

OFFICE DATA PROCESSING L2
SEPTEMBER 2014 INTERNAL EXAMINATION

DURATION	3 HOURS
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QUESTION 1	20
QUESTION 2	14
QUESTION 3	26
QUESTION 4	44
QUESTION 5	30
QUESTION 6	16
QUESTION 7	20
QUESTION 8	20
QUESTION 9	10
TOTAL	200

INSTRUCTIONS TO CANDIDATES

1. Answer ALL questions.
2. Number all printouts correctly according to the numbering system used in this question paper.
3. The time allocated for the question paper is THREE (3) hours including printing.
4. Save at regular intervals to prevent loss of work in the event of a power failure. No additional time will be allowed for such loss work. It is your responsibility to protect your answers through regular saving.
5. Do not write on a printout. Handwritten examination numbers will not be marked.
6. Hand in all printouts. Should you wish that a printout not be assessed, fold it once and hand in separately.
7. Place all printouts in the correct order inside the folder/cover page.

QUESTION 1

TIMED ACCURACY TEST

[20]

- 1.1 Use your touch typing skills to complete the timed accuracy test that follows.
- 1.2 You must BEGIN and STOP on the instruction of the invigilator.
- 1.3 You must type at a minimum speed of 25 words per minute with a maximum of 10 errors.
- 1.4 Prepare for the timed accuracy test as follows:
 - 1.4.1 Insert a header with your NAME & SURNAME left and QUESTION 1 right.
 - 1.4.2 Set the font on Courier New 12
 - 1.4.3 Set the line spacing on 1.5
 - 1.4.4 Adjust the left and right margin to 2.54cm
 - 1.4.5 Left align the entire document
- 1.5 Save and print this question immediately after the STOP instruction from the invigilator before you continue with the rest of the question paper.

WAIT FOR THE INSTRUCTION OF THE INVIGILATOR

BEFORE YOU TURN THE PAGE

START

At first glance, becoming a real estate agent would look like an easy way to earn good money, with flexible hours, huge commissions and really not much skill required. Wrong.

It is true there are many estate agents. But relatively few are successful. So what makes a good estate agent? Some may think it is a love for property. Whilst agents do sell property, the best ones are successful because they understand people. The customers are people with needs and expectations. The best agents are skilled in listening to their customers, identifying their needs, and then proposing a product or service that meets those needs.

For an agent to have those skills they need to take a genuine interest in their clients. If you have ever dealt with an estate agent before, or any salesperson for that matter, you will agree that you can tell within minutes who are interested in your needs compared to who are interested in their commission. The best estate agents are seriously goal driven and self-disciplined. An agent only gets paid for results, not for turning up at the office. Their drive usually means long working hours at times when their customers are available, after hours and on weekends. This comes at a price, often impacting on their families.

25 wpm

Real estate can be a very emotional business. We deal with the dreams of people. We help them sell the home their children grew up in, with all the memories and emotions attached. The best estate agents appreciate that we are not dealing with bricks

30 wpm

END

QUESTION 2

BASIC CONCEPTS OF THE COMPUTER

[14]

