

(94) Electronic Documentation and shorthand (English)

Structure of the question paper

Paper I - One hour

Consists of 40 multiple choice questions. It is prepared so as to cover the whole syllabus. All questions must be answered. Total marks 40 at one mark per question.

Paper II - Two hours. Total marks 60.

Answer Five questions altogether including the first question. Select at least one question each from Part I, II and III.

The first question : This question is compulsory. It consists of 10 short answer questions. **04 questions** from the part on **secretarial practice**, **04 questions** from the part on **Electronic Documentation and** **02 questions** from the part on **shorthand**. Total marks 20 at 2 marks per question.

Four questions should be answered selecting at least **one** question from each part I, II and III.

Part I - **Secretarial Practice.**

Consist of two questions at 10 marks per question. These two questions consist of the part on Secretarial Practice of the syllabus. It is compulsory that at least one question is selected from this part.

Part II - **Electronic Documentation.**

Consist of two questions at 10 marks per question. These two questions consist of the part on Electronic Documentation of the syllabus. It is compulsory that at least one question is selected from this part.

Part III - **Shorthand**

Consist of two questions at 10 marks per question. These two questions consist of the part on Shorthand of the syllabus. It is compulsory that at least one question is selected from this part.

Calculation of the final mark :	Paper I	=	40
	Paper II	=	<u>60</u>
	Final Marks	=	<u><u>100</u></u>

Paper I

N B :

- * Answer all questions.
- * Select the correct or most appropriate answer. (Multiple choice answer sheet will be provided at the examination)

1. Select the letters that can be typed by using the left hand on the home keys of the keyboard



- (1) a, s, k, j, h (2) a, s, d, f, g (3) l, k, j, h, g (4) l, k, d, f, g

2. The document that you use to provide your personal information to another party is,

- (1) notice (2) report (3) application (4) invitation

3. Select the sentence that typeset by using only the home keys and upper keys of the keyboard

- (1) Father is a good story teller. (2) Mother is a good teacher.
(3) Tutor is a good facilitator. (4) Doctor is a good leader.

4. Nirmala moved her fingers on the home keys of the keyboard as follows.
"Index finger of the right hand, small finger of the left hand, ring finger of the left hand."
what is the word that he has typeset?
(1) lad (2) sad (3) had (4) has
5. " We read stories." to typeset this sentence you should use
(1) only the home keys of the keyboard
(2) only home keys and upper keys of the keyboard
(3) only home keys and lower keys of the keyboard
(4) all the keys in the three rows of the keyboard
6. Following is a sentence quoted from a edited document.
"I can not do it again"
'Can not' in the above sentence should be edited as 'cannot'
What is the editing mark that you use to indicate it.
(1)  (2)  (3) ^ (4) #
7. Following are several business organizations
A - Deepal stores
B - Gunawardene and sons.
C - Ceylon petroliam Corporation .
D - Akbar Company limited.
E - Sri lanka Railway Department .
F - Sri lanka Yourth.
Select the answer that include only the private sector business organizations from the above organizations.
(1) A, B and C (2) A, B and D (3) A, D and E (4) C, D and F
8. Following are several positions in a business organization
A - Computer operator
B - Office Aid
C - Clerk
D - Watcher
E - Management Assistant
Who are the peers of the private secretary of the head of the institution from the above positions.
(1) A, B and C (2) A, C and E (3) B, C and E (4) C, D and E
9. Select the answer that included an advantage and a disadvantage of oral communication used in an office respectively.
(1) Receiving an immediate feedback, not having a written evidence.
(2) Can be used in future, have to spend a material cost.
(3) Can be forget easily, not having a written evidence.
(4) Receiving an immediate feedback, having a written evidence.
10. Select the answer that represents a technical skill and a human skill should be in a private secretary of the head of the institution respectively.
(1) Ability to typeset, ability to use the computer.
(2) Patience, being healthy
(3) Ability to use the computer, trustworthiness
(4) Concern about the work , ability to typeset

