

TRUE/FALSE					
1. A triple space leaves two blank lines between sentences.	A. True	B. False			
2. A double space is required after the salutation of a letter.	A. True	B. False			
3. When mailing a business letter for a large envelope, fold the letter in thirds, starting from the top.	A. True	B. False			
4. An insertion point is a vertical flashing bar that indicates your current position on the page.	A. True	B. False			
5. To delete a single character to the left of the insertion point, use the delete key on the keyboard.	A. True	B. False			
6. All text in a modified block style letter begins at the right margin.	A. True	B. False			
7. The words SPECIAL DELIVERY and FIRST CLASS MAIL on an envelope are called mailing notations.	A. True	B. False			
8. The vertical group of cells in a table is called a row.	A. True	B. False			
9. Reports are usually single-spaced with indented paragraphs.	A. True	B. False			
10. The fastest and most efficient way to format a letter is in modified block format using mixed punctuation.	A. True	B. False			
11. After using the spell check feature, you do not need to proofread your document.	A. True	B. False			
12. The horizontal group of cells in a table is called a column.	A. True	B. False			
13. Spell check identifies all errors in a document.	A. True	B. False			
14. A comma is the correct form of punctuation to use between the state and zip code.	A. True	B. False			
15. The Find feature enables you to look for specific word(s) and/or codes within a document.	A. True	B. False			
16. To quickly move to the top of the document press Control + Home.	A. True	B. False			
17. To underline text use Control + Z.	A. True	B. False			
18. The toolbar displays the tab, paragraph, and margin settings.	A. True	B. False			
19. When saving a file, you can use the following characters in the file name: / \ " * ?.	A. True	B. False			
20. Word processing is the preparation of a document using a computer.	A. True	B. False			
MULTIPLE CHOICE					
21. When initially saving a document, the _____ dialog box will appear.	A. save	B. save As	C. open	D. close	
22. How many blank line spaces are there between the complimentary closing and writer's typed name?	A. One	B. Two	C. Three	D. Four	

23. Most business letters are typed on standard size stationery that measures	A. 8x10 inches.	B. 8 1/2 x 11 inches.	C. 8x11 inches.	D. 8 x 11 1/2 inches.	E. 8 1/2 x 10 inches.
24. The word wrap feature is used when	A. the end of the current line is reached.	B. you need to create a blank line.	C. at the end of the paragraph.	D. you want to hyphenate a word.	
25. If you do not know the marital status of a woman, the correct title is	A. To Whom It May Concern.	B. Mrs.	C. Ms.	D. Miss.	
26. Which of the following is a way to move text from one paragraph to another?	A. Cut command	B. Cut and Paste commands	C. Retype information	D. Both A and C	
27. To delete one character immediately to the right of the insertion point press	A. Shift + Backspace.	B. Shift + Delete.	C. Ctrl + Backspace.	D. Backspace.	E. Delete.
28. When is it not appropriate to use a dash in a sentence?	A. For emphasis	B. To combine two complete sentences	C. To indicate a change of thought	D. Introducing an author after a direct quote	
29. Text lines printed consistently in the top margin of each page of a multiple page document are called	A. footers.	B. orphans.	C. headers.	D. text boxes.	E. Both A and C
30. Letter reports	A. are sent to people outside of an organization.	B. are not formatted.	C. are sent just to managers and supervisors.	D. must always be on company letterhead.	
31. The reference list contains references in alphabetical order by	A. book title.	B. publisher.	C. author name.	D. date of publication.	E. publisher location.
32. To create a bibliography you would	A. indent text from the right margin.	B. use mixed indents.	C. use hanging indents.	D. indent text from both margins.	
33. A resume should include all of the following except	A. qualifications.	B. education/training.	C. work experience.	D. Expected pay.	
34. How do you delete an entire word at one time to the left of the insertion point?	A. Delete	B. Shift + Delete	C. Ctrl + Backspace	D. Backspace	
35. What is wrong with the following bibliography book citation? Bechtold, Clarence G. (1997). "Public Stocks" (2nd ed.). Philadelphia, PA:Galloway & Lyons Publishing.	A. "Public Stocks" should be underlined.	B. No period after 2nd ed	C. Period should be replaced by a semicolon after 1997.	D. All items are correct.	
36. What does the Thesaurus function serve?	A. Identifies words with synonyms, antonyms, and related words	B. Identifies grammatical errors within a document	C. Inserts correct punctuation within a document	D. Searches a document for words that are incorrectly spelled	
37. To select a single word, position the I-beam pointer on the word and	A. hold down Control and click once.	B. double-click the right mouse button.	C. hold down Shift and click once.	D. double-click the left mouse button.	E. Both A and C
38. The table of contents appears at	A. the end of the document.	B. as the first page of the document.	C. after the Executive Summary.	D. after the Letter of Transmittal.	
39. The four parts of a business letter, in order, are	A. Date line, return address, body, closing.	B. Heading, salutation, body, closing.	C. Heading, date line, body, closing.	D. Salutation, heading, body, closing.	

