

Stenographer and Secretarial Assistant– Semester 2 Module 1 - Introduction to MS Excel and Shorthand

Reviewed and updated on: 01st November 2019 Version 1.1

- 1** : What is MS Excel?
A : An electronic spreadsheet program
B : An electronic calculating program only
C : An electronic data program only
D : An electronic Chart creating program only
-

- 2** : How columns in MS Excel are named?
A : b) numbers (1,2,3,4,...)
B : alphabets (A, B, C, D,...)
C : Roman numerals (I,II, III, IV,...)
D : Number and alphabets
-

- 3** : How rows in MS Excel are named?
A : alphabets (A, B, C, D,...)
B : (c) roman numerals (I,II, III, IV,...)
C : numbers (1,2,3,4,...)
D : Alphabets and roman numerals
-

- 4** : What is called intersection of a row and column in MS Excel?
A : Spreadsheet
B : Workbook
C : Document
D : Cell
-

- 5** : How to name a cell in column number 3 and row number 6?
A : F3
B : C6
C : C3
D : F6
-

- 6** : What is the default setting of print in MS Excel?
A : Landscape
B : Automatic
C : Fit to size
D : Portrait
-

- 7** : How many columns are there in the latest version of MS Excel?
A : 10,48,576
B : 16384
C : 1024
D : 512
-

- 8** : How many rows are there in the latest version of MS Excel?
A : 10,48,576
B : 16384

- C** : 1024
D : 512
-

- 9** : What is the basic unit for storing data?
A : Column
B : Rows
C : Worksheet
D : Cell
-

- 10** : How many character can hold in a cell?
A : Only one
B : 32767
C : Two only
D : Three only
-

- 11** : What will be known as the number of column increased to 16,384 In Excel 2010?
A : XLD
B : XFD
C : XMD
D : XVD
-

- 12** : What is the maximum characters can be used to rename a worksheet?
A : 21
B : 23
C : 31
D : 32
-

- 13** : What is the name of files created by a spreadsheet package?
A : Work book
B : Worksheet
C : MS Excel
D : Excel sheet
-

- 14** : What is the formula used in United States to enter a date?
A : Day/month/year
B : Year/day/month
C : Month/day/year
D : Day/month/year
-

- 15** : Where you can find the active cell in MS Excel?
A : In the formula bar
B : In the task bar
C : In the spreadsheet
D : In the workbook
-

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16 : What is the shortcut key to get A1 active cell in In MS Excel?

- A : Ctrl + A
- B : Ctrl + C
- C : Ctrl + Home
- D : Ctrl + F

18 : How worksheets are named by default?

- A : book1, book2, book3,...
- B : sheet1, sheet2, sheet3,...
- C : page1, page2, page3, ...
- D : note1, note2, note3, ...

19 : How many build in calculations are almost included in MS Excel?

- A : 500
- B : 300
- C : 400
- D : 403

20 : What is the name of common type of data applicable to any cell In MS Excel?

- A : General
- B : Number
- C : Currency
- D : Text

21 : Which data type takes between 0 and 1 and displays them in percentage format?

- A : Date
- B : Time
- C : Percentage
- D : Fraction

22 : What is called when copying and pasting an excel formula, to progressively update cell references?

- A : Static
- B : Semi-relative
- C : Relative
- D : Absolute

23 : Which functions in MS Excel help access interest calculation, accounting and currency related calculations?

- A : Cube/ Database
- B : Date/ Time
- C : Engineering
- D : Financial

24 : Which category In MS Excel, statistical functions like average, standard deviation, median, mode, etc. included?

- A : Lookup and reference
- B : Math and Trigonometric
- C : Statistical
- D : Logical

25 : Which function returns the lower case version of given string in MS Excel?

- A : Upper
- B : Lower
- C : Proper
- D : Len

26 : Which function In MS Excel, returns the first letter capitalized version of given string?

- A : Upper
- B : Lower
- C : Proper
- D : Len

27 : What is to be selected to sort data in MS Excel?

- A : All the cells
- B : Just the column
- C : Just one row
- D : Only one cell

28 : Which chart is used to compare the percentage of the sum that several numbers represents?

- A : Bar Chart
- B : Line chart
- C : Pie chart
- D : Column chart

29 : Which is the graphical representation of data entered in the worksheet?

- A : Tables
- B : Tool bars
- C : Title bar
- D : Chart

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30 : Which chart consists series of vertical bars in MS Excel?

- A : Pie chart
- B : Bar chart
- C : Column chart
- D : Line chart

31 : Which chart shows the trends over time in MS Excel?

- A : Pie chart
- B : Line chart
- C : Bar chart
- D : Column chart

32 : What is called a paper with rows and columns in which one can enter data which may be text or number in MS Excel?

- A : Data sheet
- B : Balance sheet
- C : Spread sheet
- D : Program sheet

33 : Which bar contains the name box at the left end which will display the active cell address in MS Excel?

- A : Title bar
- B : Status bar
- C : Formula bar
- D : Menu bar

34 : What contains the messages and prompts in MS Excel?

- A : Status bar
- B : Title bar
- C : Formula bar
- D : Menu bar

35 : What is the extension given by MS Excel when a workbook is saved?

- A : .txt
- B : .ppt
- C : .xls
- D : .doc

36 : What is the backbone of advanced calculations in MS excel?

- A : Cell
- B : Columns
- C : Formulas
- D : Rows

37 : What excel understands when you enter =(equal) sign?

