Ref: Starting and Exploring Office Programs and Common Window Elements

10) In Word, the \_\_\_\_\_ view shows how the document appears as a web page.

- A) Print Layout
- B) Browser Layout
- C) Outline layout
- D) Web Layout

Answer: D

Diff: 2

Ref: Starting and Exploring Office Programs and Common Window Elements

11) You can quickly switch between the views in Word by using the View buttons located on the right side of the \_\_\_\_\_.

- A) title bar
- B) scroll bar
- C) taskbar
- D) status bar

Answer: D

Diff: 1

Ref: Starting and Exploring Office Programs and Common Window Elements

12) The two tabs all Microsoft Office applications have in common are the \_\_\_\_\_.

- A) Home tab and the Charts tab
- B) Home tab and the File tab
- C) Design tab and the File tab
- D) Insert tab and the Mailing tab

Answer: B

Diff: 3

Ref: Using the Ribbon

13) The Formulas tab is specific to the \_\_\_\_\_ application.

- A) Excel
- B) Access
- C) Publisher
- D) OneNote

Answer: A

Diff: 1

Ref: Using the Ribbon

14) The Minimize Ribbon button is a \_\_\_\_\_ button that reduces the Ribbon to a single line.

- A) checkbox
- B) radio
- C) toggle
- D) switch

Answer: C

Diff: 2

Ref: Using the Ribbon

15) A(n) \_\_\_\_\_ is a set of menu options that appear when you click the More button next to a Ribbon button.

- A) option list
- B) gallery
- C) setup box
- D) window

Answer: B

Diff: 1

Ref: Using the Ribbon

16) A(n) \_\_\_\_\_ pane is a smaller window pane that sometimes appears at the side of the program window and offers options or helps you navigate through completing a task or feature.

- A) option
- B) task
- C) dialog
- D) information

Answer: B

Diff: 1

Ref: Using the Ribbon

17) The \_\_\_\_\_ opens a dialog box, which provides more options or settings beyond those provided on the Ribbon.

- A) Dialog Pane
- B) TaskBar
- C) Dialog Box Launcher
- D) Task Pane

Answer: C

Diff: 2

Ref: Using the Ribbon

18) \_\_\_\_\_ options allow you to select more than one option.

- A) Mini toolbar
- B) Radio button
- C) Check box
- D) Keyboard shortcut

Answer: C

Diff: 1

Ref: Using Contextual Tools

19) A \_\_\_\_\_ option allows you to select ONLY one option.

- A) Mini toolbar
- B) Check box
- C) radio button
- D) Keyboard shortcut

Answer: C

Diff: 1

Ref: Using Contextual Tools

20) When text is selected, a(n) \_\_\_\_\_ appears.

- A) Mini toolbar
- B) option box
- C) dialog box
- D) contextual tab

Answer: A

Diff: 1

Ref: Using Contextual Tools

21) A list of commands related to a selection that appears when you right-click is called a(n) \_\_\_\_\_.

- A) shortcut menu
- B) dialog box
- C) Mini toolbar
- D) option menu

Answer: A

Diff: 1

Ref: Using Contextual Tools

22) To close an unwanted shortcut menu or gallery menu without making a selection, press the \_\_\_\_\_ key.

- A) Shift
- B) ESC
- C) Enter
- D) Alt

Answer: B

Diff: 2

Ref: Using Contextual Tools

23) As you work, you should save your work at least every \_\_\_\_\_.

- A) two minutes
- B) twenty minutes
- C) ten minutes
- D) thirty minutes

Answer: C

Diff: 1

Ref: Using Contextual Tools

24) Until you save your work, it is stored in the \_\_\_\_\_ memory on your computer.

- A) hard drive
- B) temporary
- C) CD drive
- D) USB flash drive

Answer: B

Diff: 1

Ref: Working with Files

25) Three ways to save a file are to use the Save button on the Quick Access Toolbar, use the Save command on the Backstage view, and use the keyboard shortcut key \_\_\_\_\_.

- A) ESC+S
- B) Tab+S
- C) Alt+S
- D) Ctrl+S

Answer: D

Diff: 1

Ref: Working with Files

26) Microsoft Office file names can be up to \_\_\_\_\_ characters, including the extension and the number of characters in the file path.

- A) 255
- B) 50
- C) 300
- D) 25

Answer: A

Diff: 1

Ref: Working with Files

27) Special characters you can NOT use in file names are \_\_\_\_\_.

- A) ? / | < > \* : ~
- B) ? " / | < > \* :
- C) ? " / | < > ; :
- D) ? " ^ | < > :

Answer: B

Diff: 3

Ref: Working with Files

28) One-click access to the most commonly used commands, such as saving a file and undoing recent actions is available on the \_\_\_\_\_.

- A) Task bar
- B) Ribbon
- C) Quick Access Toolbar
- D) Mini toolbar

Answer: C

Diff: 1

Ref: Working with Files

29) When you open a file in \_\_\_\_\_, you must click the Enable Editing button before you can edit, save, or print the contents.

- A) Shield View
- B) Safeguard View
- C) Defensive View
- D) Protected View

Answer: D

Diff: 1

Ref: Working with Files

30) An online workspace provided by Microsoft is called the Windows Live \_\_\_\_\_.

- A) SkyDrive
- B) OnlineDrive
- C) Windows Drive
- D) WorkPlace

Answer: A

Diff: 1

Ref: Sharing Files Using Windows Live SkyDrive

31) According to the textbook, Microsoft provides \_\_\_\_\_ of free password protected online storage.

- A) 25 GB
- B) 250 GB
- C) 100 MB
- D) 25 MB

Answer: A

Diff: 1

Ref: Sharing Files Using Windows Live SkyDrive

32) Files saved to an online workspace can be edited by \_\_\_\_\_.

- A) only two people at the same time
- B) more than one person, but NOT at the same time
- C) more than one person at the same time
- D) only one person at a time

Answer: C

Diff: 2

Ref: Sharing Files Using Windows Live SkyDrive

33) The small window that displays descriptive text when you put the mouse pointer on an object or button is called a(n) \_\_\_\_\_.

- A) ContextualTip
- B) ScreenTip
- C) OptionTip
- D) HelpTip

Answer: B

Diff: 1

Ref: Getting Help

34) In each program's \_\_\_\_\_ window, you can find step-by-step instructions for specific procedures.

- A) Assistance
- B) Support
- C) Help
- D) Utility

Answer: C

Diff: 1

Ref: Getting Help

35) \_\_\_\_\_ is the short cut key to access the Help window.

- A) F2
- B) F8
- C) F3
- D) F1

Answer: D

Diff: 1

Ref: Getting Help

36) A paper copy of a document, spreadsheet, or presentation is called a(n) \_\_\_\_\_.

- A) soft copy
- B) hard copy
- C) page copy
- D) print copy

Answer: B

Diff: 1

Ref: Printing a File

37) To avoid wasting ink and paper, you should do a \_\_\_\_\_ before printing.

- A) document view
- B) page preview
- C) page view
- D) print preview

Answer: D

Diff: 1

Ref: Printing a File

38) When you close a program, if you have made changes to the file, a dialog box opens, asking if you wish to \_\_\_\_\_ your changes.

- A) import
- B) discard
- C) copy
- D) save

Answer: D

Diff: 1

Ref: Exiting Programs

39) When you are finished with a program, you should \_\_\_\_\_ the program to save system resources.

- A) remove
- B) exit
- C) minimize
- D) switch

Answer: B

Diff: 1

Ref: Exiting Programs

40) Microsoft OneNote is a program used to develop presentation slides.

Answer: FALSE

Diff: 1

Ref: Working with the Office Interface and the Ribbon

41) Access is a two-dimensional database program known as a relational database.

Answer: FALSE

Diff: 3

Ref: Working with the Office Interface and the Ribbon

42) Though each application in the Microsoft Office suite has common features in the user interface, each also has features specific to that application.

Answer: TRUE

Diff: 3

Ref: Working with the Office Interface and the Ribbon

43) You can only open ONE Microsoft application at one time.

Answer: FALSE

Diff: 1

Ref: Starting and Exploring Office Programs and Common Window Elements

44) In Word, the file you create is called a document.

Answer: TRUE

Diff: 1

Ref: Starting and Exploring Office Programs and Common Window Elements

45) In Excel, you have to add columns and rows to the document window before starting your spreadsheet.

Answer: FALSE

Diff: 2

Ref: Starting and Exploring Office Programs and Common Window Elements

46) In a new Excel spreadsheet, the active cell is the last cell of the first row.

Answer: FALSE

Diff: 1

Ref: Starting and Exploring Office Programs and Common Window Elements



47) One method of switching between Windows is to use Alt+Tab.

