# ICDL Word Exams

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		increa		y space	
Ther	e are seve	eral ways in which	h you can increas	e your living space. Peopl	e miss
ine ( acci	pportunity	to maximise uni he main living ar	used space in the reas such as the l	ir nouse, ietting things kitchen and sitting room. A	sa
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# (Question 2)

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Strategy Planning for Learners in an e-world
Success Factors
The main secret of our success in this area is the provision of a range of excellent world-class products that are aggressively priced. Combine this with a high level of ongoing customer support, which we have always believed to be an essential part of any dealings with the public, and we have a format that should be capable of replicating in many other markets.
Future Strategy
To stay ahead of the competition we must at least maintain the current level of research and development, as innovation will be one of the key aspects in the expansion of an already highly successful series of products.
Staff Issues
It is essential that we do not lose experienced staff and I am delighted to report that moral has
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Th pro wh a f	e main secret of ou oducts that are agg hich we have always format that should b uture Strategy	rr success in this ressively priced. s believed to be a se capable of repl	area is the p Combine this In essential pa licating in mai	rovision of with a higi art of any o ny other m	a range of ex h level of ongo lealings with t arkets.	cellent world-cl bing customer s the public, and	ass support, we have
To de su	stay ahead of the o velopment, as innov uccessful series of p	competition we n vation will be one products.	nust at least r of the key as	naintain th pects in th	e current leve ne expansion	l of research ar of an already hi	nd ighly
Th pro	e workforce continu oduction of quality r	ues to be one of o materials that del	our greatest a iver on time a	ssets, for v nd within b	without their d oudget, our tai	ledication to the rgets could not	e be met.
Sti lti ne Ma	:aff Issues is essential that we aver been higher. aintaining stability ii	do not lose expe n the workforce:	erienced staff	and I am d	elighted to re	port that moral	has
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To stay ahead of the competition we must at least maintain the current level of research and development, as innovation will be one of the key aspects in the expansion of an already highly successful series of products.			
The workforce continues to be one of our greatest assets, for without their dedication to the production of quality materials that deliver on time and within budget, our targets could not be met.			
Staff Issues It is essential that we do not lose experienced staff and I am delighted to report that moral has never been higher.			
Maintaining stability in the workforce: Salary scales that match or exceed the market level. Ongoing staff training and development. Excellent internal communications. A good working environment. A good management team.			
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# $\textbf{View} \rightarrow \textbf{select print layout}$

# (Question 5)

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Future Strategy
To stay ahead of the competition we must at least maintain the current level of research and development, as innovation will be one of the key aspects in the expansion of an already highly successful series of products. Staff Issues It is essential that we do not lose experienced staff and I am delighted to report that moral has never been higher. Maintaining stability in the workforce: Salary scales that match or exceed the market level. Ongoing staff training and development. Excellent internal communications. A good working environment. A good management team.
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# Remove the **Standard** toolbar from the Microsoft Word application window.

# Right click on any place in the toolbar $\rightarrow$ uncheck the standard

# (Question 6)

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Team Roles: Bob Hanks Script writer, instructional designer, editing course content
Shari Patel Script writer, writing course content
Maria Benotti Script writer, writing course content T
Fred Stein Documentation, procedures, maintenance of house style guide etc
Tammy Ling Subject matter expert
Hector Cabbazon
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# Insert the trademark symbol at the insertion point.

Insert  $\rightarrow$  symbol  $\rightarrow$  select the tm symbol  $\rightarrow$  click insert  $\rightarrow$  close

# (Question 7)



# (Question 8)

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As the 'team' is so central to our success, we must strive for the best <b>possible</b> working environment so that a minimum level of staff turnover is maintained.	
In the best scenario this should be done without increasing costs.	
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Cut the selected word possible and paste it between the words best and scenario.