40. A letter in which all text begins at the left margin is called a	A. memo.	B. personal business letter.	C. block letter.	D. modified block letter	
41. Which is an acceptable way to write the date in a memorandum?	A. December 1,1999	B. Dec. 1, '99	C. 12/1/99	D. 12-1-1999	E. All are acceptable.
42. Which of the following does NOT include a complimentary close?	A. Personal letter	B. Memo	C. Block letter	D. Modified block letter	

FOR EACH DESCRIPTION LISTED, CHOOSE THE CORRECT ITEM AT THE RIGHT AND MARK THE CORRECT ANSWER USING A, B, C, D, OR E.
 A. Long report B. Short quotation C. Long quotation D. Short Report E. References

43. Requires page numbers	A. Long report	B. Short quotation	C. Long quotation	D. Short Report	E. References
44. Alphabetical list at the end of the report	A. Long report	B. Short quotation	C. Long quotation	D. Short Report	E. References
45. Omits quotation marks	A. Long report	B. Short quotation	C. Long quotation	D. Short Report	E. References
46. All lines indented from left margin, single-spaced	A. Long report	B. Short quotation	C. Long quotation	D. Short Report	E. References

FOR EACH DESCRIPTION LISTED, CHOOSE THE CORRECT ITEM AT THE RIGHT AND MARK THE CORRECT ANSWER USING A, B, C, D, OR E.
 A. Cut B. Margins C. Indent D. Hanging Indent E. Copy

47. Distance between the edge of the paper and the print	A. Cut	B. Margins	C. Indent	D. Hanging Indent	E. Copy
48. Places the first line of a paragraph at the left margin and all other lines of the paragraph at the first tab	A. Cut	B. Margins	C. Indent	D. Hanging Indent	E. Copy
49. Moves all lines of the paragraph to the first tab	A. Cut	B. Margins	C. Indent	D. Hanging Indent	E. Copy
50. Makes an identical copy of selected text, which is temporarily held in the Clipboard	A. Cut	B. Margins	C. Indent	D. Hanging Indent	E. Copy

USE THE TABLE BELOW TO ANSWER QUESTIONS 51 THROUGH 54.

DYNAMIC CONSTRUCTION
Building Plans for 1998 Catalog

BUILDING ROOM	CODE	PRICE	MEMBER DISCOUNT
Traditional Log Home	SCP025	\$25.00	10%
Solar Greenhouse	SCP010	\$15.00	5%
Little Red Barn	SCP075	\$12.50	5%

A. Right aligned B. Main heading C. Left Justified D. Right justified E. Subtitle

51. What kind of heading is DYNAMIC CONSTRUCTION?	A. Right aligned	B. Main heading	C. Left Justified	D. Right justified	E. Subtitle
52. What kind of alignment is the MEMBER DISCOUNT column?	A. Right aligned	B. Main heading	C. Left Justified	D. Right justified	E. Subtitle
53. What kind of heading is Building Plans for 1998 Catalog?	A. Right aligned	B. Main heading	C. Left Justified	D. Right justified	E. Subtitle
54. What kind of justification is the BUILDING ROOM column?	A. Right aligned	B. Main heading	C. Left Justified	D. Right justified	E. Subtitle

FOR EACH DESCRIPTION LISTED, CHOOSE THE CORRECT ITEM AT THE RIGHT AND MARK THE CORRECT ANSWER USING A, B, C, D, OR E.