Answer: TRUE

Diff: 2

Ref: Starting and Exploring Office Programs and Common Window Elements

48) The three buttons at the top right of each Microsoft Office application's title bar are called the Minimize button, the Restore Down or Maximize button, and the Open button.

Answer: FALSE

Diff: 1

Ref: Starting and Exploring Office Programs and Common Window Elements

49) The Maximize button at the far right of the application's title bar expands the window to its full size.

Answer: TRUE

Diff: 1

Ref: Starting and Exploring Office Programs and Common Window Elements

50) The zoom level on a Word document only affects your view of the document, not the printed output.

Answer: TRUE

Diff: 2

Ref: Starting and Exploring Office Programs and Common Window Elements

51) When the zoom level is set to 300%, vertical or horizontal scroll bars will display to make it possible to adjust what is displayed in the window.

Answer: TRUE

Diff: 3

Ref: Starting and Exploring Office Programs and Common Window Elements

52) Clicking any button on the Ribbon will produce an action ONLY if you are in the right layout view.

Answer: FALSE

Diff: 2

Ref: Using the Ribbon

53) The right mouse button provides options from which you can choose, instead of initiating or performing an action.

Answer: TRUE

Diff: 2

Ref: Using the Ribbon

54) Backstage view gives you access to document level features of your file.

Answer: FALSE

Diff: 2

Ref: Using the Ribbon

55) An arrow next to a button in the Ribbon is an indicator that more options are available

Answer: TRUE

Diff: 1

Ref: Using the Ribbon

56) The Dialog Box Launcher opens a gallery of menu options.

Answer: FALSE

Diff: 1

Ref: Using the Ribbon

57) Unlike a radio button option, ONLY one check box option can be selected.

Answer: FALSE

Diff: 1

Ref: Using Contextual Tools

58) A Mini toolbar appears after text is selected and contains buttons for the most commonly used formatting commands.

Answer: TRUE

Diff: 1

Ref: Using Contextual Tools

59) A shortcut menu appears when an object or text is selected.

Answer: FALSE

Diff: 1

Ref: Using Contextual Tools

60) To prevent loss of work, you must save the work before exiting a program or turning off the computer.

Answer: TRUE

Diff: 1

Ref: Working with Files

61) File names can ONLY be 12 characters long, excluding the extension.

Answer: FALSE

Diff: 1

Ref: Working with Files

62) Windows Live SkyDrive is a free online file storage area that provides you with up to 25 GB of password protected storage space.

Answer: TRUE

Diff: 1

Ref: Sharing Files Using Windows Live SkyDrive

63) A print preview allows you to see how a printed document will look so that you can correct any problems before wasting paper and ink.

Answer: TRUE

Diff: 2

Ref: Printing a File

64) To save system resources and keep your Windows desktop and taskbar uncluttered, you should always exit a program when you are finished using it.

Answer: TRUE

Diff: 1

Ref: Exiting Programs

65) Microsoft Office 2010 is a suite of productivity \_\_\_\_\_ or programs.

Answer: applications

Diff: 2

Ref: Working with the Office Interface and the Ribbon

66) The Microsoft Office application that is referred to as an information management program is \_\_\_\_\_.

Answer: Outlook

Diff: 1

Ref: Working with the Office Interface and the Ribbon

67) When you move your mouse pointer over one of the taskbar icons, a(n) \_\_\_\_\_ is displayed.

Answer: thumbnail

Diff: 2

Ref: Starting and Exploring Office Programs and Common Window Elements

68) If you need to see more of a documents contents, you can \_\_\_\_\_ out.

Answer: zoom

Diff: 1

Ref: Starting and Exploring Office Programs and Common Window Elements

69) A(n) \_\_\_\_\_ button turns on a feature if you click it once, then turns the same feature off if you click it a second time.

Answer: toggle

Diff: 1

Ref: Using the Ribbon

70) The options that appear on the \_\_\_\_\_ change depending on where the mouse pointer is located.

Answer: shortcut menu

Diff: 2

Ref: Using the Ribbon

71) The feature that allows you to see how formatting looks before you apply it is called the \_\_\_\_\_ feature.

Answer: Live Preview

Diff: 1

Ref: Using the Ribbon

72) The \_\_\_\_\_ opens a corresponding dialog box or task pane which provides more options or settings beyond those available in the Ribbon.

Answer: Dialog Box Launcher

Diff: 1

Ref: Using the Ribbon

73) When text is selected, a(n) \_\_\_\_\_ with the most commonly used formatting commands appears.

Answer: Mini toolbar

Diff: 1

Ref: Using Contextual Tools

74) A Ribbon tab that contains commands related to selected objects so that you can manipulate, edit and format the objects is called a(n) \_\_\_\_\_ tab.

Answer: contextual

Diff: 2

Ref: Using Contextual Tools

75) A(n) \_\_\_\_\_ is a list of commands that appears when you right-click.

Answer: shortcut menu

Diff: 1

Ref: Using Contextual Tools

76) If the computer is turned off or experiences a power failure, a feature that will attempt to recover your files is called the \_\_\_\_\_ feature.

Answer: AutoRecovery

Diff: 1

Ref: Working with Files

77) File names can include a maximum of \_\_\_\_\_ characters, including the extension.

Answer: 255

Diff: 1

Ref: Working with Files

78) A file name includes the name you specify for the file and a file \_\_\_\_\_ that is assigned by the Office program to indicate the file type.

Answer: extension

Diff: 2

Ref: Working with Files

79) Files names can include uppercase and lowercase letters, numbers, hyphens, spaces and some \_\_\_\_\_ in any combination, except for ? " / < > \* and .:

Answer: special characters

Diff: 3

Ref: Working with Files

80) The \_\_\_\_\_ provides one-click access to commonly used commands.

Answer: Quick Access Toolbar

Diff: 2

Ref: Working with Files

81) When you open a file in \_\_\_\_\_, you can see and read the file, but you CANNOT edit, save, or print the contents until you enable editing.

Answer: Protected view

Diff: 2

Ref: Working with Files

82) Using the Save & Send tab in the \_\_\_\_\_ view, you can easily e-mail a copy of your file to a friend.

Answer: Backstage

Diff: 1

Ref: Sharing Files Using Windows Live SkyDrive

83) The Windows Live \_\_\_\_\_ is a free online file storage area where you can save up to 25 GB of files.

Answer: SkyDrive

Diff: 2

Ref: Sharing Files Using Windows Live SkyDrive

84) Before you can use SkyDrive, you must have a Windows Live \_\_\_\_\_.

Answer: ID

Diff: 1

Ref: Sharing Files Using Windows Live SkyDrive

85) \_\_\_\_\_ are small windows that display descriptive text when you put your mouse pointer on an object.

Answer: ScreenTips

Diff: 1

Ref: Getting Help

86) When you need to learn how to do a specific action in an Office application, you can open the \_\_\_\_\_ window to find step-by-step instructions.

Answer: Help

Diff: 1

Ref: Getting Help

87) The keyboard shortcut used to access Help is the \_\_\_\_\_ key.

Answer: F1

Diff: 1

Ref: Getting Help

88) A paper copy of a document is also known as a(n) \_\_\_\_\_.

Answer: hard copy

Diff: 1

Ref: Printing a File

***Your Office Microsoft 2010 Vol 1, 2e (Kinser)***

**Microsoft Access 2010, Workshop 1: Understanding the Four Main Database Objects**

1) A collection of records is a(n) \_\_\_\_\_.

- A) folder
- B) archive
- C) spreadsheet
- D) database

Answer: D

Diff: 1

Ref: Understanding Database Basics and Tables

2) Facts about people, events, things, or ideas are called \_\_\_\_\_.

- A) information
- B) data
- C) lists
- D) documents

Answer: B

Diff: 1

Ref: Understanding Database Basics and Tables

3) The ability to link \_\_\_\_\_ is what gives a database system its power.

- A) forms
- B) records
- C) queries
- D) tables

Answer: D

Diff: 1

Ref: Understanding Database Basics and Tables

4) Data that has been manipulated to make it meaningful and useful is called \_\_\_\_\_.

- A) information
- B) a fact
- C) content
- D) a field

Answer: A

Diff: 1

Ref: Understanding Database Basics and Tables

5) A database management system program developed by Microsoft is \_\_\_\_\_.

- A) Word
- B) Access
- C) Project
- D) Excel

Answer: B

Diff: 1

Ref: Understanding Database Basics and Tables

6) The four main database objects in Access are \_\_\_\_\_.

- A) tables, forms, programs, and reports
- B) tables, records, programs, and reports
- C) tables, queries, forms, and reports
- D) tables, queries, programs, and reports

Answer: C

Diff: 1

Ref: Understanding Database Basics and Tables

7) The database object that stores data organized in an arrangement of columns and rows is called a \_\_\_\_\_.

