

**MINISTRY OF EDUCATION, HERITAGE & ARTS**  
**2021 WORKSHEET 1**  
**YEAR 13**  
**OFFICE TECHNOLOGY**

**Multiple Choice Questions-** Circle the letter which represents the **best** answer.

1. Computerized routine office tasks such as producing documents, tracking schedules, making calculations and facilitating inter-office voice and written communication are best described as
  - A. expert system.
  - B. mail merge.
  - C. video camera surveillance.
  - D. office automation system.
2. Which legal document has the wishes of the person for the distribution of his property and assets?
  - A. Will
  - B. Deed
  - C. Brief
  - D. Probate

**Short Answer Questions**

1. Define the following terms:
  - a) Website
  - b) Blog
  - c) Landing page
2. Study the picture given below and answer the following questions given below



*Source: MEHA, Office Technology Year 13, 2018*

- a) State the technology used above which provides communication.
- b) Discuss **two** benefits of using the above technology in providing effective and efficient communication.
3. What is the engrossment of a legal document?
4. Differentiate between the **Reply** and **Reply All** in relation to answering emails.
5. Differentiate between **Property Title** and **Will**.
6. Discuss **one** importance of a business plan.
7. Discuss **two** advantages of using centralised records in a large organisation.
8. Explain the function of the Exclude Recipient button in mail merge.