# Click cut from the standard toolbar $\rightarrow$ put the cursor after the word best $\rightarrow$ click paste from the standard toolbar

# (Question 9)

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Success Factors The main secret of our success in this area is the provision of a range of excellent world-class products that are aggressively priced. Combine this with a high level of ongoing customer support, which we have always believed to be an essential part of any dealings with the public, and we have a format that should be capable of replicating in many other markets.	
Future Strategy To stay ahead of the competition we must at least maintain the current level of research and development, as innovation will be one of the key aspects in the expansion of an already highly successful series of products.	
The workforce continues to be one of our greatest assets, for without their dedication to the production of quality materials that deliver on time and within budget, our targets could not be met.	
Staff Issues It is essential that we do not lose experienced staff and I am delighted to report that moral has never been higher.	▼
Maintaining stability in the workforce:	Ŧ
Page 1 Sec 1 1/1 At 1" Ln 1 Col 1 REC TRK EXT OVR	11.

Use the Find and Replace dialog box to find the next instance of the word area in this document.

# $\mbox{Edit} \rightarrow \mbox{find} \rightarrow \mbox{type}$ area in the find what box $\rightarrow \mbox{find}$ next

# (Question 10)

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PLEASE NOTE THE FOLLOWING:
The minutes that you have been keeping of the committee meetings provide an essential and valuable record. However, I feel that an improvement could be made as to how these are currently presented.
Often during meetings actions are allocated to specific committee members but because of the detailed way that you report the proceedings, which results in an excellent document, it is all to easy for these to be overlooked and even completely forgotten about.
If you could copy all of these actions and list them separately on a sheet at the end of the full minutes this would help to focus all of us on carrying them out before the following meeting. We should then make the first item of the Agenda for each meeting signing off on these actions or carrying forward any that have not been carried out.
As you are fully occupied with your present role would it help if Bob were able to take on some of the organisational load for future meetings, such as booking the venue, organising accommodation and ordering the refreshments? I only suggest this because I know that you always end up with the major part of these tasks and while it is commendable that you carry them out with amazing efficiency it does seem unfair that the entire burden should constantly fall on your shoulders.
Page 1 Sec 1 1/1 At 1" Ln 1 Col 1 REC TRK EXT OVR

Use the Change Case dialog box to change the selected text to Sentence case.

Format  $\rightarrow$  change case  $\rightarrow$  check the sentence case  $\rightarrow$  ok

# (Question 11)

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Ref. Committee Meeting Minutes:         The minutes that you have been keeping of the committee meetings provide an essential and valuable record. However, I feel that an improvement could be made as to how these are currently presented.         Often during meetings actions are allocated to specific committee members but because of the detailed way that you report the proceedings, which results in an excellent document, it is all to easy for these to be overlooked and even completely forgotten about.         If you could copy all of these actions and list them separately on a sheet at the end of the full minutes this would help to focus all of us on carrying them out before the following meeting.         We should then make the first item of the Agenda for each meeting signing off on these actions or carrying forward any that have not been carried out.         Please note the following:         The minutes that you have been keeping of the committee meetings provide an essential and valuable record. However, I feel that an improvement could be made as to how these are currently presented.	
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You wish to copy the format of the selected words Ref. Committee Meeting Minutes: and then apply that format to the words Please note the following: Click the toolbar button that would enable you to carry out this task.

# Click on the format painter tool from the standard toolbar

# (Question 12)

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PLEASE NOTE The minutes that you have been keeping of the committee meetings provide an essential and valuable record. However, I feel that an improvement could be made as to how these are currently presented. Often during meetings actions are allocated to specific committee members but because of the detailed way that you report the proceedings, which results in an excellent document, it is all to easy for these to be overlooked and even completely forgotten about. If you could copy all of these actions and list them separately on a sheet at the end of the full minutes this would help to focus all of us on carrying them out before the following meeting. We should then make the first item of the Agenda for each meeting signing off on these actions or carrying forward any that have not been carried out.

Create a new paragraph between the heading and the main body text in this document.

Click the SUBMIT button when you have finished.