- A) field
- B) form
- C) table
- D) record

Answer: C

Diff: 1

Ref: Understanding Database Basics and Tables

8) To answer questions about data in your tables, you use \_\_\_\_\_.

- A) forms
- B) spreadsheets
- C) queries
- D) reports

Answer: C

Diff: 1

Ref: Understanding Database Basics and Tables

9) To produce a printed summary of the fields and records from a table or query in an easy-to-read format you would use a \_\_\_\_\_.

- A) query
- B) report
- C) form
- D) document

Answer: B

Diff: 1

Ref: Understanding Database Basics and Tables

10) The database object that holds organized data arranged in columns and rows is a \_\_\_\_\_.

- A) report
- B) form
- C) table
- D) query

Answer: C

Diff: 1

Ref: Understanding Database Basics and Tables



11) A \_\_\_\_\_ contains all the data concerning one person, place, thing, or event.

- A) table
- B) query
- C) report
- D) record

Answer: D

Diff: 1

Ref: Understanding Database Basics and Tables

12) The table view that shows the data contents within a table is called the \_\_\_\_\_ view.

- A) design
- B) datasheet
- C) data
- D) table

Answer: B

Diff: 1

Ref: Understanding Database Basics and Tables

13) The view that shows how fields are defined is called the \_\_\_\_\_ view.

- A) datasheet
- B) design
- C) data
- D) table

Answer: B

Diff: 1

Ref: Understanding Database Basics and Tables

14) Represented by a column in Access, a specific piece of information that is stored in every record is called a \_\_\_\_\_.

- A) field
- B) data
- C) form
- D) table

Answer: A

Diff: 1

Ref: Understanding Database Basics and Tables

15) The structure of a database which includes tables, fields, forms, queries, and reports but has no data is a \_\_\_\_\_.

- A) beginner database
- B) sample database
- C) starter database
- D) template database

Answer: D

Diff: 1

Ref: Understanding Database Basics and Tables

16) A \_\_\_\_\_ is a database that is presupplied with data.

- A) beginner database
- B) template database
- C) sample database
- D) starter database

Answer: C

Diff: 1

Ref: Understanding Database Basics and Tables

17) Before you trust a file, you should first \_\_\_\_\_.

- A) run a virus scan on it
- B) repair it
- C) compress it
- D) compact it

Answer: A

Diff: 1

Ref: Understanding Database Basics and Tables

18) When working with objects in your Access database, you may need to use the \_\_\_\_\_ to find objects.

- A) Search bar
- B) Query wizard
- C) Query box
- D) Search wizard

Answer: A

Diff: 2

Ref: Understanding Database Basics and Tables

19) The file name suffix that helps Windows determine which program should open a file is called a(n) \_\_\_\_\_.

- A) file extension
- B) data expansion
- C) object extension
- D) file expansion

Answer: A

Diff: 2

Ref: Understanding Database Basics and Tables

20) The file extension for Access files is \_\_\_\_\_.

- A) .acc
- B) .accdb
- C) .adb
- D) .acdb

Answer: B

Diff: 1

Ref: Understanding Database Basics and Tables

21) Data stored and organized in an arrangement of columns and rows is called a(n) \_\_\_\_\_.

- A) table
- B) report
- C) object
- D) form

Answer: A

Diff: 1

Ref: Understanding Database Basics and Tables

22) Julio will use a process called \_\_\_\_\_ to add content from an Excel worksheet to an Access table.

- A) inserting
- B) importing
- C) moving
- D) copying

Answer: B

Diff: 2

Ref: Understanding Database Basics and Tables

23) A(n) \_\_\_\_\_ located at the bottom of the table allows you to move through the table.

- A) Object bar
- B) Table bar
- C) Navigation bar
- D) Content bar

Answer: C

Diff: 1

Ref: Understanding Database Basics and Tables

24) A database that allows multiple connected tables is called a(n) \_\_\_\_\_.

- A) relational database
- B) joined database
- C) connected database
- D) associated database

Answer: A

Diff: 1

Ref: Understanding Database Basics and Tables

25) Connie's boss has asked her to provide him a list of all customers who live in San Francisco, CA. To do this, Connie will create a \_\_\_\_\_.

- A) PDF
- B) form
- C) query
- D) question

Answer: C

Diff: 2

Ref: Understanding Database Basics and Tables

26) A step-by-step guide that asks questions to help you decide what you want to do is called a(n) \_\_\_\_\_.

- A) wizard
- B) query
- C) design guide
- D) action guide

Answer: A

Diff: 1

Ref: Understanding Database Basics and Tables

27) A recordset that is created at run time is called a(n) \_\_\_\_\_.

- A) question result
- B) query result
- C) search result
- D) answer result

Answer: B

Diff: 1

Ref: Understanding Database Basics and Tables

28) A \_\_\_\_\_ is a table created at run time.

- A) form
- B) temporary table
- C) record set
- D) query result

Answer: C

Diff: 1

Ref: Understanding Database Basics and Tables

29) An interface often used by end users of a database to enter and change data is called a(n) \_\_\_\_\_.

- A) object
- B) table
- C) template
- D) form

Answer: D

Diff: 1

Ref: Understanding Database Basics and Tables

30) A view that shows a form and the data is the \_\_\_\_\_ view.

- A) Print
- B) Design
- C) Layout
- D) Design

Answer: C

Diff: 1

Ref: Understanding Database Basics and Tables

31) When you want to limit the amount of data that can be accessed by data entry clerks, you create a database \_\_\_\_\_ through which they can interact with the data they need to do their work.

- A) form
- B) table
- C) report
- D) object

Answer: A

Diff: 2

Ref: Understanding Database Basics and Tables

32) An object that provides an easy-to-read format suitable for printing is a(n) \_\_\_\_\_.

- A) query
- B) report
- C) table
- D) form

Answer: B

Diff: 1

Ref: Understanding Database Basics and Tables

33) A view that shows how a report will look on the printed page is the \_\_\_\_\_ view.

- A) design
- B) layout
- C) report
- D) print preview

Answer: D

Diff: 1

Ref: Understanding Database Basics and Tables

34) \_\_\_\_\_ records arranges them together by the value of a single field.

- A) Gathering
- B) Grouping
- C) Joining
- D) Sorting

Answer: B

Diff: 2

Ref: Understanding Database Basics and Tables

35) To put records within a group into a specific order based on the values of a specific field, you \_\_\_\_\_ them.

- A) join
- B) group
- C) sort
- D) arrange

Answer: C

Diff: 2

Ref: Understanding Database Basics and Tables

36) Your boss is concerned with losing data in the event of a natural disaster. To prevent data loss, you recommend to him that a \_\_\_\_\_ of the database should be made on a regular schedule.

- A) backup
- B) compaction
- C) substitute
- D) compression

Answer: A

Diff: 2

Ref: Understanding Database Basics and Tables

37) Since Access does not reuse space when you delete a record, you need to occasionally \_\_\_\_\_ the database to make more efficient use of space.

- A) compact
- B) group
- C) repair
- D) sort

Answer: A

Diff: 1

Ref: Understanding Database Basics and Tables

38) Data is an important asset, because it permits businesses to make better decisions once it is converted into information.

Answer: TRUE

Diff: 1

Ref: Understanding Database Basics and Tables

39) The two uses of databases are operational processing and future planning purposes.

Answer: FALSE

Diff: 1

Ref: Understanding Database Basics and Tables

40) The four main objects in an Access database are tables., queries, forms, and reports.

Answer: TRUE

Diff: 1

Ref: Understanding Database Basics and Tables

41) In an Access database, a column is a record, while a row is a field.

Answer: FALSE

Diff: 1

Ref: Understanding Database Basics and Tables

42) A sample database is empty, while a template database has presupplied example data.

Answer: FALSE

Diff: 2

Ref: Understanding Database Basics and Tables

43) Once you run a virus scan, you can trust a file permanently.

Answer: FALSE

Diff: 2

Ref: Understanding Database Basics and Tables

44) To open or close the Navigation Pane, use the Shutter Bar Open/Close button.

Answer: TRUE

Diff: 1

Ref: Understanding Database Basics and Tables

45) The ONLY view available in the Navigation Pane is all objects such as tables, queries, forms, and reports organized by object type.

Answer: FALSE

Diff: 2

Ref: Understanding Database Basics and Tables

46) A database and a database management system are not the same thing. A database is a collection of data, while a database management system is a software program that manages the data.

Answer: TRUE

Diff: 2

Ref: Understanding Database Basics and Tables

47) While it is possible to import data from an Excel file, it is NOT possible to import data from a Word file.

Answer: FALSE

Diff: 2

Ref: Understanding Database Basics and Tables

48) When you name a table in Access, you should use a long name that specifically identifies the data in the table.