- A : A text is being given
- B : A formula is given to calculate
- C : A chart is being given
- D : Enter the text in Formula bar

38 : What is the meaning of this sign in mathematical term in MS Excel (*)?

- A : Multiplication
- B : Division
- C : Adding
- D : Subtract

39 : What is the cell reference that adjusts and changes when copied?

- A : Absolute
- B : Relative
- C : Radians
- D : Tangent

40 : Where you can find custom tab option?

- A : Drop down dialog box of margin in page set up
- B : Home tab
- C : Insert tab
- D : References tab

41 : What is the chief function of an office?

- A : Storing information
- B : Preparing and paying salaries
- C : Providing internal communication
- D : Making, using and preserving information

42 : Which department takes care of the welfare of the employees?

- A : Finance Department
- B : Accounts Department
- C : Excise Department
- D : Personnel Department

43 : Which department deals with taxes imposed on manufacture or sale of goods?

- A : Production Department
- B : Excise Department
- C : Export or Import Department
- D : Sales Department

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44 : Which is true of an office?

- A** : To prepare records for planning
- B** : To prepare records for the purpose of control
- C** : To prepare and preserve records for efficient management
- D** : To prepare records for communication

45 : Why is an office called 'Data Bank'?

- A** : It provides information and figures of the past
- B** : It provides information and figures of the present
- C** : It provides figures of the past and the present
- D** : It provides information and figures of past and present

46 : How do communications move in an office?

- A** : Written communications move from top to bottom
- B** : Written and oral communications move from top to bottom and vice versa
- C** : Oral communications move from bottom to top
- D** : Written communications move from bottom to top

47 : Why are managerial controls important to an office?

- A** : They serve to get rid of non-performing personnel
- B** : They motivate the subordinates
- C** : They measure and correct the performance of subordinates
- D** : They infuse a sense of fear in the subordinates

48 : Why should an office manager exercise control over his staff?

- A** : To get performance according to standards fixed
- B** : To detect drawbacks in the staff
- C** : To weed out substandard staff
- D** : To discourage under-performers

49 : Which quality do you think will help a manager to succeed more than the others?

- A** : Proficiency in English
- B** : Ability to take decisions promptly and boldly
- C** : Kind-hearted and friendly nature
- D** : Knowledge about office machines

50 : Which quality makes one a bad manager?

- A** : Honesty
- B** : Mental alertness
- C** : Rigidity
- D** : Self-control

51 : What is called the process that initiates, guides, and maintains goal-oriented behaviour?

- A** : Goal
- B** : Achievement
- C** : Motivation
- D** : Result

52 : What is called the process of stimulating people to actions to achieve goals?

- A** : Promotion
- B** : Achievement
- C** : Motivation
- D** : Goal

53 : What improves the team spirit of the employees?

- A** : Sports activities
- B** : Better canteen facilities
- C** : Better transport facilities
- D** : Motivation

54 : What helps to reduce labour grievances and disputes?

- A** : Labour laws
- B** : Government agencies
- C** : Cordial relations
- D** : Lockouts

55 : How the process of motivation starts in an individual?

- A** : Greed of an individual
- B** : Need of an individual
- C** : Fear of an individual
- D** : Failure of an individual

56 : What basis the goals are selected in the process of motivation?

- A** : Identifying needs
 - B** : Verifying needs
 - C** : Immediate needs
 - D** : Future needs
-

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57 : What motivates an employee to perform improved level of performance?

A : Punishment

B : Agreement

C : Rewards

D : Promises

Stenographer and Secretarial Assistant– Semester 2 Module 2 - MS Excel - Formulas and Functions office layouts

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58 : Which safety measure should be given topmost priority?

- A** : Avoiding polishing of floors as to make them slippery
- B** : Providing First-Aid Box, fire extinguishers
- C** : Providing ladders to reach high shelves
- D** : Checking telephone wires from trailing

59 : What is a good office layout?

- A** : Keeping costs to a minimum
- B** : Maximum utilisation of space
- C** : Minimum utilisation of space
- D** : Maximum utilisation of furniture

60 : What is the advantage of good office environment to the business concern?

- A** : Increase in production
- B** : Ease in work
- C** : Improvement in mental health
- D** : Increase in employees' absenteeism

61 : Why is interior decoration of office space important?

- A** : Employees work at a slow pace
- B** : Employees develop the capacity to work very fast
- C** : Employees enjoy working hard for long hours
- D** : Employees work by fits and starts

62 : Which type of furniture is most desirable for an office?

- A** : Furniture which is comfortable to work with
- B** : Furniture which is comfortable as well as eye-catching
- C** : Furniture which is artistically designed
- D** : Furniture with good looks

63 : Which is correct about interior colouring?

- A** : Walls of the office should be in dark colour
- B** : Walls of the office should be in light colour
- C** : There should be sharp contrast in colours
- D** : Orange, yellow and brown colours bring indifferent feelings

64 : Which is correct with regard to security arrangements for office?

- A** : First-Aid Box should be installed for every 1,000 workers
- B** : Fire Alarm should be tested from time to time

C : Fire extinguisher should be in charge of one person

D : Untrained staff can render first aid in case of emergency

65 : What is your understanding of office layout?

- A** : Arrangement of different departments in the space available
- B** : Arrangement of different equipment in the space available
- C** : Arrangement of personnel in the space available
- D** : Arrangement of personnel and equipment for maximum effectiveness and co-ordination

66 : Which symbol is to be entered first for a function in MS excel?