# Put the cursor after please note $\rightarrow$ press enter from the keyboard $\rightarrow$ click submit

# (Question 13)

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The main secret of dur succ products that are aggressive support, which we have alwa and we have a format that sl To stay ahead of the compe development, as innovation v successful series of product The workforce continues to b production of quality materia met.	cess in this area is the provision of a range of excellent world-class ely priced. Combine this with a high level of ongoing customer "ays believed to be an essential part of any dealings with the public, should be capable of replication in many other markets. etition we must at least maintain the current level of research and will be one of the key aspects in the expansion of an already highly sts. be one of our greatest assets, for without their dedication to the als that deliver on time and within budget, our targets could not be	
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# (Question 14)

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Success Factors: The main secret of our success in this area is the provision of a range of excellent world-class products that are aggressively priced. Combine this with a high level of ongoing customer support, which we have always believed to be an essential part of any dealings with the public, and we have a format that should be capable of replicating in many other markets.
To stay ahead of the competition we must at least maintain the current level of research and development, as innovation will be one of the key aspects in the expansion of an already highly successful series of products.
The workforce continues to be one of our greatest assets, for without their dedication to the production of quality materials that deliver on time and within budget, our targets could not be met.
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# (Question 15)

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# (Question 16)

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Staff Issues It is essential that we do not Ic never been higher.	se experienced stat	f and I am delighted to re	port that moral has
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# (Question 17)

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Success Factors: The main secret of our success in this area is the provision of a range of excellent world-class products that are aggressively priced. Combine this with a high level of ongoing customer support, which we have a ways believed to be an essential part of any dealings with the public, and we have a format that should be capable of replicating in many other markets.	
Staff Issues It is essential that we do not lose experienced staff and I am delighted to report that moral has never been higher.	
Factors contributing to stability in the workforce: 1. Salary scales that match or exceed the market level. 2. Ongoing staff training and development. 3. Excellent internal communications. 4. A good working environment. A good management team.	0 + 4
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The workforce continues to be one of our greatest assets, for without their dedication to the production of quality materials that deliver on time and within budget, our targets could not be met.					
Staff Issues It is essential that we do not lose experienced staff and I am delighted to report that moral has never been higher.					
We do follow industry recommended best practice here: Salary scales that match or exceed the market level. Ongoing staff training and development. Excellent internal communications. A good working environment. A good management team. Human resources report Dec. 2001.					
As the 'team' is such a key factor in our success we must strive for the best possible working environment so that a minimum level of staff turnover is maintained.					
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Insert a manual page break at the insertion point in the document.

### Press ctrl + enter from the keyboard

# (Question 20)



Change the text in the Header to Guide to Kilkenny County.

Click the SUBMIT button when you have finished.

# View $\rightarrow$ header and footer $\rightarrow$ delete the word city and write the word county

# (Question 21)

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	any dealings with the public, and we have a format that should be capable of replicating in many other markets.	
1:	Future Strategy	
	To stay ahead of the competition we must at least maintain the current level of research and development, as innovation will be one of the key aspects in the	
	expansion of an already highly successful series of products.	
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Note: Do not type the date.

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# (Question 22)

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Select the entire table.

Note: Do not use click-and-drag for this exercise.

Click on the



symbol

# (Question 23)

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Delete the selected row and all of its contents.

Note: Do not deselect the selected cells or reselect any other cells.

# $\textbf{Table} \rightarrow \textbf{delete} \rightarrow \textbf{rows}$

### (Question 24)



Modify the border style of the selected cells to double lines.

Format→border shading→border tab→select double line from style→ok

### (Question 25)



A graphic file named giraffe.jpg is stored in the current My Pictures folder on the hard disk of this computer. Insert this image into the document at the flashing insertion point.

 $\textit{Insert} \rightarrow \textit{picture} \rightarrow \textit{from file} \rightarrow \textit{select giraffe. Jpg} \rightarrow \textit{insert}$ 

# (Question 26)

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Please Note The Following
The minutes that you have been keeping of the committee meetings provide an essential and valuable record. However, I feel that an improvement could be made as to how these are currently presented. Often during meetings afctions are allocated to specific committee members but because of the detailed way that you report the proceedings, which results in an excellent document, it is all to easy for these to be overlooked and even completely formatten about
If you could copy all of these actions and list them separately on a sheet at the end of the full minutes this would help to focus all of us on carrying them out before the following meeting. We should then make the first item of the Agenda for each meeting signing off on these actions or carrying forward any that have not been carried out.
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Start Report.d Ommittee

Copy the selected image from Report and paste it into Committee, which is already open.