Answer: FALSE

Diff: 3

Ref: Understanding Database Basics and Tables

49) Breaking up a field such as address into multiple fields makes it easier to develop a report based on city or state.

Answer: TRUE

Diff: 3

Ref: Understanding Database Basics and Tables

50) Data redundancy occurs when you have tables that are not related to the other tables in the database.

Answer: FALSE

Diff: 3

Ref: Understanding Database Basics and Tables

51) When you need to analyze the data in an Access database, you should export a query to Excel and use the analysis tools in Excel.

Answer: TRUE

Diff: 2

Ref: Understanding Database Basics and Tables

52) Having multiple large tables open at once in Access can slow the database management system down.

Answer: TRUE

Diff: 2

Ref: Understanding Database Basics and Tables

53) One of the limitations of the Access database management system is that it can NOT calculate information such as total sales or baseball scores.

Answer: FALSE

Diff: 2

Ref: Understanding Database Basics and Tables

54) A query creates a run time table called a recordset.

Answer: TRUE

Diff: 1

Ref: Understanding Database Basics and Tables

55) Access automatically saves data changes, so the query does not need to be saved.

Answer: FALSE

Diff: 2

Ref: Understanding Database Basics and Tables

56) To prevent data entry clerks from having access to data that is not needed in their jobs, such as salaries or social security numbers of employees, a form can be developed that gives them only the access they need to complete their work.

Answer: TRUE

Diff: 2

Ref: Understanding Database Basics and Tables

57) If you need to print your results, your BEST option is to create a query.

Answer: FALSE

Diff: 2

Ref: Understanding Database Basics and Tables

58) Grouping records puts them within a specific ascending order based on field values.

Answer: FALSE

Diff: 2

Ref: Understanding Database Basics and Tables



59) The Back Up Database command is available in the Backstage view on the Save & Publish tab.

Answer: TRUE

Diff: 1

Ref: Understanding Database Basics and Tables

60) When you delete a record or object, Access reuses the original space for the next record or object you create.

Answer: FALSE

Diff: 1

Ref: Understanding Database Basics and Tables

61) Facts about people, events, things, or ideas are called \_\_\_\_\_.

Answer: data

Diff: 1

Ref: Understanding Database Basics and Tables

62) Storing, managing, and providing access to business records is the purpose of a(n) \_\_\_\_\_.

Answer: database

Diff: 1

Ref: Understanding Database Basics and Tables

63) Linking \_\_\_\_\_ together is what makes databases powerful.

Answer: tables

Diff: 1

Ref: Understanding Database Basics and Tables

64) Access is a(n) \_\_\_\_\_ DBMS (database management system).

Answer: relational

Diff: 1

Ref: Understanding Database Basics and Tables

65) The data pertaining to one person, place, thing, or event is called a(n) \_\_\_\_\_.

Answer: record

Diff: 1

Ref: Understanding Database Basics and Tables

66) The view that shows the data contents within a table is the \_\_\_\_\_ view.

Answer: datasheet

Diff: 1

Ref: Understanding Database Basics and Tables

67) The view that shows how fields are defined is the \_\_\_\_\_ view.

Answer: design

Diff: 1

Ref: Understanding Database Basics and Tables

68) A specific piece of information that is stored in every record in a column is called a(n) \_\_\_\_\_.

Answer: field

Diff: 1

Ref: Understanding Database Basics and Tables

69) While a sample database has sample data included with it, a(n) \_\_\_\_\_ is a database that has a structure and definitions, but no data.

Answer: template

Diff: 2

Ref: Understanding Database Basics and Tables

70) You have to tell Access that you trust content before features that a(n) \_\_\_\_\_ might use to infect your computer will work.

Answer: virus

Diff: 2

Ref: Understanding Database Basics and Tables

71) In Access, data is stored in an arrangement of columns and rows called \_\_\_\_\_.

Answer: tables

Diff: 1

Ref: Understanding Database Basics and Tables

72) Copying data from another file in an Excel worksheet is called \_\_\_\_\_.

Answer: importing

Diff: 1

Ref: Understanding Database Basics and Tables

73) Data \_\_\_\_\_ is the result of repetition of data in tables in a database.

Answer: redundancy

Diff: 1

Ref: Understanding Database Basics and Tables

74) The way to find answers based on data in a database is to create a(n) \_\_\_\_\_.

Answer: query

Diff: 1

Ref: Understanding Database Basics and Tables

75) A step-by-step guide that walks users through tasks to help you create a form, query, or report is a(n) \_\_\_\_\_.

Answer: wizard

Diff: 1

Ref: Understanding Database Basics and Tables

76) A(n) \_\_\_\_\_ is the run time table created as the result of a query.

Answer: recordset

Diff: 2

Ref: Understanding Database Basics and Tables

77) The operator \_\_\_\_\_ selects the records where the field values listed are within the two values.

Answer: between

Diff: 1

Ref: Understanding Database Basics and Tables

78) A way to interface with a table other than in the Datasheet view is a(n) \_\_\_\_\_.

Answer: form

Diff: 1

Ref: Understanding Database Basics and Tables

79) A(n) \_\_\_\_\_ can be based on the data in a table or query.

Answer: report

Diff: 1

Ref: Understanding Database Basics and Tables

80) Arranging records together by the value of a single field is called \_\_\_\_\_.

Answer: grouping

Diff: 1

Ref: Understanding Database Basics and Tables

81) Match the answer in the first column to the appropriate definition in the second column.  
Each answer can only be used once.

I. <>

II. =

III. <=

IV. >=

V. <

A. selects the records where the field value is greater than or equal to the value provided

B. selects records where the field value is not equal to the value provided

C. selects the records where the field value is less than or equal to the value provided

D. selects the records where the field value is less than the value provided

E. selects the records where the field value is equal to the value provided

Answer: I. B, II. E, III. C, IV. A, V. D

Diff: 1

Ref: Understanding Queries, Forms, and Reports

82) Match the answer in the first column to the appropriate definition in the second column.  
Each answer can only be used once.

- I. append now
- II. recordset
- III. query design grid
- IV. compacting
- V. record selector

- A. a run time table created as the result of a query
- B. the first blank row at the end of the table
- C. a small box at the left of a record
- D. rearranging objects to use disk space more efficiently and releases the unused space that results from deleting records or objects
- E. the bottom half of the Design view screen which shows which fields are selected in a query

Answer: I. B, II. A, III. E, IV. D, V. C

Diff: 1

Ref: Various

***Your Office Microsoft 2010 Vol 1, 2e (Kinser)***

**Microsoft Excel 2010, Workshop 1: Understanding and Manipulating Microsoft Excel 2010**

1) Microsoft's spreadsheet application is known as \_\_\_\_\_.

- A) Publisher
- B) Excel
- C) Access
- D) Outlook

Answer: B

Diff: 1

Ref: Understand spreadsheet terminology and components.

2) Another word for a spreadsheet is \_\_\_\_\_.

- A) workbook
- B) field
- C) worksheet
- D) record

Answer: C

Diff: 1

Ref: Understand spreadsheet terminology and components.

3) Which of the following statements is FALSE?

- A) Worksheets contain rows and columns.
- B) Worksheets contain workbooks.
- C) The number of worksheets that be contained in a workbook is a function of the amount of available memory.
- D) Another term for worksheets is spreadsheets.

Answer: B

Diff: 2

Ref: Understand spreadsheet terminology and components.

4) Which of the following statements is FALSE?

- A) Excel 2010 workbooks have xls as their file extension.
- B) A spreadsheet is a powerful computer program.
- C) Spreadsheets are a grid of rows and columns.
- D) Spreadsheets are commonly used to perform what-if analysis.

Answer: A

Diff: 1

Ref: Understand spreadsheet terminology and components.

5) SUM and AVERAGE are examples of \_\_\_\_\_.

- A) formulas
- B) functions
- C) cell references
- D) records

Answer: B

Diff: 2

Ref: Understand spreadsheet terminology and components.

6) An equation that produces a result is known as a(n) \_\_\_\_\_.

- A) function
- B) record
- C) formula
- D) cell reference

Answer: C

Diff: 2

Ref: Understand spreadsheet terminology and components.

7) All functions must begin with the \_\_\_\_\_ character.

- A) \$
- B) =
- C) >
- D) ?

Answer: B

Diff: 1

Ref: Understand spreadsheet terminology and components.

8) Which of the following is least likely to be found in a single cell?

- A) operators
- B) text
- C) charts
- D) functions

Answer: C

Diff: 1

Ref: Understand spreadsheet terminology and components.

9) Excel 2010 workbooks are saved with a default file extension of \_\_\_\_\_.

- A) .wbk
- B) .exc
- C) .accdb
- D) .xlsx

Answer: D

Diff: 3

Ref: Understand spreadsheet terminology and components.

