

# NATIONAL SKILLS QUALIFICATION FRAME WORK(NSQF)

## 2<sup>nd</sup> PUC (LEVEL-4) –Test paper-1

Subject: INFORMATION TECHNOOLOGY

SubjectCode: 61 E

Time : 1hr: 30min

Marks:50

### SECTION - A

I. Fill in the blanks

10x1=10.

1. The word used instead of noun is \_\_\_\_\_.
2. Do not place heavy item \_\_\_\_\_ the laptop.
3. ITES stands for \_\_\_\_\_
4. File extension for word processing template is \_\_\_\_\_
5. Envelop size can be modified using \_\_\_\_\_ tab of envelop dialog box.
6. Mail merge wizard option is available in \_\_\_\_\_ group.
7. SmartArt option is available in \_\_\_\_\_ group and \_\_\_\_\_ tab
8. To use mouse pointer as a pen, you should select \_\_\_\_\_ in \_\_\_\_\_ -dialog box.
9. Lable option is available in \_\_\_\_\_ group and \_\_\_\_\_ tab.
10. I like my new job \_\_\_\_\_,I love talking on the phone. (Nevertheless, moreover, therefore)

### SECTION -B

II. Answer ANY ELEVEN questions in one or two sentence:

11x2=22

1. What is the job description of a CSR?
2. What are some of the common questions customer service representative ask customer to clarify problem of a customer?
3. What are the different guidelines for giving feedback?
4. What is workplace communication?
5. What is non verbal communication?
6. What is communication? Mention some actions involved in communication.
7. Explain the procedure to create template.
8. Explain the purpose of mil merge.
9. Explain the procedure to create custom slide show.
10. Mention different smartArt options available in presentation.
11. What is template? Mention some advantages of using template in our document.
12. What is a leave application? Write some common points in all leave application.

### SECTION - C

III. Answer ANY FOUR questions in three or four sentence:

4X3=12

1. Write some skills required to be a good customer service representative.
2. Write down the common interview questions.
3. Explain the procedure to create envelop using mail merge.
4. Explain the procedure to use SmartArt in a presentation.
5. Explain the procedure to annotate a presentation using callouts.

III. Answer ANY ONE question in five to six sentences. 6x1=6

1. Explain the procedure print 30 lables in a single sheet.
2. Explain the procedure to perform a mail merge for printing letters.