- 11.** An internal, oral and electronic communication method used in a business institution is,
 (1) Notice board (2) Intercom (3) Bell (4) Conference
- 12.** The head of the institution has to keep relations with the field officer who works at the sites in various areas daily. For that it is most suitable to
 (1) fix a land phone in an each site
 (2) provide CDMA phones to each and every site and the field officer.
 (3) provide a mobile phone to the field officer.
 (4) fix telephone boxes in each and every site.
- 13.** Select the answer that represents the task that should be done by the secretary before the Annual General Meeting.
 (1) Draft the report of the meeting
 (2) Write down the facts discussed in the meeting.
 (3) Send the agenda and the invitation to the relevant parties.
 (4) Prepare the documents related to the decisions taken in the meeting.
- 14.** Following are the procedures that can be followed by the private secretary regarding visitors of the institute.
 A - Welcome all visitors politely and pleasantly
 B - Classify the visitors as those who have given an appointment and those who have not given an appointment.
 C - Forward visitors those who have an appointment to the relevant place at the relevant time.
 D - Visitors without an appointment are advised to leave.
 Select the answer that represents the procedures that should be followed by the private secretary.
 (1) A, B and C (2) A, B and D (3) A, C and D (4) B, C and D
- 15.** Select the answer that represents the correct procedure that should be followed by the secretary regarding receiving letters to the institute.
 (1) All the receiving letters to the institute should be opened by the secretary.
 (2) File all the letters after getting a copy of each receiving letter.
 (3) Separate the private letters from the receiving letters and send them to the relevant persons.
 (3) All the receiving letters should not be opened until the head of the institution will come.
- 16.** Following are several methods that can be used to file documents.
 A - Flat Filing Method
 B - Spike
 C - Lateral Filing Method
 D - Open Shelf Filing Method
 E - Vertical Filing Method
 F - Lever Arch Filing Method
 Select the answer that represents only the modern filing methods.
 (1) A, B, C, D (2) A, C, D, E (3) A, C, E, F (4) A, D, E, F
- 17.** Select the answer that includes only the output devices of a computer.
 (1) Printer, Monitor, Speaker (2) Keyboard, Monitor, Pendrive
 (3) Scanner, Light Pen, Keyboard (4) Monitor, Mouse, Printer

18. Following are four types of keys in the keyboard of the computer.



Select the answer that represents the above keys A, B, C and D respectively.

- (1) Numerical keys, Arrow keys, Function keys, Typewriting keys.
- (2) Function keys, Arrow keys, Numerical keys, Special keys.
- (3) Function keys, Arrow keys, Numerical keys, Typewriting keys.
- (4) Typewriting keys, Special keys, Numerical keys, Function keys.

19. Select the answer that shows only the damages that can be happened to the computer system.

- (1) Failure of electricity, using a UPS, entering insects in to the computer
- (2) Virus attack, failure of electricity, entering insects in to the computer
- (3) Using a virus guard, using a UPS, failure of electricity.
- (4) Virus attack, failure of electricity, using a screen filter

20. Several main bars in the MSword and several icons related to the each bar are given below X and Y columns respectively.

X	Y
1. Title Bar	A.
2. Formating Tool Bar	B.
3. Standard Tool Bar	C.
4. Task Bar	D.

The above bars in the column X are matched with the icons in the column Y respectively the answer is,

- (1) A, B, C, D
- (2) B, C, D, A
- (3) C, D, A, B
- (4) D, C, A, B

• Following are several icons in the drawing tool bar. Answer questions No. 21 to 24 using them.



21. Which icon should be used to enter the 3D picture to a document?

- (1) A
- (2) C
- (3) E
- (4) F

22. Which icon should be used to colour the background of a picture?

- (1) B
- (2) C
- (3) D
- (4) E

23. Which icon should be used to colour the font of a document?

- (1) A
- (2) B
- (3) D
- (4) E

24. Which icon should be used to include a text to a drawn picture?

- (1) A (2) B (3) D (4) E


25. ABC company Limited,
23, 1st Lane.
Sarasavi Road,
Kuliyapitiya

Samadhi has selected the above address that had been prepared on the Ms word, and click on the icon. Then, the address is



- (1) Right aligned (2) left aligned (3) Centered (4) Justified

26. Which icon should you use to merge several columns in a table?

- (1)  (2)  (3)  (4) 

27. What is the maximum number of columns can be included in a page?

- (1) 4 (2) 8 (3) 12 (4) 16

28. There are ...①... columns and ...②... rows in a spreadsheet. Select the correct numbers that should be included in the above ① and ② positions respectively.

- (1) 256, 5536 (2) 256, 65536 (3) 26, 65536 (4) 65536, 256

29. Following is an abstracted part of a spreadsheet

	A	B	C	D
1				
2				
3				
4				

Select the correct named answer of the selected cell range of the above picture

- (1) B2 : B3 (2) C2 : C3 (3) B2 : C3 (4) B3 : C2

- Following is an abstracted part of a mark sheet that has been prepared in a spreadsheet. Answer the questions No. 30 to 32 using the above spreadsheet.