- A** : @
- B** : \$
- C** : #
- D** : =

67 : How to get format cell option?

- A** : Click formula bar in Excel sheet
- B** : Click insert tab in Excel sheet
- C** : Click Page Layout tab in Excel sheet
- D** : Right click cell in Excel sheet

68 : What is the shortcut key for changing Font size in Excel sheet?

- A** : Ctrl + F
- B** : Ctrl + 1
- C** : Alt + 1
- D** : Shift + Alt + 1

69 : What is the option to get double underline the text in a cell?

- A** : Select text and underline two times
- B** : Draw manually using = sign
- C** : Select text → select double line from Home tab
- D** : Select text → Home tab → Font → Click near U

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70 : What are the steps for rotating a cell?

- A** : Right click the cell and use options
- B** : Format cells>alignment
- C** : Right click cell>Format >Alignment>set degree for rotation
- D** : Insert tab> text>Alignment>set degree

71 : What is the step to get the background colour option in MS excel?

- A** : Home>Style group
- B** : Insert> Font group>background colour
- C** : Page Layout> Font group
- D** : Home>Font group > background colour

72 : Where will align the text in a cell in MS Excel by default?

- A** : Right of the cell
- B** : Top of the cell
- C** : Bottom of the cell
- D** : Left of the cell

73 : Where will align the numbers in a cell in Excel by default?

- A** : Left of the cell
- B** : Top of the cell
- C** : Right of the cell
- D** : Bottom of the cell

74 : What are the vertical alignments options in MS excel?

- A** : Top, Bottom, Centre, Horizontal
- B** : Top, Centre, Vertical, Justify
- C** : Bottom, Top, Centre, Justify
- D** : Justify, Top, Bottom and Fill

75 : What is the space occupied by merged cells?

- A** : Double the merged cells
- B** : Three times of the merged cells
- C** : Half of the merged cells
- D** : Same space of the merged cells

76 : What is the command for multiple merged cells?

- A** : Merge all
- B** : Merge multiple
- C** : Merge Across
- D** : Cell Merge

77 : What is the option available to fit the text in the same column?

- A** : Wrap text option
- B** : Fit to text option
- C** : Wrap Column option
- D** : Wrap and fit option

78 : What you mean by shrink to fit option in MS Excel ?

- A** : The text entered is in the same row
- B** : The font of the text is automatically changes
- C** : The column width is increased
- D** : The text remains in the same column

79 : What was the standard amount of column up to Excel 2003?

- A** : 65536
- B** : 625
- C** : 256
- D** : 526

80 : What is code for the 256th column in Excel 2003?

- A** : BA
- B** : BB
- C** : DC
- D** : IV

81 : What function is used to calculate change in interest rate etc in Excel?

- A** : Function Arguments
- B** : Count if
- C** : Sum if
- D** : What if

82 : What is called In excel sorting data in ascending or descending order?

- A** : Count data
- B** : Rearrange data
- C** : Organise data
- D** : Analysing data

83 : What is called creating charts based on worksheet data?

- A** : Summarize data
- B** : Represent graphic designs
- C** : Represent values graphically
- D** : Display charts

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84 : What is called In MS Excel adding list of students appeared for examination and finding final results?

- A** : Formula functions
 - B** : Performance calculation
 - C** : Data manipulation
 - D** : Auto filters
-

85 : How to make a cell active in MS Excel?

- A** : Click worksheet column
 - B** : Click worksheet row
 - C** : Click a cell
 - D** : Click formula bar
-

Stenographer and Secretarial Assistant– Semester 2 Module 3 - Handling of Mails, Office Stationery and Antivirus

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86 : When is recording of received letters done and In which order?

- A** : After opening, sorting, scrutiny and stamping
- B** : After sorting, opening, scrutiny and stamping
- C** : After opening, scrutiny, sorting and stamping
- D** : After opening, sorting, scrutiny and stamping

87 : What details does stamping display?

- A** : Receipt number
- B** : Date and time of receipt
- C** : Date and signature of receiver
- D** : Number, date, time and signature

88 : What is a franking machine?

- A** : It imprints postage stamps on all types of letters
- B** : It stamps the date and time of the letter received
- C** : It automatically folds letters
- D** : It opens letters accurately and speedily

89 : Which option lists office supplies?

- A** : Toner cartridges, markers, pens
- B** : TVs, Air-conditioning units
- C** : Label markers, modems
- D** : Wi-fi routers, ports

90 : Which is the most important use of office manuals?

- A** : To get the work done in quick time
- B** : To eliminate repetition of instructions and for standardization
- C** : To fix responsibility for wrong implementation of rules
- D** : To provide training to employees, old and new

91 : How is mail received by big business houses safely?

- A** : By hiring a post office bag
- B** : By hiring post box and Post office bag
- C** : From the postman of the area
- D** : By hiring a post box

92 : What is a mail?

- A** : A handwritten communication sent
- B** : A handwritten communication received
- C** : A printed or written communication sent or received
- D** : A printed communication received

93 : What is true of office forms?

- A** : It is a printed piece of paper
- B** : User of office form cannot fill it
- C** : No blank spaces are left in the forms
- D** : It is a written piece of paper

94 : Which is correct?

