

## Business and Administration Level 2 Exemplar Test

### Unit 1 Apply work skills

Read the following questions and choose the correct answer A, B, C or D. Choose one answer only.

- 1 How can risks be kept to a minimum when using computer hardware?
  - A Install secure username and password facilities
  - B Upgrade to the latest operating system
  - C Use both internal and manufacturer's guidelines
  - D Lock all doors when not in use
  
- 2 An administrator has guidelines to follow when inputting customers' details onto the computer system. Why is it important for the administrator to follow the guidelines?
  - A So that it saves the administrator as much time as possible to do the job
  - B To be sure that information is inputted in line with company requirements
  - C To be sure that the administrator knows exactly how to input correctly
  - D So that the office supervisor knows that procedure has been followed
  
- 3 What is the main advantage of inputting text directly via voice?
  - A Headphones will minimise disruption
  - B Electronic files are named automatically
  - C Checking for accuracy is not required
  - D Keyboard input is greatly reduced
  
- 4 Your colleague, who has been called to Head Office, has left you a hastily scribbled note asking you to complete an urgent task. The handwriting is messy and you have trouble working out some of the words. Which **one** of the following is the **best** way to seek clarification quickly from your colleague?
  - A Wait for your colleague's return and speak face-to-face
  - B Ring the colleague and talk through which words are a problem
  - C Email the colleague and send it before going home
  - D Type memo and then print it and circulate it via manager

- 5 Which **one** of the following is a tool for planning and prioritising your work?
- A A day-a-page diary
  - B An annual leave chart
  - C An office telephone list
  - D A stationery order form
- 6 You are the first person in the office one morning and notice the window is open. Which **one** is the **correct** course of action for you to take?
- A Tell everyone in the office when they get in
  - B Do nothing as it is not important
  - C Close the window and call the police
  - D Inform the manager immediately
- 7 A manager has asked an administrator to complete a report and some of the wording does not make sense. The administrator asks the manager questions. What does this show the manager?
- A That the administrator is not competent to be able to decipher handwriting and will not try
  - B That the administrator is clarifying information to ensure that the manager's needs are met
  - C That the administrator will try anything to extend the deadline and avoid extra work
  - D That the administrator is clarifying information to avoid spending extra time on the task
- 8 When writing a formal letter, what information must appear at the top of the letter?
- A Sender and recipient's address and date
  - B Sender and recipient's address only
  - C Recipient's address and date
  - D Sender address and date
- 9 It is important to question things that are unclear to ensure that
- A Administrators have a say
  - B Needs are met
  - C The manager has a say

D Needs are repeated

- 10 Why is it important to evaluate any travel and accommodation used to record the evaluation?
- A To identify alternative agents that could be used
  - B To assist when making arrangements in the future
  - C To show that agreed suppliers have been utilised
  - D To maintain auditable records of travel arrangements used
- 11 What would influence the format in which a report is presented?
- A The available printer
  - B The needs of the user
  - C The search methods used
  - D The number of copies needed
- 12 Which **one** of the following will **not** enable the needs of a customer to be identified?
- A Listening
  - B Disregarding
  - C Clarifying
  - D Questioning
- 13 Personnel records within an office should be kept in a..... cabinet to maintain confidentiality and security. Which word **correctly** fits in the gap to complete the sentence?
- A Large
  - B Steel
  - C Safe
  - D Locked
- 14 A customer requires written information **immediately**. Which **one** of the following is the **best** way to send the information within the timescale?
- A By e-mail
  - B By post
  - C By courier
  - D By phone

- 15 Why should a receptionist have security responsibilities?
- A To monitor staff in remote areas
  - B To check window and door locks
  - C To supervise burglar alarm installation
  - D To prevent entry of unauthorised persons
- 16 How can computer viruses be avoided?
- A Exchange electronic information
  - B Renew passwords regularly
  - C Install regularly updated detection software
  - D Work remotely from home
- 17 A manager has asked an administrator to complete a task and the administrator is unable to complete it to the deadline. Why is it important to give the manager as much notice as possible about this?
- A Because the manager can leave it up to the administrator to decide when to finish the task instead
  - B Because the manager will be annoyed if the administrator does not say anything until the last minute
  - C Because the manager's plans can be amended, a new deadline agreed and all relevant people informed
  - D Because the manager can then stop using that administrator and ask another administrator to continue the job.
- 18 Which of the following would **not** normally be included in a typical meeting record?
- A Date, place and time
  - B Persons present
  - C Apologies for absence
  - D Listing of refreshments

- 19 A diagram that shows each individual person in an administration team is called a
- A Section team list
  - B Departmental team list
  - C Section structure diagram
  - D Departmental structure chart
- 20 How can meetings be planned effectively and efficiently?
- A By using company premises only
  - B By installing extra security measures
  - C By confirming exact requirements
  - D By making any feedback received confidential
- 21 Which of the following is **not** a proofreading technique?
- A Use of grammar checker and spellchecker
  - B Confirm content with the person requesting the work
  - C Using a dictionary and thesaurus
  - D Moving blocks of data to a different place
- 22 What is the purpose of a fax machine?
- A To give access to all the information people need
  - B To send and receive paper documents over a phone line
  - C To store voice message electronically for listening later
  - D To take incoming post and sort it automatically
- 23 A company has a catalogue, which is stored electronically on the company network. A salesperson wants to take copies of the catalogue overseas to distribute to customers who have no internet access.
- Which piece of hardware can be used to prepare the catalogues for distribution?
- A Modem
  - B CD Writer
  - C USB port