	A	B	C	D	E	F
1	Name of the student	Sinhala	Maths	English	Total Marks	Average
2	Amila	72	62	53		
3	Nayana	38	35	60		
4	Anil	52	70	48		
5	Supun	44	58	50		
6	Achala	73	75	75		

30. What is the formula you should write in the cell E2 to get the total marks of Amila?

- (1) B2 + C2 + D2 (2) = B2 + C2 + D2 (3) =Sum (B2 + D2) (4) = Add (B2 : D2)

31. What is the formula you should write in the cell F2 to get the average marks of Amila?

- (1) =(E2/ 3) (2) B2 + C2 + D2/3 (3) =F2/3 (4) E2 * 3

32. What is the icon you should select to draw a boarder around the document of the above spreadsheet?

- (1)  (2)  (3)  (4) 

33. Sandamalee is preparing a document by using the computer. She should have to include a table with calculations.

What are the computer softwares she has been used?

- | | |
|----------------------------|-----------------------------|
| (1) Ms word, Ms Access | (2) Ms word, Ms Excel |
| (3) Ms word, Ms powerpoint | (4) Ms Excel, Ms powerpoint |

34. What is a search engine that you use to visit a web page?

- | | |
|-------------------------|-----------------------|
| (1) Mozilla Fire Fox | (2) www.slt.lk |
| (3) jaya123@ gmail .com | (4) Http//www.edu.com |

• Answer the questions No. 35 and 36 using the following information

Sumudu, who is a private secretary of the Chief Executive Officer of a company, has prepared an invitation letter informing to participate in the new year festival organized by the company, by using the computer and sent it to employees of the all branches.

35. Select the answer that shows the sender and the receiver of this letter respectively.

- | | |
|--|--|
| (1) Sumudu, Employees | (2) Employees, Sumudu |
| (3) Employees, Chief Executive officer | (4) Chief Executive officer, Employees |

36. What is the most suitable convenience and cost effective procedure that can be taken by the private secretary to send these letters to receivers after including each and every receiver's address.

- (1) After getting copies of the prepared letter, wrote the addresses on them and post them.
- (2) Typeset the each and every receiver's address and email them
- (3) Mail merge the letters and e-mail them.
- (4) Mail merge the letters, then get the copies of them and fax to the receivers.

37. Select the answer that represents the facts you should consider when writing basic shorhand

- | | |
|----------------------------|--------------------------------------|
| (1) Pencil, uses, size | (2) direction, pronunciation, pencil |
| (3) direction, size, shape | (4) size, uses, shape |

38. Pitman shorthand provides a way of representing

- | | |
|---|--|
| (1) every sound heard in English words. | (2) every letter write in English words. |
| (3) every signs in English words. | (4) every phonetic in English language. |

39. Shorthand methods are created to

- (1) send the secret messages.
- (2) send the messages but unable to understand by others.
- (3) exchange messages with other parties.
- (4) write as speed as speaking.

40. While Dinesha was writing the facts that her boss said, in shorthand, she has drawn a circle around one of them. She has drawn a circle to,

- | | |
|--|--|
| (1) indicate that the word is wrong. | (2) prove that the word in essential. |
| (3) show that the word is a person name. | (4) show that the word should highlight. |

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Paper II

- ★ Including question No 1 answer **five** questions selecting at least one question from each of the parts I, II and III.
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1. (i) (a) Write a tool that is used to prepare each of the following documents.
- Manually prepared letter
 - Computer typeset letter
- (b) Write **two** types of documents exchange in a business organization.
- (ii) Write a useful sentence using at least three words that can be typeset using only the home keys and lower keys.
- (iii) (a) Write **two** meetings that is normally held in your school.
- (b) Write **two** meetings that is normally held in a business organization.
- (iv) Write **two** functions should be followed regarding sending letters of an organization.
- (v) (a) Write **four** standard editing marks that is used to edit documents.
- (b) Write the meaning of those editing marks that you wrote for the (v)(a) above.
- (vi) Write **two** situations that you have to prepare a document with columns.
- (vii) State **two** documents that can be prepared by using the drawing tool bar in MS word.
- (viii) Write **two** types of graphs that can be prepared by using spreadsheets.
- (ix) Write the nearest town to you in longhand and then write it in shorthand.
- (x) Write the following sentence in shorthand.
- “They come to the office and do the work daily” (Total 20 marks)

Part I - Secretarial Practice

2. It is scheduled to be held an art exhibition of students on 08th, 09th and 10th March 2016 in the main hall of the school. A letter should be sent by the principal inviting all the parents of students to participate in this exhibition. You are advised to prepare that letter.
- (i) Write the sender and the receiver of the letter separately. (02 marks)
- (ii) Write **two** facts that you should include in that letter. (02 marks)
- (iii) Write the letter that should be prepared by you formally. (02 marks)
- (iv) Write **two** ways that the letter can be sent to the relevant parties. (02 marks)
- (v) Write **four** activities have to be done on the exhibition day. (02 marks)
- (Total 10 marks)

3. Dinusha, who is the private secretary of the Amali Company, has presented following information about petty cash transactions of the company.