10) Which of the following statements about workbooks is TRUE?

- A) Workbooks must contain three worksheets.
- B) New, blank workbooks contain three worksheets, by default.
- C) There is a maximum of five worksheets in a workbook.
- D) Workbooks have a file extension of .xls.

Answer: B

Diff: 3

Ref: Understand spreadsheet terminology and components.

11) What-if analysis allows users to \_\_\_\_\_.

- A) create graphs and charts of existing data.
- B) insert built-in programs that perform tasks like SUM and AVERAGE.
- C) change values in spreadsheet cells to investigate the effects on calculated values of interest.
- D) create an equation that produces a result.

Answer: C

Diff: 2

Ref: Understand spreadsheet terminology and components.

12) A user wishes to change values in a cell and see what the effects are on calculated values elsewhere in the worksheet. The user has executed a(n) \_\_\_\_\_.

- A) AutoFill
- B) what-if analysis
- C) formula
- D) function

Answer: B

Diff: 2

Ref: Understand spreadsheet terminology and components.

13) A cell in the third row and fourth column has the cell reference \_\_\_\_\_.

- A) C4
- B) 3D
- C) 4C
- D) D3

Answer: D

Diff: 2

Ref: Understand spreadsheet terminology and components.

14) Which of the following is not a valid cell reference?

- A) A3
- B) J21
- C) AA3
- D) 4C

Answer: D

Diff: 3

Ref: Understand spreadsheet terminology and components.

15) Keyboard navigation can be done using \_\_\_\_\_ such as pressing the Tab key to move one column right.

- A) keyboard shortcuts
- B) magic keys
- C) active keys
- D) keyboard references

Answer: A

Diff: 2

Ref: Understand spreadsheet terminology and components.

16) Of the following, which makes up the smallest element in a workbook?

- A) cell
- B) row
- C) worksheet
- D) column

Answer: A

Diff: 2

Ref: Understand spreadsheet terminology and components.

17) A \_\_\_\_\_ is labeled with a number, such as 1, 2, or 3.

- A) column
- B) row
- C) cell
- D) worksheet

Answer: B

Diff: 2

Ref: Understand spreadsheet terminology and components.

18) A \_\_\_\_\_ is labeled with letters, such as A, B, or C.

- A) column
- B) row
- C) worksheet
- D) cell

Answer: A

Diff: 2

Ref: Understand spreadsheet terminology and components.

19) Sheet1 is an example of a default \_\_\_\_\_ within a workbook.

- A) worksheet
- B) row
- C) cell
- D) column

Answer: A

Diff: 1

Ref: Understand spreadsheet terminology and components.



20) A \_\_\_\_\_ is found at an intersection in Excel, and might have a name such as C8 or G11.

- A) column
- B) row
- C) worksheet
- D) cell

Answer: C

Diff: 2

Ref: Understand spreadsheet terminology and components.

21) A worksheet contains all of the following EXCEPT \_\_\_\_\_.

- A) columns
- B) rows
- C) worksheets
- D) cells

Answer: C

Diff: 2

Ref: Understand spreadsheet terminology and components.

22) Worksheet navigation is defined as moving the location of the active \_\_\_\_\_.

- A) column
- B) cell
- C) row
- D) worksheet

Answer: B

Diff: 2

Ref: Understand spreadsheet terminology and components.

23) Printable characters, including letters, numbers, and special characters, are stored as \_\_\_\_\_ data.

- A) text
- B) date/time
- C) numeric
- D) none of the above

Answer: A

Diff: 1

Ref: Enter and edit data.

24) Text that is too lengthy to fit in one cell can have text wrapping applied, or the user can add a \_\_\_\_\_ to break up the data inside a cell.

- A) date/time
- B) range
- C) section break
- D) hard return

Answer: D

Diff: 2

Ref: Enter and edit data.

25) A worksheet that is not currently visible can be changed to the \_\_\_\_\_ worksheet by clicking on the worksheet tab in the bottom-left corner of the Excel window.

- A) default
- B) referenced
- C) dormant
- D) active

Answer: D

Diff: 2

Ref: Enter and edit data.

26) A group of selected cells is also known as a cell \_\_\_\_\_.

- A) cluster
- B) range
- C) block
- D) field

Answer: B

Diff: 1

Ref: Manipulate cells and cell ranges.

27) Which of the following represents a cell range?

- A) C6-E10
- B) \$B\$6
- C) A4 + D14
- D) N8:P9

Answer: D

Diff: 2

Ref: Manipulate cells and cell ranges.

28) R4:T8 is an example of a \_\_\_\_\_.

- A) row
- B) column
- C) cell reference
- D) cell range

Answer: D

Diff: 2

Ref: Manipulate cells and cell ranges.

29) Which of the following statements is FALSE?

- A) Scaling can fit all columns on a single page.
- B) Scaling may make data too small to be readable.
- C) A worksheet in landscape orientation may be 11 inches wide by 8.5 inches tall.
- D) Portrait orientation means a page is wider than it is tall.

Answer: D

Diff: 2

Ref: Manipulate cells and cell ranges.

30) AutoFill allows users to \_\_\_\_\_ using the fill handle.

- A) delete formulas from within cells
- B) move content from one cell to another
- C) copy information to the office clipboard to paste in to another worksheet
- D) copy information from one cell, or a series of cells, in to another set of cells

Answer: D

Diff: 3

Ref: Manipulate cells and cell ranges.

31) Which of the following is FALSE?

- A) White space is always white.
- B) White space gives a document visual structure.
- C) White space is a term for the part of the document that does not contain data or documentation.
- D) White space creates a sense of order in the mind of the worksheet user.

Answer: A

Diff: 3

Ref: Manipulate cells and cell ranges.

32) In order to see what a worksheet will look like when printed, use the Print \_\_\_\_\_ feature.

- A) Preview
- B) Range
- C) White Space
- D) Setup

Answer: A

Diff: 1

Ref: Preview and print worksheets.

33) Which of the following is an example of portrait dimensions?

- A) 8.5 inches wide by 11 inches tall
- B) 11 inches wide by 8.5 inches tall
- C) 5 inches wide by 5 inches tall
- D) All are examples of portrait dimensions.

Answer: A

Diff: 2

Ref: Preview and print worksheets.

34) A worksheet is a spreadsheet contained in a workbook.

Answer: TRUE

Diff: 2

Ref: Understand spreadsheet terminology and components.

35) A worksheet is made up of rows and columns.

Answer: TRUE

Diff: 1

Ref: Understand spreadsheet terminology and components.

36) A workbook must contain at least three worksheets.

Answer: FALSE

Diff: 3

Ref: Understand spreadsheet terminology and components.

37) A spreadsheet is a computer program.

Answer: TRUE

Diff: 1

Ref: Understand spreadsheet terminology and components.

38) The intersection of a row and column is called a cell.

Answer: TRUE

Diff: 2

Ref: Understand spreadsheet terminology and components.

39) Cells can contain text, numbers, formulas, and/or functions.

Answer: TRUE

Diff: 1

Ref: Understand spreadsheet terminology and components.

40) Excel includes common functions such as SUM and AVERAGE.

Answer: TRUE

Diff: 2

Ref: Understand spreadsheet terminology and components.

41) A formula is a built-in program that performs common tasks.

Answer: FALSE

Diff: 3

Ref: Understand spreadsheet terminology and components.

42) All formulas and functions must start with the equal sign (=).

Answer: TRUE

Diff: 2

Ref: Understand spreadsheet terminology and components.

43) Changing values in spreadsheet cells to investigate the effects is known as what-if analysis.

Answer: TRUE

Diff: 1

Ref: Understand spreadsheet terminology and components.

44) A column can also be referred to as a record.

Answer: TRUE

Diff: 2

Ref: Understand spreadsheet terminology and components.

45) A cell can also be referred to as a field.

Answer: TRUE

Diff: 2

Ref: Understand spreadsheet terminology and components.

46) The intersection of a row and column is known as a record.

Answer: FALSE

Diff: 2

Ref: Understand spreadsheet terminology and components.

47) There are more rows in an Excel spreadsheet than there are cells.

Answer: FALSE

Diff: 3

Ref: Understand spreadsheet terminology and components.

48) A new Excel workbook contains three worksheets, by default named Book1, Book2, and Book3.

Answer: FALSE

Diff: 2

Ref: Understand spreadsheet terminology and components.

49) Columns are lettered in descending sequence from left to right.

Answer: FALSE

Diff: 3

Ref: Understand spreadsheet terminology and components.

50) Rows are numbered in ascending sequence from top to bottom.

Answer: TRUE

Diff: 2

Ref: Understand spreadsheet terminology and components.