- A** : Thin sheets of paper are used for typing reports
- B** : Paper is the centre of action in an office
- C** : Office manuals increase cost of operations
- D** : Invoices do not come under office forms

95 : What does scrutiny of letters calls for?

- A** : Examination of contents
- B** : Examination of enclosures
- C** : Examination of contents and enclosures
- D** : Examination of contents, enclosures and reporting of irregularities

96 : What is computer virus?

- A** : A system software
- B** : A program
- C** : A malicious software
- D** : An inbuilt program

97 : What is the term used when virus entered in a document?

- A** : Affected
- B** : Infected
- C** : Effected
- D** : Accepted

98 : How viruses enter your computer?

- A** : By opening program files
- B** : By opening word file
- C** : By opening unknown attachment in your email
- D** : By opening the programme wrongly

99 : What is called when a malicious server posing as an authentic server?

- A** : Spoofing
- B** : Phishing
- C** : Bitnet
- D** : Distributed Denial of Service

Stenographer and Secretarial Assistant– Semester 2 Module 3 - Handling of Mails, Office Stationery and Antivirus

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100 : What is called a malicious email or SMS communication inviting the user to click a link and take the user to a malicious web site?

- A : Spoofing
- B : Phishing
- C : Bitnet
- D : Distributed Denial of Service

101 : What is called an intrusive login to a protected system from a remote system to carry out malicious acts?

- A : Hacking
- B : Malware
- C : Pharming
- D : Ransomware

102 : What is called a piece of software designed for ill intentions (virus), to steal user id/ password (trojan), erase data on computer (virus),etc?

- A : Hacking
- B : Malware
- C : Pharming
- D : Ransomware

103 : What is the term used when a piece of malware which spreads through attachments to emails?.

- A : Worm
- B : Spam
- C : Spyware
- D : Trojan

104 : What piece of malware which keeps sending junk message advertising?

- A : Worm
- B : Spam
- C : Spyware
- D : Trojan

105 : What is called that simply records computer activities and transmits them to a malicious site?

- A : Worm
- B : Spam
- C : Spyware
- D : Trojan

106 : Which process allows you to identify viruses in a computing device?

- A : Editing
- B : Formatting
- C : Scanning
- D : Security

107 : What type of motivation is the drive to pursue and attain goals?

- A : Competence motivation
- B : Achievement motivation
- C : Affiliation motivation
- D : Attitude motivation

108 : What type of motivation drives to relate to people on a social basis?

- A : Affiliation motivation
- B : Incentive motivation
- C : Achievement motivation
- D : Competence motivation

109 : Which type of motivation allows the individual to perform high quality work?

- A : Incentive motivation
- B : Power motivation
- C : Competence motivation
- D : Attitude motivation

110 : What type of motivation drives to influence people and change situation?

- A : Fear motivation
- B : Incentive motivation
- C : Achievement motivation
- D : Power motivation

111 : What type of motivation drives people think and feel their attitude to life?

- A : Fear motivation
- B : Incentive motivation
- C : Attitude motivation
- D : Competence motivation

112 : Which type of motivation “you do this and you get that” slogan applies?

- A : Incentive motivation
 - B : Achievement motivation
 - C : Attitude motivation
 - D : Affiliation motivation
-

**Stenographer and Secretarial Assistant– Semester 2 Module 3 - Handling of Mails,
Office Stationery and Antivirus**

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113 : What kind of motivation is very popular in Indian Army?

- A** : Power motivation
 - B** : Competence motivation
 - C** : Fear motivation
 - D** : Affiliation motivation
-

114 : Which motivation is self applied?

- A** : Extrinsic motivation
 - B** : Attitude motivation
 - C** : Intrinsic motivation
 - D** : Achievement motivation
-

115 : Which type of motivation that refers to behaviour driven by external rewards?

- A** : Extrinsic
 - B** : Intrinsic
 - C** : Self
 - D** : Compulsion
-

Stenographer and Secretarial Assistant– Semester 2 Module 4 - Introduction to Power Point and Filing

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116 : Which tool in MS Office is used for preparation of presentations?

- A : MS Word
- B : MS Excel
- C : MS Access
- D : MS PowerPoint

117 : What is the default extension for a presentation prepared in PowerPoint in MS Office version 2007 or later?

- A : .accdb
- B : .pptx
- C : .xlsx
- D : .docx

118 : Which tab allows you to get new slides in Power Point?

- A : Design >Themes
- B : Home >Font
- C : Home >New slides
- D : Home >Paragraph

119 : Which combination of menus are to be used to get different shapes in Power Point presentation?

- A : Home >Drawing
- B : Home >Font
- C : Home >Slides
- D : Home >Paragraph

120 : Which menu group align text option available?

- A : View > paragraph
- B : Home > paragraph
- C : Home > Fonts
- D : Home > editing

121 : Which option is to be used to get images like picture from file, clipart and photo albums in Power Point?

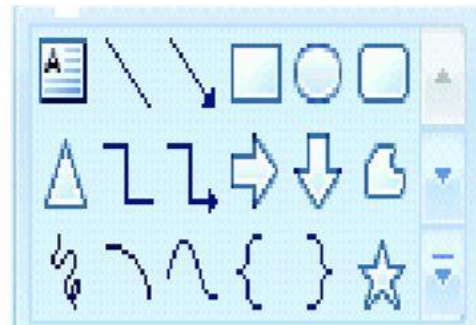
- A : Insert >Tables
- B : Insert >Illustrations
- C : Insert >Links
- D : Insert >Images

122 : Which menu opens this drop down window?