A. Salutation B. Body C. Dateline D. Return address E. Inside address

55. April 24, 1999

56. Ms. Jenny Jones
8433 W. Yucca St.
San Diego, CA 92122

57. Dear Ms. Jones:

58. Thank you for donating \$1000 to the Humane Society.
Your generosity will allow us to continue providing quality
care to animals in need.

We would like to acknowledge your contribution with a special
gift that includes two free pet examinations. We hope you visit
our animal shelter to observe the quality care that we offer
our community.

55. Which part?	A. Salutation	B. Body	C. Dateline	D. Return address	E. Inside address
56. Which part?	A. Salutation	B. Body	C. Dateline	D. Return address	E. Inside address
57. Which part?	A. Salutation	B. Body	C. Dateline	D. Return address	E. Inside address
58. Which part?	A. Salutation	B. Body	C. Dateline	D. Return address	E. Inside address

FOR EACH DESCRIPTION LISTED, CHOOSE THE CORRECT ITEM AT THE RIGHT AND MARK THE CORRECT ANSWER USING A, B, C, D, OR E.

A. Writer's name B. Title C. Salutation D. Reference initials E. Complimentary close

59. Sincerely	A. Writer's name	B. Title	C. Salutation	D. Reference initials	E. Complimentary close
60. Andy Wilson	A. Writer's name	B. Title	C. Salutation	D. Reference initials	E. Complimentary close
61. Manager	A. Writer's name	B. Title	C. Salutation	D. Reference initials	E. Complimentary close
62. aw	A. Writer's name	B. Title	C. Salutation	D. Reference initials	E. Complimentary close

CHOOSE THE LETTER OF THE WORD OR PHRASE THAT CORRECTLY COMPLETES THE SENTENCE.

63. Jerry's advertisement is better _____ Tom's.	A. then	B. than			
64. The business donated _____ computer to a local charity	A. its	B. it's			
65. The government's decision may _____ the cost of healthcare.	A. affect	B. effect			
66. Sally will _____ the scholarship at the banquet.	A. except	B. accept			
67. Neither of the students _____ submitted his/her final research paper.	A. have	B. has			
68. _____ does the manager consult for financial advice?	A. Whom	B. Who			

69. It was already midnight, and we still had 20 miles to travel.	A. further	B. farther			
70. Jeremy has nothing to _____ by trying.	A. lose	B. loose			
IN THE FOLLOWING LINES, CHOOSE THE LETTER OF THE WORD THAT IS SPELLED CORRECTLY. IF ALL THE WORDS ARE SPELLED INCORRECTLY, CHOOSE "E."					
71. Which word is spelled correctly?	A. receive	B. recieve	C. receve	D. reseive	E. All are spelled incorrectly
72. Which word is spelled correctly?	A. personel	B. personnel	C. personell	D. personnell	E. All are spelled incorrectly
73. Which word is spelled correctly?	A. theasurus	B. thesorus	C. thesourus	D. thesaurus	E. All are spelled incorrectly
74. Which word is spelled correctly?	A. apologize	B. apalojize	C. apologize	D. apoligize	E. All are spelled incorrectly
75. Which word is spelled correctly?	A. ascending	B. acending	C. assending	D. acsending	E. All are spelled incorrectly
76. Which word is spelled correctly?	A. calender	B. calenndar	C. calendar	D. calinder	E. All are spelled incorrectly
77. Which word is spelled correctly?	A. decending	B. descending	C. dicending	D. desending	E. All are spelled incorrectly
78. Which word is spelled correctly?	A. certifecate	B. certifficate	C. certificete	D. certificate	E. All are spelled incorrectly
79. Which word is spelled correctly?	A. arithmatic	B. arethmitic	C. arithmetic	D. arithmetic	E. All are spelled incorrectly
80. Which word is spelled correctly?	A. personnal	B. personall	C. personel	D. persanel	E. All are spelled incorrectly