

**Customer Service**

Name .....

Date .....

**Multiple choice**

Circle the correct answer.

1. The part of the computer which allows you to type the information into the computer.
  - A. Mouse
  - B. Monitor
  - C. Keyboard
  - D. CPU
  
2. This key makes capital letters and symbols while you are holding it down.
  - A. Soft return
  - B. Space bar
  - C. Enter key
  - D. Shift
  
3. This key erases everything to the left of the insertion point.
  - A. Delete
  - B. Enter key
  - C. Backspace
  - D. Shift key
  
4. What type of device is the keyboard?
  - A. Output
  - B. Typing
  - C. Input
  - D. Storage
  
5. Which of the following devices can be classified as hardware?
  - A. Monitor, Word, and Internet Explorer
  - B. Keyboard, mouse, and monitor
  - C. Keyboard and windows
  - D. All of the above
  
6. A \_\_\_\_\_ is an electronic device that manipulates information, or data. \*
  - A. Hardware
  - B. Software

C Computer

7 ..... is any part of your computer that has a physical structure, such as the keyboard or mouse. It also includes all of the computer's internal parts. \*

A Computer

B Hardware

C Software

8 A \_\_\_\_\_ is a computer that serves up information to other computers on a network. \*

A Server

B Hardware

C Software

9 \_\_\_\_\_ is any set of instructions that tells the hardware what to do and how to do it.

Examples include web browsers, games, and word processors. \*

A Computer

B Software

C Server

10 Data is defined as

A Unorganized facts

B Organized facts

11. Identify the following device



A Output

B Input

C Storage

12. the following is an ..... device



A Input

B Output

13. The following device is an .....



A Output

B Input