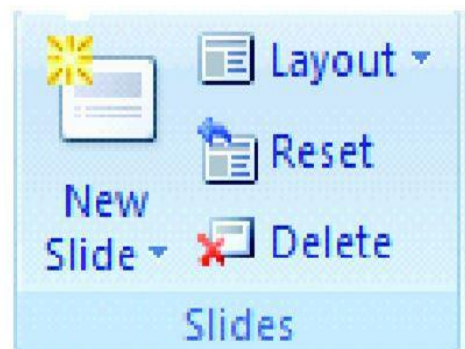
- A : Home
- B : Insert
- C : Format
- D : View

123 : Which menu opens up this in the Ribbon in PPT?



- A : View
- B : Format
- C : Home
- D : Insert

124 : Which menu open up this in the menu bar in PPT?



- A : Review
- B : View
- C : Insert
- D : Home

Stenographer and Secretarial Assistant– Semester 2 Module 4 - Introduction to Power Point and Filing

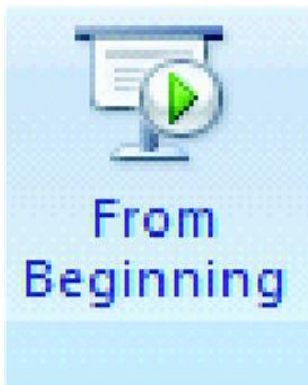
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125 : Which tab is to be click opened to get this menu in the menu bar in PPT?



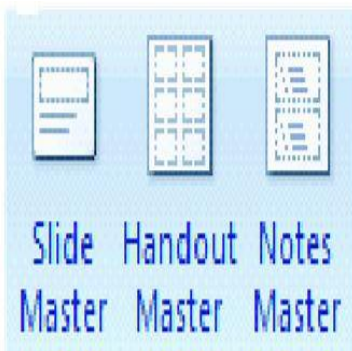
- A : Insert
- B : Home
- C : Design
- D : Format

126 : Which tab open this option in the menu bar in PPT?



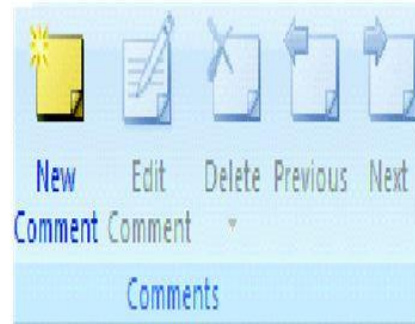
- A : Slide Show
- B : Slide sorter
- C : Animations
- D : File menu

127 : How to get this option in the menu bar in PPT?



- A : Click open insert menu
- B : Click open format menu
- C : Click open view menu
- D : Click open review menu

128 : Which menu opens this option in the menu bar in PPT?



- A : (a) Click open home tab
- B : (b) Click open Insert tab
- C : (c) Click open view tab
- D : (d) Click open Review tab

129 : Where you can find current slide number in Power Point windows?

- A : Title bar at the top
- B : Status bar at the bottom
- C : Menu bar
- D : Tool bar

130 : Where is zoom slider located?

- A : In the menu bar
- B : In the title bar
- C : In the status bar
- D : View menu

131 : How to view the document at different percentage in PPT?

- A : View menu
- B : Home menu
- C : Review menu
- D : Use zoom slider

132 : What divides the window in three working areas in Power Point program?

- A : Normal view
- B : Outline view
- C : Review
- D : Slide view

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133 : Which menu option, In PowerPoint, slide transition effects may be controlled?

- A : Design >Themes
- B : Design >Effects
- C : Insert >Colours
- D : Insert >Fonts

134 : Which option, in PowerPoint, slide theme can be controlled?

- A : Design > Background
- B : Insert >Colours
- C : Insert >Fonts
- D : Design >Themes

135 : What is the option to get background fill colour, can be achieved?

- A : Design >Background
- B : Design >Themes
- C : Insert >Colours
- D : Insert >Fonts

136 : What is filing?

- A : Safe keeping of documents received
- B : Storing of original documents
- C : Preservation of documents sent/received for ready reference
- D : Storing of copies of original documents sent

137 : What is the disadvantage of geographical classification?

- A : Geographical knowledge a must
- B : Speedy location of files
- C : It is simple to adopt
- D : Direct filing is possible

138 : Which is correct?

- A : Without filing, modern business can be run effectively
- B : Without filing, sales can be promoted
- C : Without filing, planning for future is possible
- D : Without filing, letters requiring immediate attention cannot be disposed of

139 : Why is filing necessary?

- A : For locating original documents/records
- B : For systematic preservation of documents for future use
- C : For locating original records or copies of records
- D : For locating copies of letters sent

140 : What is the essential characteristic of a good filing system?

- A : It should be easily located when needed for reference
- B : It should store miscellaneous files
- C : It can neither be expanded nor contracted
- D : It can occupy as much space as it requires

141 : What do you mean by chronological filing?

- A : In this system, files are kept in numerical order
- B : In this system, files are grouped on the basis of state
- C : In this system, files are maintained in order of time
- D : In this system, files are arranged on the basis of subjects

142 : Which is true of alphabetical filing?

- A : Surname is written last in the case of individual
- B : Separate indexing is necessary
- C : It cannot be expanded when needed
- D : Records are kept in alphabetical order

143 : What is the disadvantage of alphabetical classification?