51) The intersection of row 1 and column Q is known as 1Q,

Answer: FALSE

Diff: 1

Ref: Understand spreadsheet terminology and components.

52) J42 is an example of a cell reference.

Answer: TRUE

Diff: 1

Ref: Understand spreadsheet terminology and components.

53) Rows are represented by letters.

Answer: FALSE

Diff: 1

Ref: Understand spreadsheet terminology and components.

54) A cell can be made an active cell by clicking on it.

Answer: TRUE

Diff: 1

Ref: Understand spreadsheet terminology and components.

55) Worksheet navigation refers to scrolling up and down (or left and right) in a worksheet using the scroll bar.

Answer: FALSE

Diff: 3

Ref: Understand spreadsheet terminology and components.

56) Scrolling in a worksheet moves the active cell.

Answer: FALSE

Diff: 2

Ref: Understand spreadsheet terminology and components.

57) Changing the cell alignment so words fit on to multiple lines is also known as wrapping text.

Answer: TRUE

Diff: 2

Ref: Understand spreadsheet terminology and components.

58) C6 is an example of a cell range.

Answer: FALSE

Diff: 2

Ref: Enter and edit data.

59) If the background of a worksheet is yellow, the area without data or documentation is referred to as yellow space rather than white space.

Answer: FALSE

Diff: 2

Ref: Manipulate cells and cell ranges.

60) Page breaks can NOT be inserted into an Excel worksheet.

Answer: FALSE

Diff: 2

Ref: Preview and print worksheets.

61) Portrait orientation means the page is taller than it is wide.

Answer: TRUE

Diff: 2

Ref: Preview and print worksheets.

62) Printouts are generally sent to square sheets of paper.

Answer: FALSE

Diff: 1

Ref: Preview and print worksheets.

63) If data is too wide to fit on a printed page, scaling may solve the problem.

Answer: TRUE

Diff: 2

Ref: Preview and print worksheets.

64) Worksheets can be hidden from view.

Answer: TRUE

Diff: 3

Ref: Manipulate worksheets and workbooks.

65) Worksheets can be renamed, deleted, and moved.

Answer: TRUE

Diff: 3

Ref: Manipulate worksheets and workbooks.

66) Unused worksheets are a form of clutter in a workbook and generally should be deleted.

Answer: TRUE

Diff: 3

Ref: Manipulate worksheets and workbooks.

67) Worksheet footers appear at the top of the page.

Answer: FALSE

Diff: 1

Ref: Manipulate worksheets and workbooks.

68) Pressing Alt+Tab allows a user to quickly move between open workbooks.

Answer: FALSE

Diff: 2

Ref: Manipulate worksheets and workbooks.

69) A(n) \_\_\_\_\_ is another word for a spreadsheet.

Answer: worksheet

Diff: 2

Ref: Understand spreadsheet terminology and components.

70) A(n) \_\_\_\_\_ is a powerful computer program with a user interface that is a grid of rows and columns.

Answer: spreadsheet

Diff: 1

Ref: Understand spreadsheet terminology and components.

71) A(n) \_\_\_\_\_ is an intersection of a row and column.

Answer: cell

Diff: 2

Ref: Understand spreadsheet terminology and components.

72) Each worksheet contains a number of \_\_\_\_\_, each of which can contain text, numbers, formulas, and/or functions.

Answer: cells

Diff: 3

Ref: Understand spreadsheet terminology and components.

73) A(n) \_\_\_\_\_ is an equation that produces a result and may contain numbers, text, and other such data.

Answer: formula

Diff: 2

Ref: Understand spreadsheet terminology and components.

74) Spreadsheets are used to perform \_\_\_\_\_, where you can change values in spreadsheet cells to investigate the effect on calculated values of interest.

Answer: what-if analysis

Diff: 2

Ref: Understand spreadsheet terminology and components.

75) A spreadsheet can be used as a basic collection of data where each row is a(n) \_\_\_\_\_.

Answer: record

Diff: 2

Ref: Understand spreadsheet terminology and components.

76) A spreadsheet can be used as a basic collection of data where each column is a(n) \_\_\_\_\_.

Answer: field

Diff: 2

Ref: Understand spreadsheet terminology and components.

77) A cell in the second row and fifth column would be referred to by the cell reference \_\_\_\_\_.

Answer: E2

Diff: 2

Ref: Understand spreadsheet terminology and components.

78) The intersection of column F and row 5 has the cell reference \_\_\_\_\_.

Answer: F5

Diff: 1

Ref: Understand spreadsheet terminology and components.

79) A3 and E9 are examples of cell \_\_\_\_\_.

Answer: references

Diff: 1

Ref: Understand spreadsheet terminology and components.



80) \_\_\_\_\_ are lettered in ascending sequence from left to right.

Answer: Columns

Diff: 1

Ref: Understand spreadsheet terminology and components.

81) The selected cell (with a thick, black line border) is also known as the \_\_\_\_\_ cell.

Answer: active

Diff: 2

Ref: Understand spreadsheet terminology and components.

82) Moving the location of the current cell is known as worksheet \_\_\_\_\_.

Answer: navigation

Diff: 2

Ref: Understand spreadsheet terminology and components.

83) By clicking on a worksheet tab, a user makes it the \_\_\_\_\_ worksheet.

Answer: active

Diff: 1

Ref: Understand spreadsheet terminology and components.

84) A set of selected cells that are not next to each other are also known as \_\_\_\_\_.

Answer: noncontiguous

Diff: 3

Ref: Manipulate cells and cell ranges.

85) A set of cells is also known as a cell \_\_\_\_\_.

Answer: range

Diff: 2

Ref: Manipulate cells and cell ranges.

86) A4:B5 is an example of a cell \_\_\_\_\_.

Answer: range

Diff: 2

Ref: Manipulate cells and cell ranges.

87) The part of a document that does not contain data is known as \_\_\_\_\_.

Answer: white space

Diff: 1

Ref: Manipulate cells and cell ranges.

88) If a user inserts a few blank rows around some data to create a sense of order, they have inserted \_\_\_\_\_.

Answer: white space

Diff: 3

Ref: Manipulate cells and cell ranges.

89) In order to see a facsimile of how a document will look on paper, use the \_\_\_\_\_ option found under the File tab.

Answer: Print Preview

Diff: 2

Ref: Manipulate cells and cell ranges.

90) A that is page wider than it is tall is in \_\_\_\_\_ orientation.

Answer: landscape

Diff: 2

Ref: Preview and print worksheets.

91) A worksheet that is 11 inches tall and 8.5 inches wide is in \_\_\_\_\_ orientation.

Answer: portrait

Diff: 3

Ref: Preview and print worksheets.

92) Shrinking data to fit on one page is known as \_\_\_\_\_.

Answer: scaling

Diff: 3

Ref: Manipulate cells and cell ranges.

93) The white space left at the edges of the printed page are known as page \_\_\_\_\_.

Answer: margins

Diff: 3

Ref: Manipulate cells and cell ranges.

94) Match the answer in the first column to the appropriate definition in the second column.

Each answer can only be used once.

I. cell

II. field

III. formula

IV. record

V. range

A. a row in a spreadsheet

B. a column in a spreadsheet

C. an intersection of a row and column

D. a group of cells

E. an equation that produces a result

Answer: I. C, II. B, III. E, IV. A, V. D

Diff: 2

Ref: Understand spreadsheet terminology and components.

95) Match the answer in the first column to the appropriate definition in the second column.  
Each answer can only be used once.

- I. cell
- II. column
- III. formula
- IV. range
- V. row

- A. K
- B. 12
- C. G4
- D. P4:R6
- E. =T3+T5

Answer: I. C, II. A, III. E, IV. D, V. B

Diff: 2

Ref: Understand spreadsheet terminology and components.

***Your Office Microsoft 2010 Vol 1, 2e (Kinser)***

**Microsoft Office Outlook 2010, Workshop 1: Communicating with E-mail, and Managing Contacts, Calendars, and Tasks**

1) Each of the four major components of Outlook contains a \_\_\_\_\_ and toolbars.

- A) Contact card
- B) Default button
- C) task log
- D) Ribbon

Answer: D

Diff: 1

Ref: Identifying the Components of the Outlook Window

2) One advantage to sending e-mail is that e-mails are \_\_\_\_\_.

- A) more private and less likely to be shared
- B) slower than snail mail
- C) open to anyone who has a Web browser
- D) delivered almost instantly anywhere in the world via the Internet

Answer: D

Diff: 1

Ref: Describing the Basics of E-mail

3) A(n) \_\_\_\_\_ allows you to compose, send, and receive e-mail messages.

- A) host server
- B) mail client
- C) e-mail server
- D) message server

Answer: B

Diff: 1

Ref: Describing the Basics of E-mail

4) Mail sent through the U.S Postal Service is sometimes called \_\_\_\_\_.