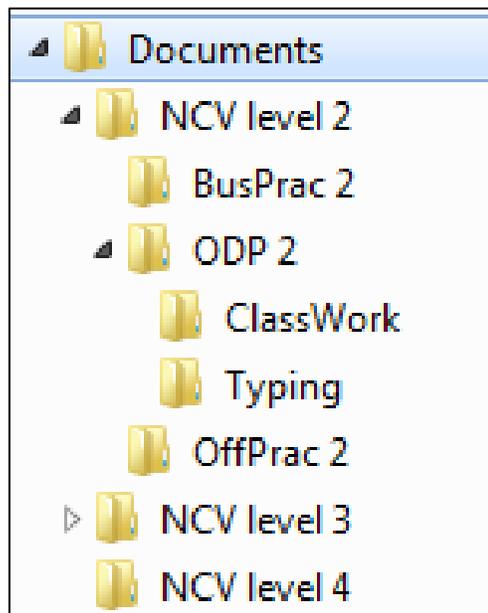
- 2.1 In a new MS Word document, insert a header with the following information:
Your NAME & SURNAME left aligned, and QUESTION 2 right aligned.
Save the document as QUESTION 2. (2)
- 2.2 Read the questions below and type only the number starting with 2.2.1 and the correct answer. Leave one open line between the numbered paragraphs and indent correctly: (1)
- 2.2.1 RSI is an injury that results when using the keyboard for too long periods at a time. What does RSI stand for? (1)
- 2.2.2 Name ANY TWO ways in which a virus can enter a computer. (2)
- 2.2.3 Type only TRUE or FALSE: The more random access memory you have installed on your computer, the faster it will work. (1)
- 2.2.4 The mouse and keyboard are known as input devices used to enter data into the computer. Name ANY OTHER TWO input devices that can also be attached to the computer. (2)
- 2.2.5 Name any ONE example of application software. (1)
- 2.2.6 Which device can hold more information – a CD or a DVD? (1)
- 2.2.7 You need to change the computer's regional settings as well as the mouse settings. From the Start Menu, which button would you click to access these options? (1)
- 2.2.8 Type only the missing word: The contains the ink that the printer uses to print out a document. (1)
- 2.2.9 The study of designing the workplace to fit the worker, is known as (1)
- 2.2.10 Save and print this document.

QUESTION 3

FILE MANAGEMENT

[26]

- 3.1 In a new MS Word document, insert a header with the following information:
Your NAME & SURNAME left aligned, and QUESTION 3 right aligned.
Save the document as QUESTION 3. (2)
- 3.2 Insert page numbers at the bottom centre to appear on all the pages of the document. (2)
- 3.3 Look at the image below and answer the questions that follow. Type only the number, starting with 3.3.1 and the correct answer. Leave one open line between the numbered paragraphs and indent correctly. (1)



- 3.3.1 What does the ▷ sign mean in front of the **NCV level 3** folder? (1)
- 3.3.2 What does the ▲ sign mean in front of the **ODP 2** folder? (1)
- 3.3.3 In what folder is the sub-folder **OffPrac 2**? (1)
- 3.3.4 All folders in the image above are located in the Documents Library. Name ANY OTHER TWO Libraries of Windows 7. (2)

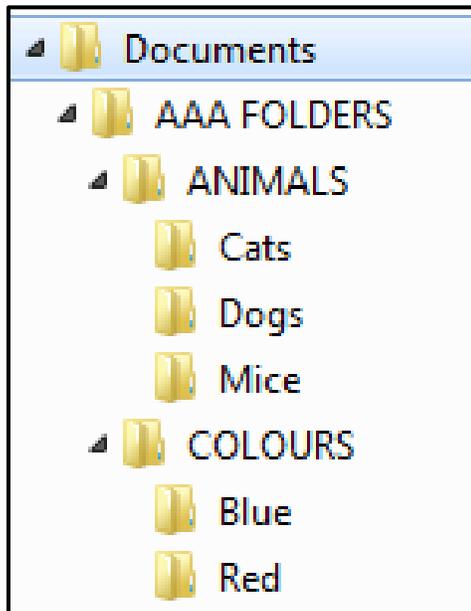
3.4 In the same QUESTION 3 Word document, type the following heading next to the number 3.4 in bold uppercase letters:

(3)

3.4 CREATING A FILE STRUCTURE

3.4.1 In the Documents Library of Windows Explorer, create the following file structure:

(10)



Make a screen print of Windows Explorer and paste the image below number 3.4.1 in the QUESTION 3 Word document. Make sure all folders are expanded.

3.4.2 Make the following changes to the file structure:

(3)

- Delete the folder ***Mice***
- Rename the folder ***Blue*** to ***Green***

Make a screen print of Windows Explorer and paste the image below number 3.4.2 in the QUESTION 3 Word document. Make sure all folders are expanded.