- A : Locating papers in a large organization
- B : Re-arranging of guide cards with increase in records
- C : Sorting out misspelling of names
- D : Allotting space to each alphabet

144 : Why is 'compactness' an essential characteristic of a good filing system?

- A : Because modern office space is costly
- B : Because modern office space is cheap
- C : Because in its absence, filing looks messy/untidy
- D : Because in its absence, filing looks neat

Stenographer and Secretarial Assistant– Semester 2 Module 4 - Introduction to Power Point and Filing

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145 : Which is correct with regard to filing?

A : The authorised staff alone should access the files

B : The employees should be trained to file documents

C : The filing equipment should not be cheap

D : All the files should retained and never discarded

Stenographer and Secretarial Assistant– Semester 2 Module 5 - Office Secretary, Filing and MS - PowerPoint

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146 : What comes to your mind when you think of a decentralized filing system?

- A** : Confusion as to where information can be found
- B** : There will be no uniformity in filing
- C** : Can result in fragmented documentation
- D** : Does not require full-time staffing

147 : What are the requirements of a good secretary?

- A** : A speed of 100/40 words per minute in shorthand and typewriting
- B** : A speed of 80/30 words per minute in shorthand and typewriting
- C** : A postgraduate degree in science
- D** : A tendency to take every little problem to the boss

148 : Which skill is required for one to make a good secretary?

- A** : Good written communication
- B** : Good written and verbal communication
- C** : Good verbal communication
- D** : Ability to operate duplicator

149 : Which quality should a secretary possess?

- A** : Giving in to emotions on provocation
- B** : Being courteous to superiors only
- C** : Passing embarrassing comments
- D** : Remaining cool under all circumstances

150 : How can maintaining good personal relationships help a private secretary?

- A** : He can extract little work from the employees
- B** : He can get more work done from the employees
- C** : He can get good support from his employer
- D** : He can get many admirers from his employees

151 : What are the duties of a secretary in organizing meetings?

- A** : Preparing agenda of the meeting
- B** : Preparing minutes of the meeting
- C** : Expressing vote of thanks to members
- D** : Preparing agenda and minutes and expressing vote of thanks

152 : What are the duties of secretary general?

- A** : To conduct business of the state legislatures
- B** : To discharge duties to a cabinet secretary
- C** : To conduct business in the Lok Sabha/Rajya Sabha
- D** : To conduct business in the house and Parliamentary committees

153 : Which option is correct for a private secretary?

- A** : He performs the work of a Stenographer
- B** : He performs the work of an Assistant
- C** : He performs the work of Stenographer and Assistant
- D** : His relationship with officer is of master and servant

154 : Which secretary is elected?

- A** : Private secretary
- B** : Secretary of co-operative Society
- C** : Company secretary
- D** : Secretary of embassy

155 : Which of the secretaries acts as a pivot between shareholders and the management?

- A** : Secretary of a Club or Association
- B** : Secretary of a Local Body
- C** : Company secretary
- D** : Secretary of co-operative society

156 : Which skill is not a pre-requisite for a secretary?

- A** : Good organisational skills
- B** : Good communication skill, written and verbal
- C** : Good time management
- D** : Knowledge of stencilling and duplicating

157 : How can a secretary get more work done from the employees?

- A** : By employing tactfulness
- B** : By good personal relationship
- C** : By not adopting to the nature of his employees
- D** : By maintaining discipline

Stenographer and Secretarial Assistant– Semester 2 Module 5 - Office Secretary, Filing and MS - PowerPoint

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158 : What is the advantage of a centralized filing system?

- A** : Records too distant from staff for adequate service
- B** : Effective use of equipment, supplies and space
- C** : Required full-time staffing
- D** : Can result in increased filing systems

159 : What is the disadvantage of a centralized filing system?

- A** : All related data kept together
- B** : Responsibility easily fixed
- C** : Requires full-time staffing
- D** : Uniform service provided to one and all

160 : What is the advantage of a decentralized system of filing?

- A** : Does not require full-time staffing
- B** : Lack of uniformity or consistency
- C** : Confusion as to where information can be found
- D** : Can result in fragmented documentation

161 : What is the option, In Power Point, presentation preview can be started?

- A** : Transition >Transition to this slide
- B** : Transition >Preview
- C** : Timing
- D** : Slide show

162 : What is animation In Power Point?

- A** : The movement of slides
- B** : The movement of text and objects on the slide
- C** : The appearance of the slide
- D** : Time taken for movement of objects

163 : What is transition in Power point presentation?

- A** : The movement of objects in the slide
- B** : The time taken by the objects to move
- C** : The movement of the slide one by one
- D** : Time taken by the slide to change

164 : What menu helps to effect sound effects for slide transition, automatic-transition time, etc.,?

- A** : Transition >Preview
- B** : Transition >Transition to this slide

C : Transition Rehearsal

D : Transition >Timing

165 : What is the option to display only selected slides?

- A** : Slide show> start slide show
- B** : Slide show> custom slide show
- C** : Slide show > from current slide
- D** : Slide show > from beginning

166 : Which menu is to be used to set up slide show?

- A** : Slide show >Start slide show
- B** : Slide show >Set up
- C** : Slide show > effects
- D** : Slide show > custom slide show

167 : Which menu in the ribbon you get arrange all option?

- A** : Home
- B** : Handout Master
- C** : View
- D** : Review

168 : What should be done to get theme, zoom fit, zoom slider etc. in power point presentation?