The petty cash imprest of the company is Rs. 2 000.

The petty cash balance at 1st February 2015 is Rs. 500

01.02.2015	Reimbursed the petty cash imprest
02.02.2015	Travelling expenses Rs. 110
05.02.2015	Register postal charges Rs. 90
06.02.2015	Purchase typewriting papers Rs. 200
07.02.2015	Stamps charges Rs. 60
09.02.2015	Refreshment charges Rs. 125
10.02.2015	Three wheel charges Rs. 150
12.02.2015	Purchase drinks Rs. 175
14.02.2015	Purchase pens and books Rs. 260
18.02.2015	Payment to Amal Rs. 100
22.02.2015	Bus fare Rs. 90
25.02.2015	Register postal charges Rs. 120
28.02.2015	Purchase stationary Rs. 175

- (i) Explain the term, "petty cash imprest" (02 marks)
- (ii) What is the amount that should be reimbursed at 01st February 2015. (02 marks)
- (iii) Write **two** advantages to a business by maintaining a petty cash book. (02 marks)
- (iv) Prepare the petty cash book of Amali's company for the month of February 2015 using the above information. (04 marks)
- (Total 10 marks)

Part II - Electronic Documentation

4. Following is a poster that is prepared by using Ms word. Answer the following questions using it.

Govi Bimata Arunaku
Agricultural Educational and Trading Exhibition.






- Methods of organic farming
- Types of organic fertilizers
 - Agriculture instruments
 - Educational conferences

- (i) Write how to create the heading 'Govi Bimata Arunalu' of this poster. (02 marks)
- (ii) (a) Write how to create the '10, 11, 12 March 2016' in a circle. (02 marks)
 (b) Write how to colour the background of the circle. (01 mark)
- (iii) (a) Write how to insert the picture of the farmer to the poster. (02 marks)
 (b) If you want to insert another picture instead of the above picture.
 Explain how do you do it. (01 mark)
- (iv) Write how to typeset the list that starts from 'Methods of organic farming' (02 marks)
- (Total 10 marks)

5. Following is an invoice prepared in a spreadsheet. Answer the following questions using it.

	A	B	C	D	E
1		Invoice			
2	Types of goods	Unit Price	No. of Units	Amount	
3	1. Pencils	20.00	50		
4	2. Pens	15.00	100		
5	3. Exercise books	120.00	25		
6	4. Rulers	75.00	10		
7	Total				
8	10% Discount				
9	Net Amount				
10					
11					
12					

- (i) Write the formula that should be in D3 to obtain the amount of pencils (02 marks)
- (ii) Write how to obtain the relevant amount for the cell range from D4 to D6 (02 marks)
- (iii) Write the formula that should be in D7 to obtain the total amount of invoice. (02 marks)
- (iv) Write how to obtain 10% discount to the cell D8 (02 marks)
- (v) Write the formula that should be in D9 to obtain the net amount of the invoice. (02 marks)
- (Total 10 marks)

Part III - Shorthand

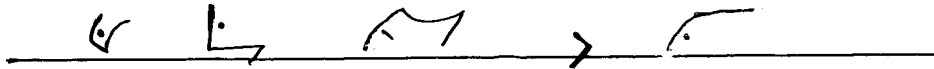
6. (i) Write the light straight strokes written downward with their sounds. (02 marks)

(ii) Write the following special punctuation marks in shorthand.

(a) Full stop - (b) parenthesis - (02 marks)

(iii) What are the sounds represented by,

(a) second place heavy dot vowel sound?
(b) second place light dot vowel sound? (02 marks)

 (02 marks)

(v) Write the following sentence in shorthand

"Shall we take the mail to the boat.?" (02 marks)

(Total 10 marks)

7. (i) Write the heavy straight strokes written downward with their sounds. (02 marks)

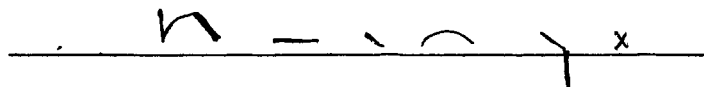
(ii) Write the following special punctuation marks in shorthand.

(a) Question mark (b) hyphen (02 marks)

(iii) Write are the sounds represented by

(a) first place heavy dot vowel sound?
(b) first place light dot vowel sound? (02 marks)

(iv) Translate the following shorthand sentence into longhand sentence.

 (02 marks)

(v) Write the following sentence in shorthand.

"We have given him the cheque to mail today." (02 marks)

(Total 10 marks)

* * *