

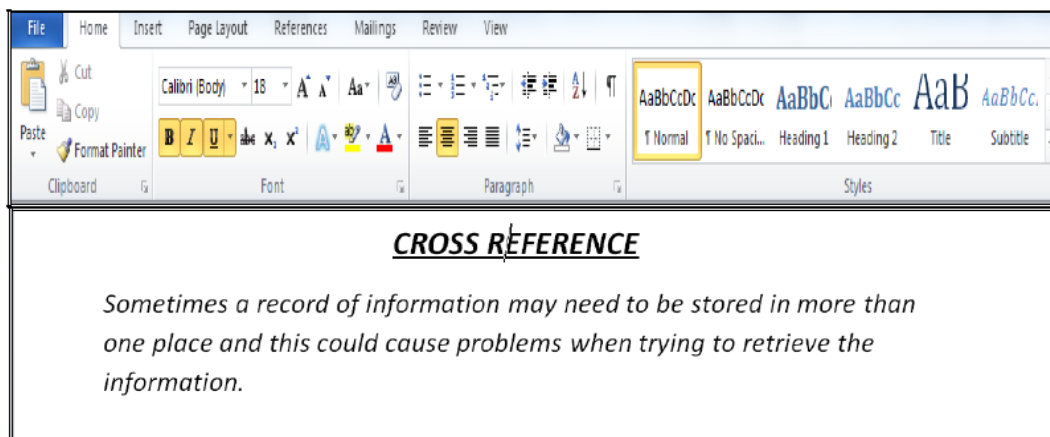
**MINISTRY OF EDUCATION, HERITAGE & ARTS
2021 WORKSHEET 1
YEAR 9
OFFICE TECHNOLOGY**

Multiple Choice Questions

1. The first practical typewriter was invented in
 - A. 1862.
 - B. 1866.
 - C. 1867.
 - D. 1869.
2. A collection of computer screen displays which is connected to the internet is called
 - A. Yahoo.
 - B. Google.
 - C. Browser.
 - D. Website.

Short Answer Questions

1. Explain **one** reason why a secretary needs to listen effectively to customers.
2. Differentiate between hardware and software.
3. Describe the following common features of application software.
 - a) Scroll bar
 - b) Undo
4. Use the Word document given below to answer the questions that follow.



- a) Give **two** formatting features that have been applied to the title of this document?
- b) Explain how the formatting features were applied to **CROSS REFERENCE**.
- c) In which menu tab and group can bullets icon be found?

Paragraph Writing

1. In a paragraph, discuss five duties that a secretary needs to carry out at the beginning of each day.
2. In a paragraph, define system software and discuss the four control programs of system software.