- A** : Click Home tab
- B** : Right click status bar
- C** : Click page layout
- D** : Click insert menu

169 : What will not be visible In graphic mode?

- A** : Text
- B** : Picture
- C** : Title
- D** : Cursor

170 : How all elements are considered In power point ?

- A** : Text
- B** : Picture
- C** : Graphic objects
- D** : Figures

Stenographer and Secretarial Assistant– Semester 2 Module 5 - Office Secretary, Filing and MS - PowerPoint

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171 : What will be effected, place holder in text mode, by formatting changes?

- A : The border
- B : The cursor
- C : The selected text
- D : Entire place holder

172 : When the cursor is moved over the graphic what happens to the cursor?

- A : The cursor disappears
- B : The shape of the cursor change to move mode
- C : The shape of the cursor becomes small
- D : The cursor stops moving

173 : At the end of the slide show what appears on the computer screen?

- A : End show message appears
- B : Slid show automatically restarts from the first slide
- C : Black screen appears
- D : Computer goes off

174 : Which part in the slide will not be displayed during presentation in power point?

- A : Slide number
- B : Slide title
- C : Headings
- D : Speakers notes

175 : Which key in the keyboard will end the slide show at any time?

- A : Ctrl key
- B : Alt key
- C : Shift key
- D : Escape (Esc) key?

176 : What is material management?

- A : Complete cycle of material flow for production
- B : Procurement of one item
- C : Supply to production chain
- D : Disposal of scrap items

177 : Which one is not an activity of Materials Management?

- A : Planning
- B : Purchasing
- C : Storing
- D : Cash handling

178 : What is the primary objective of material management?

- A : Maintain continued supply of material
- B : Maintain cash book
- C : Recruitment drive
- D : Frame rules and regulations

179 : Who is in-charge of sale of finished goods?

- A : General Manager
 - B : Materials manager
 - C : Sales Manager
 - D : Personnel Manager
-

Stenographer and Secretarial Assistant– Semester 2 Module 6 - E- Mail, Internet , Networking and Office stationery

Reviewed and updated on: 01st November 2019 Version 1.1

180 : Which one is the domain name extensions for general public?

- A : .com
- B : .gov
- C : .mil
- D : nic

181 : What does E-mail stand for?

- A : Economic mail
- B : Electric mail
- C : Electronic mail
- D : Express mail

182 : Which one is E-mail default?

- A : Inbox
- B : Account holders photo
- C : Account holders phone number
- D : Account holders address

183 : What is required to send an E-mail in addition to internet connected PC?

- A : MS Excel program
- B : Fax machine
- C : Landline phone
- D : E-mail Account

184 : What is WWW stands for?

- A : World With Web
- B : World Wide Web
- C : Word With Web
- D : Whole World Web

185 : What are the reserved domain name extensions for Government?

- A : .gov
- B : .mil
- C : .edu
- D : .in

186 : What are the sequence to send an email?

- A : Log on email account
- B : Enter text
- C : Click compose
- D : Click send

187 : Which search engine holds first place from among the list?

- A : Yahoo
- B : Mozilla Firefox

C : Google

D : Internet explorer

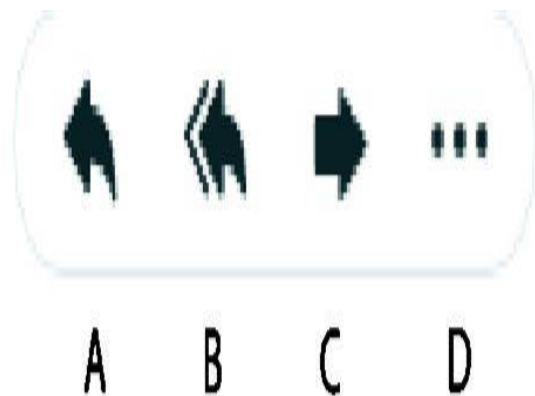
188 : How to make payment for online ticket booking?

- A : Pay by cash
- B : Pay by cheque
- C : Pay by demand draft
- D : Make electronic payment

189 : What is the process called that aims to review and identify threatening viruses and programs?

- A : Formatting
- B : Scanning
- C : Programming
- D : Surfing

190 : Which icon/ arrow mark is used to forward an email from your inbox?



- A : Left arrow mark - A
- B : Dotted line-D
- C : Right Arrow mark – C
- D : Middle arrow mark - B

191 : What is called the medium of sending and receiving messages using Internet?

- A : News
- B : Media
- C : Search Engine
- D : E-mail

Stenographer and Secretarial Assistant– Semester 2 Module 6 - E- Mail, Internet , Networking and Office stationery

Reviewed and updated on: 01st November 2019 Version 1.1

192 : What is called connecting several computers and devices using wired or wireless technology?

- A : Hard disk
- B : RAM
- C : Pen drive
- D : Networking

193 : How Internet is constituted?

- A : Network of networks
- B : Hard disk
- C : Search engines
- D : Mother board

194 : What is called the computer which separates a local network from external Internet?

- A : Topology
- B : Protocol
- C : Firewall
- D : Antivirus

195 : What is the name of a piece of software which prevents malicious software from entering a computer?

- A : Topology
- B : Protocol
- C : Firewall
- D : Antivirus

196 : What uses most of the wired network connections?

- A : Optical Fibre Cable (OFC)
- B : USB cable
- C : Pen drive
- D : Hard drive

197 : What technology is used for wireless network connections?

