



Read for Question Number 1 – 4!

How to Archive Document

Goal:

To arrange and store important documents neatly and systematically.

Tools:

- folder
- computer
- map
- printer
- filing cabinet

Materials:

- paper
- plastic
- ink
- archive box
- label

Steps:

- Sorting (separating archives and non-archives).
- Grouping (grouping documents based on category).
- Determining the archiving system (alphabetical, numerical, date, region, or subject system).
- Arrangement (putting into folders and providing codes).
- Storage (putting in cabinets or archive racks).
- Maintenance (creating an archive list, digitalization, and destruction of unnecessary documents).

1. Which of the following items is classified as a 'Material' in the text, rather than a 'Tool'?

- A. Computer
- B. Printer
- C. Filing cabinet
- D. Archive box
- E. Folder

2. In the 'Steps' of the procedure, which action is performed before Determining the archiving system?

- A. Storage
- B. Arrangement

- C. Maintenance
- D. Grouping
- E. Destruction

3. The 'Maintenance' step of the archiving process includes which of the following activities?

- A. Putting documents into folders and providing codes.
- B. Separating archives and non-archives.
- C. Determining whether to use alphabetical or numerical systems.
- D. Creating an archive list, digitalization, and destruction of unnecessary documents.
- E. Putting documents into cabinets or archive racks.

4. The Arrangement step involves two main actions: putting documents into folders, and what else?

- A. Creating an archive list.
- B. Destroying unnecessary documents.
- C. Providing codes.
- D. Separating archives from non-archives.
- E. Putting documents in cabinets.

Read for Question Number 5 – 6!

How to Secure a Document with a Password in Microsoft Word

Materials

- Laptop/PC
- Microsoft Word
- The document you want to secure

Steps

- Open the document in Microsoft Word.
- Click the File menu.
- Select Info → Protect Document → Encrypt with Password.
- Type the desired password, then click OK.
- Save the document and close the file.

5. Which is the correct sequence of menu selections required to find the 'Encrypt with Password' option?

- A. File → Save As → Tools → General Options
- B. Home → Options → Security Settings
- C. File → Info → Protect Document → Encrypt with Password
- D. Insert → Security → Set Password
- E. Review → Restrict Editing → Password

6. What are the three essential 'Materials' listed as necessary to perform this password security procedure?

- A. Scanner, Printer, Mouse
- B. Laptop/PC, Microsoft Word, The document you want to secure
- C. Flash drive, External hard drive, Internet connection
- D. Notes, Pen, Filing cabinet
- E. Monitor, Keyboard, Power supply

Read for Question Number 7 – 10!

Office Telephone Procedure

Objective:

- To provide friendly, clear, and professional telephone service. So that caller needs can be met quickly and accurately.

Tools:

- Telephone
- Computer/Laptop Device
- Recording Tools (Notes, Pen)

Steps:

- Answer the phone within a maximum of 3 rings.
- Say a greeting and mention the company/office name.
- Listen carefully to the caller's needs.
- Record important information such as name, phone number, and message.
- If necessary, connect the caller to the relevant party/section.
- Say thank you before hanging up the phone.

7. What is the primary objective of the Office Telephone Procedure, as stated in the text?

- A. To minimize the use of recording tools.
- B. To provide friendly, clear, and professional telephone service.
- C. To limit the number of rings to only one.
- D. To immediately connect the caller to a manager.
- E. To quickly record all the caller's messages.

8. According to the procedure's steps, what is the maximum time frame given for answering a call?

- A. Within a maximum of 1 ring.
- B. After the first greeting is finished.
- C. Before the relevant party is connected.
- D. Within a maximum of 3 rings.
- E. Immediately after recording the message.

9. Which item is explicitly listed in the 'Tools' section as a requirement for the procedure?

- A. Filing Cabinet
- B. Printer
- C. Notes
- D. Scanner
- E. Whiteboard

10. What is the final action a person should take, as outlined in the steps, before ending the phone call?

- A. Record the caller's name and number.
- B. Listen carefully to the caller's needs.
- C. Connect the caller to the relevant section.
- D. Say a greeting and mention the company name.
- E. Say thank you.