

# JL TEST Conducted By JobLana

## Section 4- Office Support

1- In which situation running applications of an user account remains active ?

- A. When we Log Off
- B. When we Switch User
- C. When we Shut Down
- D. When We Reboot

2- While managers are in a meeting, an impatient customer comes in and demands to see someone. What do you do?

- A. Call the manager instantly depending on situation
- B. Tell the customer to hold for some time
- C. Send message to the manager and tell them the situation
- D. Ask for some othoffice person to behold the customer

3- How can we bring 'My Computer' icon on the desktop if it is not there ?

- A. From Wallpaper
- B. From Settings
- C. From Display Properties
- D. From Explorer

4- What is Landscape and portrait ?

- A. A font style
- B. Paper Size
- C. Page Layout
- D. Page Orientation

5- Which command is used to paste the copied data?

- A. CTRL + C
- B. CTRL + X
- C. CTRL + V
- D. CTRL + P

6- Which of the following is not tax slabs of 5%, 12%, 18% and 28% under GST.

- A. 18%
- B. 8%
- C. 5%
- D. 12%

7- When accepting the credit card payments -

- A. The receptionist should know the credit limit of the customer
- B. The receptionist should know the which cards are accepted and how to process the transaction.

- C. The receptionist should know the customer's last 5 transaction record.
- D. The receptionist should know the signature of customer

8- The observation of people at work that would reveal the one best way to do a task is known as

- A. scientific management
- B. classical management
- C. human relations management
- D. creative management

9- You cannot close MS Word application by

- A. Choosing File menu then Exit submenu
- B. Press Alt+F4
- C. Click X button on title bar
- D. From File menu choose Close submenu

10- Which file starts MS Word?

- A. Winword.exe
- B. Word.exe
- C. Msword.exe
- D. Word2003.exe