- A) postcards
- B) letters
- C) snail mail
- D) paper mail

Answer: C

Diff: 1

Ref: Describing the Basics of E-mail

5) A special computer that servers as a post office and enables you to receive your e-mails and delivers the messages you send is called a(n) \_\_\_\_\_.

- A) mail server
- B) e-mail server
- C) message server
- D) host server

Answer: A

Diff: 1

Ref: Describing the Basics of E-mail

6) A unique word that identifies you to the mail server is your \_\_\_\_\_.

- A) code name
- B) user name
- C) password
- D) identification name

Answer: B

Diff: 1

Ref: Describing the Basics of E-mail

7) A group of characters that works in combination with your user name to prevent unauthorized access by others is called a(n) \_\_\_\_\_.

- A) password
- B) user name
- C) identifier
- D) code name

Answer: A

Diff: 2

Ref: Describing the Basics of E-mail

8) The component of Outlook that contains panes, folders, and tools for managing e-mail is called the \_\_\_\_\_ component.

- A) contacts
- B) e-mail
- C) task
- D) calendar

Answer: B

Diff: 1

Ref: Describing the Basics of E-mail

9) The pane that displays the text of a selected message, appointment, contact, or task is called the \_\_\_\_\_ Pane.

- A) Task
- B) Navigation
- C) E-mail
- D) Reading

Answer: D

Diff: 2

Ref: Describing the Basics of E-mail

10) Until deleted messages are permanently deleted, they are stored in the \_\_\_\_\_ folder.

- A) Junk E-mail
- B) Inbox
- C) Deleted Items
- D) Outbox

Answer: C

Diff: 1

Ref: Describing the Basics of E-mail

11) Messages you have written that have not yet been sent are kept in the \_\_\_\_\_ folder.

- A) Outbox
- B) Inbox
- C) Junk E-mail
- D) Deleted Items

Answer: A

Diff: 1

Ref: Describing the Basics of E-mail

12) The \_\_\_\_\_ folder keeps a copy of all the e-mails you send.

- A) Drafts
- B) Sent Items
- C) Outbox
- D) Deleted Items

Answer: B

Diff: 1

Ref: Describing the Basics of E-mail

13) Unfinished messages are saved in the \_\_\_\_\_ folder.

- A) Outbox
- B) Drafts
- C) Inbox
- D) Deleted Items

Answer: B

Diff: 1

Ref: Describing the Basics of E-mail

14) To compose a new e-mail, click \_\_\_\_\_.

- A) Compose E-mail on the Home tab
- B) New E-mail on the Home tab
- C) Compose E-mail on the New tab
- D) New E-mail on the Insert tab

Answer: B

Diff: 1

Ref: Describing the Basics of E-mail

15) Outlook provides the option to use \_\_\_\_\_ which has preset colors, fonts, and effects.

- A) a theme
- B) WordArt
- C) stationery
- D) SmartArt

Answer: C

Diff: 2

Ref: Describing the Basics of E-mail

16) Options to add vivid colors, active graphics, and background images that are not available in stationery are available in \_\_\_\_\_.

- A) WordArt
- B) Art gallery
- C) themes
- D) SmartArt

Answer: C

Diff: 1

Ref: Describing the Basics of E-mail

17) The To box contains the \_\_\_\_\_ of the recipient.

- A) full names
- B) street addresses
- C) phone numbers
- D) e-mail addresses

Answer: D

Diff: 1

Ref: Describing the Basics of E-mail

18) The \_\_\_\_\_ text box contains the address of other people who will receive copies of the e-mail.

- A) From
- B) Cdd
- C) To
- D) Cc

Answer: D

Diff: 1

Ref: Describing the Basics of E-mail

19) If you need to document an e-mail by sending a copy to your supervisor without the main recipient knowing your supervisor is getting a copy, you would put your supervisor's e-mail address in the \_\_\_\_\_ box.

- A) To
- B) Bcc
- C) Cc
- D) Cdd

Answer: B

Diff: 1

Ref: Describing the Basics of E-mail

20) Mail servers may block e-mails with attached file types with \_\_\_\_\_ enabled.

- A) contents
- B) file names
- C) macros
- D) saving

Answer: C

Diff: 2

Ref: Describing the Basics of E-mail

21) When you reply to an e-mail, Outlook automatically enters the \_\_\_\_\_ to the appropriate boxes.

- A) signatures
- B) recipients
- C) themes
- D) files

Answer: B

Diff: 1

Ref: Describing the Basics of E-mail

22) The \_\_\_\_\_ button sends a message to everyone in the To and Cc text boxes.

- A) Forward
- B) Send
- C) Reply All
- D) Reply

Answer: C

Diff: 1

Ref: Describing the Basics of E-mail



23) When you receive a message, you can \_\_\_\_\_ it to someone who did not originally receive it.

- A) Reply
- B) Forward
- C) Mail
- D) Send

Answer: B

Diff: 1

Ref: Describing the Basics of E-mail

24) The shortcut key method to begin a New E-mail, Appointment, or Task is \_\_\_\_\_, depending on which component you are currently displaying.

- A) N
- B) Ctrl+N
- C) Shift+N
- D) Alt+N

Answer: B

Diff: 1

Ref: Describing the Basics of E-mail

25) Your supervisor, Joan, has sent you a very important e-mail message. To the right of the message in the Inbox, this message will display a(n) \_\_\_\_\_.

- A) asterisk
- B) exclamation point
- C) paper clip
- D) flag

Answer: B

Diff: 1

Ref: Describing the Basics of E-mail

26) In Outlook, you can use \_\_\_\_\_ to help you organize your work by grouping together similar items and assigning a group name and color.

- A) flags
- B) graphics
- C) colors
- D) Categories

Answer: D

Diff: 1

Ref: Describing the Basics of E-mail

27) Messages that share the same subject line, and can be collapsed or expanded as needed are called \_\_\_\_\_.

- A) topics
- B) threads
- C) themes
- D) conversations

Answer: D

Diff: 2

Ref: Describing the Basics of E-mail

28) The style that provides a header to the message listing the person the message is from, when it was sent, who the recipients were, the Subject, and the file name of attachments is called the \_\_\_\_\_.

- A) Memo Style
- B) Conversation Style
- C) E-mail Style
- D) Table Style

Answer: A

Diff: 1

Ref: Describing the Basics of E-mail

29) \_\_\_\_\_ messages is a good method to document a conversation.

- A) Saving
- B) Printing
- C) Forwarding
- D) Deleting

Answer: B

Diff: 1

Ref: Describing the Basics of E-mail

30) Keeping track of e-mail addresses is much easier when you use the \_\_\_\_\_ component of Outlook.

- A) Navigation
- B) Reading Pane
- C) Contacts
- D) Calendar

Answer: C

Diff: 1

Ref: Creating and Using Contacts

31) When you set up a(n) \_\_\_\_\_, you can use the name of the list in the address box of new e-mail messages.

- A) distribution list
- B) contacts list
- C) group list
- D) activity list

Answer: A

Diff: 2

Ref: Creating and Using Contacts

32) You can organize your schedule and set up reminders using Outlook's \_\_\_\_\_ component.

- A) Task
- B) Contacts
- C) Calendar
- D) Mail

Answer: C

Diff: 1

Ref: Managing the Calendar

33) A small month calendar that is used to select different dates quickly is the \_\_\_\_\_.

- A) Daily Schedule
- B) To-Do Bar
- C) Work Calendar
- D) Date Navigator

Answer: D

Diff: 2

Ref: Managing the Calendar

34) A feature that provides a quick overview of the calendar, upcoming appointments, and tasks is the \_\_\_\_\_.

- A) To-Do Bar
- B) Date Navigator
- C) Notes Bar
- D) Daily Calendar

Answer: A

Diff: 2

Ref: Managing the Calendar

35) Using a rule, you can apply \_\_\_\_\_ to appointments on your calendar to help remind yourself that a meeting is important.

- A) exclamation points
- B) asterisks
- C) a graphic
- D) conditional formatting

Answer: D

Diff: 3

Ref: Managing the Calendar

36) Activities on the Outlook \_\_\_\_\_ list can be scheduled, categorized, marked as complete, or assigned to other people.

- A) Tasks
- B) Schedule
- C) Calendar
- D) Contacts

Answer: A

Diff: 2

Ref: Managing Tasks and Notes

37) Tasks appear on the \_\_\_\_\_ List in the main window of the Tasks component.

- A) To\_Do
- B) Notes
- C) Schedule
- D) Contacts

Answer: A

Diff: 1

Ref: Managing Tasks and Notes

38) To create a new note, click the Notes button on the Navigation Pane and then click \_\_\_\_\_.