- D Scanner
- 24 Which **one** of the following would be the **best** way of showing a manager that you understand what is being said so that there is complete confidence in you?
- A No eye contact and shuffling feet
  - B Folding of arms and nodding of head
  - C Talking to another member of staff
  - D Eye contact and nodding of head
- 25 An administrator is responsible for taking incoming telephone calls. Which **one** of the following would be the **most** useful written information for the job?
- A Personal to do list
  - B Stationery list
  - C Personnel list
  - D Internal telephone extension list
- 26 Why is confidentiality important for an individual's data?
- A In order that response times for queries are unaffected
  - B To comply with requirements of the Data Protection Act (1998)
  - C Because paper records are treated differently from electronic files
  - D So that individual data is not confused with company data
- 27 The Working Times Regulations (1998) outlines the
- A Minimum monthly working time limits
  - B Minimum weekly working time limits
  - C Maximum weekly working time limits
  - D Maximum monthly working time limits
- 28 The Data Protection Act (1998) contains how many Data Protection Principles?
- A 5
  - B 6
  - C 7

D 8

- 29 An administrator is concerned about working alone in the office. Which **one** of the following organisation specialists would **best** be able to give her correct information?
- A Fire officer
  - B Health and safety officer
  - C Training officer
  - D Human resources officer
- 30 Which would be the best software to use when communicating information to an audience of potential customers in a meeting room?
- A Word processing
  - B Database
  - C Presentation
  - D Spreadsheet
- 31 What is the risk to an organisation of receiving and opening attachments from e-mails?
- A Staff will abuse company time
  - B The company network could become exposed to a virus
  - C Customers will be put off doing business
  - D The hard disk could become too full
- 32 What type of information should **not** be given out over the telephone?
- A Customer service e-mail address
  - B Personal addresses of staff
  - C Registered office address
  - D Company web site address
- 33 Many employees spend the working day using a computer. If they are experiencing headaches towards the end of each working day, what action should be taken to alleviate this problem?
- A Plan an anti-static mat beneath the chair
  - B Arrange to have an eye test
  - C Bend with the knees, not the back

- D Check that there are no trailing cables
- 34 How should non-availability of requested hotel accommodation be dealt with?
- A Raise budget
  - B Seek alternatives
  - C Change dates
  - D Renegotiate brief
- 35 Which storage media could be used to transfer a graphic file between two computers that are not connected to a network?
- A Docking station
  - B Database
  - C Hard copy
  - D Floppy disk
- 36 When researching and reporting information, why is it important to maintain a record of sources used?
- A Gives any reports produced a professional look
  - B It is a requirement of the Data Protection Act (1998)
  - C To justify periods of time spent out of the office
  - D In case a return visit is required for further details
- 37 Why is it important to follow manufacturer's instructions when operating equipment?
- A Removes the need for any training
  - B Reduces the likelihood of any damage occurring
  - C Extends the length of any guarantees
  - D Justifies the time allocated to read them
- 38 What action should be taken when an e-mail message is received from an unknown user?
- A Power down hardware
  - B Isolate and scan for viruses
  - C Open and view the communication

- D Delete immediately and empty recycle bin
- 39 It is important to keep other people up to date with the progress of work as it helps them to
- A Be reactive in the workplace
  - B Be informed about your workload
  - C Be informed about communication
  - D Be effective and proactive in the workplace
- 40 Which of the following is **not** an appropriate method of using the telephone system?
- A Summarising outcomes before ending the call
  - B Giving accurate and up to date information
  - C Identifying callers and their needs
  - D Keeping customers on hold
- 41 Which **one** of the following is **not** a typical type of visitor?
- A Emergency service
  - B Delivery driver
  - C Service supplier
  - D Business contact
- 42 What action should be taken first if, when photocopying, a paper jam occurs?
- A Find another machine to complete the job
  - B Record the number of copies made
  - C Switch the machine off at the plug
  - D Report the problem to the responsible person
- 43 Which **one** of the following is **not** needed to make a new diary entry?
- A Customer procedures
  - B Location
  - C Date and time
  - D People involved

- 44 How can the amount of time spent searching for paper-based files be minimised?
- A Electronically tag all items so that they can be located
  - B Ensure that all filing is completed promptly and accurately
  - C Protect papers by use of plastic pockets and folders
  - D Secure any files that are categorised as confidential
- 45 How can a confidential word-processed document be stored safely and securely?
- A Conceal when visitors are present
  - B Lock the folder in a drawer
  - C Password protect the file
  - D Save to a labelled floppy disk
- 46 An administrator receives a telephone call from a promotions company asking for the home addresses of all staff so that each can be sent an invitation to a party night.
- What is the best action for the administrator to take?
- A Issue the addresses and allow colleagues to enjoy a night out
  - B Refuse the request, as home addresses are personal data
  - C Read the addresses out as only printed data is protected by legislation
  - D Give out the addresses of young employees only
- 47 Why is important to keep diary systems up to date?
- A To justify carrying them everywhere
  - B To minimise the need for planning
  - C To promote a positive image
  - D To prevent appointments clashing
- 48 Which Act of Parliament deals with “unauthorised access to computer material”?
- A Computer Misuse Act (1990)
  - B Data Protection Act (1998)
  - C Freedom of Information Act (2000)

D Copyright Design and Patents Act (1998)

49 Which **one** of the following **best** describes the importance of in-company policies to each employee?

A Each employee knows what choice the company gives every customer

B Each employee knows the requirements that must be met

C Each employee knows what choice the company gives the employee

D Each employee knows the standard that every customer will receive

50 It is ..... responsibility to meet health and safety guidelines within the workplace.  
Which words below will fit into the gap to complete the sentence correctly?

A The manager's

B Each person's

C Head office's

D The customer's