Note: Drag and drop is not available in this exercise.

# Click the copy tool from the standard toolbar $\to$ from the task bar click the committee file $\to$ click on the paste tool from the standard toolbar

# (Question 27)



Delete the selected graphic on screen.

#### Click delete from the keyboard

# (Question 28)



The first page is the form letter The second page is the main document The third page is the data document

(Question 29)



Merge this Main Document with its Data Source to create a new merge document.

Click on the merge (start mail merge) button→select new document from merge to: →merge

# (Question 30)

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If you could copy all of these actions and list them separately on a sheet at the end of the full minutes this would help to focus all of us on carrying them out before the following meeting.	
We should then make the first item of the Agenda for each meeting signing off on these actions carrying forward any that have not been carried out.	or
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Use Microsoft Word's **Spell Check** facility to correct the spelling of the selected word in the above document.

Note: The correct spelling of the word is minutes.

# R.click on the selected word→select minutes

# (Question 31)

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Human resources report Dec. 2001	
As the 'team' is so central to our success, we must strive for the best possible working environment so that a minimum level of staff turnover is maintained.	
Team building should be the focus for all management. The effort put into this area would be fully repaid within a short timescale and compared to the alternatives of hiring large numbers of new personnel and retraining them, is a significantly less daunting task.	
Other offices worldwide run exciting and varied programs and we should implement some of these here. Why not organise a group seminar where all Human Resource managers could exchange ideas and benefit from each other's experiences.	
Social events can greatly contribute to the Team spirit and should be encouraged throughout the organisation. The more that we can bring people together as a 'family' the more chance we have of them feeling that this group is where they want to see their future.	-
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Print 5 copies of the current page of this document.

Note: This is a simulation - you do not need to have a printer attached to your computer.

# File→print→select from page range current page→then type 5 in copies→ok

(Question 32)

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Success Factors
The main secret of our success in this area is the provision of a range of excellent world-class products that are aggressively priced. Combine this with a high level of ongoing customer support, which we have always believed to be an essential part of any dealings with the public, and we have a format that should be capable of replicating in many other markets.
Future Strategy To stay ahead of the competition we must at least maintain the current level of research and development, as innovation will be one of the key aspects in the expansion of an already highly successful series of products.
The workforce continues to be one of our greatest assets, for without their dedication to the production of quality materials that deliver on time and within budget, our targets could not be met.
Staff Issues
It is essential that we do not lose experienced staff and I am delighted to report that moral has never been higher.
Maintaining stability in the workforce:
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(Question 33)

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1. Create a **new column** to the left of selected column

#### Table menu→insert→column to the left

2. Change the default user name for this application to **Tom** 

#### Tool $\rightarrow$ option $\rightarrow$ user information $\rightarrow$ type Tom $\rightarrow$ ok

3. Which two of the following statements about proofreading are **true**?

Carrying out a spell check means you don't have to proofread a document.

Print preview lets you see how text and graphics will look when printed.

4. Insert **first Name** merge field after the word **Dear** in this letter.

Click on the insert merge field in the mail merge bar → select the first Name field.

5. Use the formatting option that would make the selected text look like this: **50** ° C

Format menu $\rightarrow$ font $\rightarrow$ check superscript $\rightarrow$ ok.

6. Display the non-printing point on this document
Click on the show\hide buttons on the stander bar
7. Change the selected row height to be 2,5 "

Table menu→table properties→row→type 2,5"

8. Automatic hyphenate this document

Tools  $\rightarrow$  Language  $\rightarrow$  Automatically hyphenate document.

9. Change this selected paragraph to be coordinator on the **two** sides

Format→paragraph→Aliment→select justify→ok