- A) New Note on the Home tab
- B) New Note on the Insert tab
- C) Create Note on the Insert tab
- D) Create Note on the Home tab

Answer: A

Diff: 2

Ref: Managing Tasks and Notes

39) Each Outlook component contains a Ribbon and toolbars that provide access to commands.

Answer: TRUE

Diff: 1

Ref: Identifying the Components of the Outlook Window

40) An advantage of e-mail over snail mail is the ability to instantly send and receive messages anywhere in the world via the Internet.

Answer: TRUE

Diff: 1

Ref: Describing the Basics of E-mail

41) Microsoft Outlook is an example of a mail client.

Answer: TRUE

Diff: 1

Ref: Describing the Basics of E-mail

42) A good password is any unusual word found in a dictionary.

Answer: FALSE

Diff: 1

Ref: Describing the Basics of E-mail

43) By default, when you log on to the mail server, outgoing mail is uploaded from your computer to the server and sent to the recipient(s), and your new mail is downloaded into the Outlook Inbox folder of your computer.

Answer: TRUE

Diff: 1

Ref: Describing the Basics of E-mail

44) It is illegal for employers to monitor employee e-mail sent using the company e-mail system.

Answer: FALSE

Diff: 1

Ref: Describing the Basics of E-mail

45) The Reading Pane allows you to see the text of a selected message, appointment, contact, or task depending on the selected component.

Answer: TRUE

Diff: 1

Ref: Describing the Basics of E-mail

46) When you delete a message from the Inbox, it has been permanently removed from your computer.

Answer: FALSE

Diff: 1

Ref: Describing the Basics of E-mail

47) Outlook's junk e-mail system is infallible and never makes a mistake, so you do not need to review the Junk E-mail folder for legitimate messages.

Answer: FALSE

Diff: 1

Ref: Describing the Basics of E-mail

48) When you send a message, you must manually move a copy of the message to the Sent Items folder.

Answer: FALSE

Diff: 1

Ref: Describing the Basics of E-mail

49) Themes and stationery can be used to add preset colors, fonts, effects, active graphics, and background images to your e-mail.

Answer: TRUE

Diff: 1

Ref: Describing the Basics of E-mail

50) Using the Cc address box will hide the e-mail addresses of multiple recipients from each other.

Answer: FALSE

Diff: 1

Ref: Describing the Basics of E-mail

51) Before sending an e-mail, you should double-check the addresses entered into the address boxes to ensure they are accurate.

Answer: TRUE

Diff: 1

Ref: Describing the Basics of E-mail

52) Since mail servers seldom have a size limit on them, you can send an e-mail with a large file attached without being concerned that your recipient will receive it.

Answer: FALSE

Diff: 1

Ref: Describing the Basics of E-mail

53) A signature block contains text and sometimes graphics that provide additional information about the sender.

Answer: TRUE

Diff: 1

Ref: Describing the Basics of E-mail

54) The speed at which an e-mail is conveyed and delivered is based on factors such as connection speed, size of attachments, and network traffic.

Answer: TRUE

Diff: 1

Ref: Describing the Basics of E-mail

55) Messages in the Inbox which have been read will appear in BOLD type.

Answer: FALSE

Diff: 1

Ref: Describing the Basics of E-mail

56) You CAN categorize e-mail, calendar items, and contacts with color coding, but you CANNOT categorize tasks with color coding.

Answer: FALSE

Diff: 1

Ref: Describing the Basics of E-mail

57) Conversations, messages that can be viewed in groups, can be expanded or collapsed.

Answer: TRUE

Diff: 1

Ref: Describing the Basics of E-mail

58) Outlook is a desktop assistant that allows you to dynamically share information between the components by dragging it from one component to another.

Answer: TRUE

Diff: 2

Ref: Organizing Your Life with Contacts, Calendars, Tasks, and Notes

59) The Contacts component in Outlook keeps track of addresses and other personal information.

Answer: TRUE

Diff: 1

Ref: Organizing Your Life with Contacts, Calendars, Tasks, and Notes

60) You can print the entire contact list, but it is NOT possible to print a single contact card.

Answer: FALSE

Diff: 1

Ref: Creating and Using Contacts

61) In Outlook you can have a work calendar, a personal calendar, and a school calendar, and view them all at the same time.

Answer: TRUE

Diff: 3

Ref: Managing the Calendar

62) Notes, similar to sticky notes, are available as an Add-in component to Outlook.

Answer: FALSE

Diff: 3

Ref: Managing Tasks and Notes

63) The buttons for each major component of Outlook are available at the bottom of the \_\_\_\_\_.

Answer: Navigation pane

Diff: 2

Ref: Introduction to Outlook and E-mail

64) E-mail is the short version of the phrase \_\_\_\_\_.

Answer: electronic mail

Diff: 1

Ref: Describing the Basics of E-mail

65) A(n) \_\_\_\_\_ allows you to compose, send and receive e-mail messages, while a mail server functions as the post office and ensures you can send and receive messages.

Answer: mail client

Diff: 1

Ref: Describing the Basics of E-mail

66) A(n) \_\_\_\_\_ is a unique word that identifies you to the mail server.

Answer: user name

Diff: 1

Ref: Describing the Basics of E-mail

67) A secret word or group of characters that work in combination with your user name to protect your account from unauthorized access is called a(n) \_\_\_\_\_.

Answer: password

Diff: 1

Ref: Describing the Basics of E-mail

68) When you receive new mail, by default, it goes into the Outlook \_\_\_\_\_ folder on your computer.

Answer: Inbox

Diff: 1

Ref: Describing the Basics of E-mail

69) If you turn off the \_\_\_\_\_, you can open a message in a new window by double-clicking the message in the message list.

Answer: Reading Pane

Diff: 2

Ref: Describing the Basics of E-mail

70) When you delete messages from the Inbox, they are stored in the \_\_\_\_\_ folder until you permanently delete them.

Answer: Deleted Items

Diff: 2

Ref: Describing the Basics of E-mail

71) The \_\_\_\_\_ folder holds all the messages you have written that have NOT been uploaded to the server.

Answer: Outbox

Diff: 1

Ref: Describing the Basics of E-mail

72) By default, received messages are arranged by \_\_\_\_\_ and time, with the most recent messages on top of the list.

Answer: date

Diff: 1

Ref: Describing the Basics of E-mail

73) \_\_\_\_\_ can be expanded or collapsed as needed and share the same subject line.

Answer: Conversations

Diff: 2

Ref: Describing the Basics of E-mail



74) The \_\_\_\_\_ component of Outlook allows you to store personal information, notes, and a photograph of the person on the card.

Answer: Contacts

Diff: 2

Ref: Organizing Your Life with Contacts, Calendars, Tasks, and Notes

75) In the Contacts component, the \_\_\_\_\_ view allows you to see the information you entered into fields as you created the contact.

Answer: Card

Diff: 2

Ref: Creating and Using Contacts

76) When you print the contacts in a category using the \_\_\_\_\_, the contact card information for each contact will print on separate sheets.

Answer: Memo Style

Diff: 3

Ref: Creating and Using Contacts

77) Contact \_\_\_\_\_ allow you to quickly send an e-mail to a predefined list of people.

Answer: groups

Diff: 1

Ref: Creating and Using Contacts

78) The \_\_\_\_\_ component of Outlook lets you set up appointments, reminders, and organize your schedule.

Answer: Calendar

Diff: 1

Ref: Managing the Calendar

79) The Calendar folders are displayed on the left of the \_\_\_\_\_ of the Outlook window.

Answer: Navigation Pane

Diff: 2

Ref: Managing the Calendar

80) A small month calendar that allows you to select specific dates quickly is the \_\_\_\_\_.

Answer: Date Navigator

Diff: 2

Ref: Managing the Calendar

81) For a quick overview of the calendar, upcoming appointments, and tasks, you should review the \_\_\_\_\_.

Answer: To-Do Bar

Diff: 1

Ref: Managing the Calendar

82) A(n) \_\_\_\_\_ is an assignment of time for which you do not have to schedule resources such as rooms.

Answer: appointment

Diff: 1

Ref: Managing the Calendar

83) When Outlook automatically creates and sends e-mail notifications to one or more scheduled attendees, you have scheduled a(n) \_\_\_\_\_.

Answer: meeting

Diff: 2

Ref: Managing the Calendar

84) When you place \_\_\_\_\_ in folders, they will be shown on the main To-Do List.

Answer: tasks

Diff: 1

Ref: Managing Tasks and Notes

85) When a task is displayed with red text, it indicates that the task is \_\_\_\_\_.

Answer: overdue

Diff: 1

Ref: Managing Tasks and Notes

86) The purpose of the \_\_\_\_\_ component is to jog your memory rather than to set a deadline.

Answer: Notes

Diff: 1

Ref: Managing Tasks and Notes