Print this document, ensuring your name and page numbers appear on all pages as instructed.

QUESTION 4

[44]

WORD PROCESSING: Formal Letter of Complaint

4.1 In a new MS Word document, insert a header with the following information:
Your NAME AND SURNAME left aligned, and QUESTION 4 right aligned.
Save the document as QUESTION 4.

4.2 Apply the following settings:

- Set the left margin on 3.8 cm
- Make use of the font and size Arial 12
- Turn OFF justification
- Type in single line spacing

4.3 Type the following letter of complaint by following the editing signs and applying the correct layout:

set left tab at 9cm for sender's address

17 Southbound Lane
Breezy Slopes
Alberton
1449

UC

2014-05-25 {Insert date in full

The Store Manager, All Stores Nice, PO Box 177, Johannesburg, 2000

{ display correctly

Dear Sir/Madam

Complaint about service {UC, bold, und

I am writing this letter to bring to your attention that I am not satisfied with your quality of services provided at All Stores Nice. I am referring to the service I received on 24 May 2014. [I want to bring the following under your attention: ≠

/UC
/NP

trs /

2. I have been a regular client of your business but now I am completely disappointed. 3. I expect services quality from you and request you to address this issue with immediate attention. 4. I expect full

/sp

del/

compensation and am awaiting your ~~soonest~~ reply. 1. I was ~~very~~ upset with your staff's performance. They dealt with me inefficiently and did not show their interest. ≠ Yours sincerely

/stet

STUDENT: leave 4 open lines and end the letter with your name and surname in capital letters.

STUDENT: type numbered paragraphs in numerical order in paragraph form, and blocked against the left margin.

QUESTION 5

[30]

WORD PROCESSING: Job Application Documents

5.1 Retrieve the MS Word document **LETTERHEAD**, and insert a footer with the following information:
Your NAME & SURNAME left aligned, and QUESTION 5 right aligned.
Save the document as QUESTION 5.

5.2 Apply the following settings:

- Set the margins: LEFT 5 cm; RIGHT 2.54 cm
- Make use of the font and size Times New Roman 12
- Set the justification to Left
- Line spacing: single

5.3 Key in the following testimonial accurately and according to the correct layout:

15 June 2014 ≠

To Whom It May Concern/UC, bold

≠

[NP /

This is to confirm that [Michael Stewart[ID Number 720415 0016

/UC

089[was employed by XYZ BUILDERS from2012/01/15 to 2014/08/30. He

dates in full

held the following position: IT Developer.

/ ital

≠

Michael brought forward good qualities on software development to

stet /

design and support our current systems.

≠

del

He showed good judgment and acted like a mature member of the project team.

sp/

I would highly recomend Michael Stewart as I consider him a model member of the team who provided consistency and delivered all expectations.

≠

M.K. Johnson

Human Resource Manager

} UC

QUESTION 6

[16]

WORD PROCESSING: EDITING AND ENHANCING DOCUMENTS

- 6.1 Retrieve the file **QUESTION 6** sent to you by your lecturer.
Insert your NAME & SURNAME in the space provided in the header. (1)
- 6.2 Change the margins of the document as follows:
Left margin: 3.5cm
Right margin: 3.5cm (2)
- 6.3 Change the font and font size of the entire document to:
Times New Roman 14 (2)
- 6.4 Use the Spelling and Grammar Tool of MS Word to perform a spell check on the entire document. (2)
- 6.5 Delete the whole paragraph starting with “The dare-devil Jansen, known for his juggling acts ...” (1)
- 6.6 Find the numbered paragraphs and change the numbers to bullets. Make use of the square bullet ■ (2)
- 6.7 Use the Hyphenation function of MS Word and automatically hyphenate the document. (1)
- 6.8 Change the heading of the document to bold, single underlining, uppercase and centre. (4)
- 6.9 Change the line spacing of the last paragraph to double line spacing. (1)
- 6.10 Save and print the document.

QUESTION 7

SPREADSHEETS

[20]

- 7.1 In a new MS Excel document, insert a header with the following information:
Your NAME & SURNAME left aligned, and QUESTION 7 right aligned.
Save the document as QUESTION 7. (2)
- 7.2 Use the font Arial size 14, unless otherwise indicated. (1)
- 7.3 Insert the following spreadsheet by using the exact cells as shown and format the data as instructed below: (5)

	A	B	C	D
1	My Test Results			
2				
3	OFFICE ADMINISTRATION L2			
4				
5	SUBJECT	MARCH	JUNE	SEPT
6	Office Practice	56	57	58
7	Business Practice	75	76	77
8	Office Data Processing	69	70	71
9	Entrepreneurship	62	63	64
10	Mathematical Literacy	51	52	53
11	Languages	58	59	60
12	Life Orientation	64	65	66
13				

- 7.3.1 Change the width of the columns as follow: (3)
A - 32
B, C and D - 12
- 7.3.2 Merge and centre the top heading in row 1 from A1 to D1. (1)
- 7.3.3 Change heading in row 1 to bold and font **Bernard MT Condensed 36**. (2)

- 7.3.4 Merge and centre the sub-heading in row 3 from A3 to D3. (1)
- 7.3.5 Change the font and size of the heading in row 3 to **Arial Rounded Mt Bold 20**. (1)
- 7.3.6 Right align the subject heading and contents. (1)
- 7.3.7 Centre align the 3 months' data and headings. (1)
- 7.3.8 Insert thick border lines around the cells as shown in the example. (2)
- 7.3.9 Print and save the spreadsheet.

QUESTION 8

SPREADSHEETS

[20]

- 8.1 Retrieve document **QUESTION 8** sent to you by your lecturer. (1)
Insert your NAME & SURNAME in cell A1.
- 8.2 Change the page orientation to Landscape. (1)
- 8.3 The month of sales in the heading incorrectly refers to April. Change the name of the month in the heading in row 7 to JUNE. (2)
- 8.4 Delete the two rows of the supplier **Division A Sportshop**. (2)
- 8.5 Delete all borders on the spreadsheet. (2)
- 8.6 Change the format of the date in the DATE OF SALE column to short date. (2)
- 8.7 Change the format of the data in PRICE BEFORE DISCOUNT and DISCOUNT to currency with no decimals. (2)
- 8.8 Insert a column to the right of DISCOUNT and insert the heading: (2)

PRICE
AFTER
DISCOUNT
- 8.9 Calculate the PRICE AFTER DISCOUNT by subtracting the DISCOUNT from the PRICE BEFORE DISCOUNT. (1)
- 8.10 Use the autofill handle to copy this formula to the rest of the cells. (1)
- 8.11 Format the data in this column (PRICE AFTER DISCOUNT) to currency with 2 decimals. (2)
- 8.12 Insert a calculation in the TOTAL row to calculate the sum of AMOUNT. (1)
- 8.13 Use the autofill handle to copy this formula across to PRICE BEFORE DISCOUNT, DISCOUNT and PRICE AFTER DISCOUNT. (1)
- 8.14 Save and print the spreadsheet.

QUESTION 9

TEMPLATES IN MS PUBLISHER

[10]

You are the Office Administrator for XYZ BUILDERS and are instructed to create a letterhead for the company on which all business documents can be typed.

Save this document as QUESTION 9.

9.1 Open the program MS Publisher and choose the template CASCADE from the Installed Templates under the Letterhead group. (2)

9.2 Use the image LOGO sent to you by your lecturer as the company's logo. (2)

9.3 Include only the following company information:

COMPANY NAME
ADDRESS
TELEPHONE
FACSIMILE
E-MAIL
LOGO

YOUR INITIALS & SURNAME
PO Box 777, Durban, 3000
(031) 555 1000
(031) 555 2000
info@xyzbuilders.co.za
use image file LOGO

(6)

9.4 Save and print this document.

[10]