- A : Gateway
- B : Repeater
- C : Wireless Fidelity (WiFi)
- D : SMTP

198 : What is MODEM stands for?.

- A : Modulation Deformation
- B : Modulation Demodulation
- C : Modern Demodulation
- D : Moderate Demodulation

199 : What requires to connect important components each other?

- A : IP address
- B : Phone number
- C : Fax machine
- D : Printer

200 : What is LAN stands for?

- A : Local Area Number
- B : Lead Area Network
- C : Lead Assignment Network
- D : Local Area Network

201 : What is WAN stands for? .

- A : Wide Area Number
- B : Wide Assignment Network
- C : Wise Area Network
- D : Wide Area Network

202 : What is the name of a computer that provides resources to other computers on a network?

- A : LAN
- B : WAN
- C : Server
- D : File sharing

203 : Which type of network is advisable for the interprocessor distance of more than 1000 Km?

- A : Wide Area Network (WAN)
- B : Metropolitan Area Network (MAN)
- C : Local Area Network (LAN)
- D : Internet

204 : What is HTTP stands for?

- A : Home page Text Transform Protocol
- B : Home page Text Transfer Protocol
- C : Hyper Text Transfer Protocol
- D : Hyper Text Transform Protocol

205 : Which of the following office machines is most useful in an office?

- A : Copier that takes infinite copies
- B : Printer that prints many copies at a time
- C : Machine that combines the functions of printer, scanner, copier
- D : Scanner that converts matter into digital form

Stenographer and Secretarial Assistant– Semester 2 Module 6 - E- Mail, Internet , Networking and Office stationery

Reviewed and updated on: 01st November 2019 Version 1.1

206 : What is the function of a scanner?

- A** : Does not rely on computer to carry out its function
- B** : Converts printed document into digital form
- C** : Takes many copies at a time
- D** : Prints large posters

207 : How do you maintain office equipment?

- A** : By changing the position of the equipment frequently
- B** : By attending to paper jams belatedly
- C** : By cleaning the machines regularly
- D** : By cleaning the machines occasionally

208 : What is the use of FAX machine?

- A** : Sends documents electronically
- B** : Receives documents electronically
- C** : Sends and receives documents electronically
- D** : Sends and receives documents without using telephone network

209 : Which is correct for selecting the right machine?

- A** : Should be cheap but long-lasting
- B** : Should be substandard but not outdated
- C** : Cost of operation should be minimum
- D** : Cost of operation and maintenance should be minimum

210 : Which is correct?

- A** : Intercom cannot be used within a building
- B** : Intercom functions independently of the public telephone network
- C** : Duplicators have been replaced by more advanced printers
- D** : Calculating and Billing machine is not a portable device

211 : How do employment of office machines help an office?

- A** : They save labour costs
- B** : They ensure accuracy
- C** : They promote speed
- D** : They ensure speed, accuracy and uniformity

212 : What factor should be borne in mind while selecting an office machine?

A : Cost of operation should be minimum

B : Cost of maintenance should be minimum

C : Costs of operation and maintenance should be minimum

D : Mode of operation should be simple

213 : What is true of EPABX?

A : It is a public Telephone Exchange

B : It serves a particular business or office

C : It serves many businesses

D : It serves the general public

214 : What is the expansion of EPABX?

A : Electric Private Automatic Branch Exchange

B : Electronic Private Automatic Branch Exchange

C : Electronic Public Automatic Branch Exchange

D : Electronic Principal Automatic Branch Exchange

215 : A website that collects and organise content from all over the world is called.....

A : Search engine

B : Web

C : Email

D : Domain name

Stenographer and Secretarial Assistant– Semester 2 Module 7 - Postal services

Reviewed and updated on: 01st November 2019 Version 1.1

216 : Which is correct?

- A** : India post transmits literature packets for blind for a fee
- B** : Blind literature packets upto 10 kilograms are transmitted
- C** : India post transmits free literature packets for blind
- D** : Literature packets for blind should consist only periodicals

217 : Which is true of courier services?

- A** : Secure and speedy delivery
- B** : No facility for tracking mail
- C** : Managed by Government
- D** : Charges on par with postal services

218 : Which postal scheme can a child less than 10 years of age invest in?

- A** : Post Office Monthly Income Scheme
- B** : Kisan Vikas Patra
- C** : Sukanya Samriddhi Yojana
- D** : Post Office Savings Account

219 : Which post office scheme disallow deposits of more than Rs.15 lakh?

- A** : NSC (National Savings Certificate)
- B** : PPF (Public Provident Fund)
- C** : SCSS (Senior Citizen Savings Scheme) and PPF
- D** : SCSS (Senior Citizen Savings Scheme)

220 : Which post office scheme caters to the welfare of the girl child?

- A** : Post Office Monthly Income Scheme
- B** : Sukanya Samriddhi Yojana
- C** : Post Office Savings Account
- D** : National Savings Certificate

221 : Who can avail the Senior citizen savings scheme offered at post offices?

- A** : Senior citizens of India above 60 years are eligible
- B** : Any VRS (Voluntary Retirement Scheme) retiree is eligible
- C** : Senior citizens of India above 58 years are eligible
- D** : VRS retirees in the age group of 50-55 are eligible

222 : What do you know of 'Sukanya Samriddhi Yojana'?

- A** : It is meant for handicapped children
- B** : It is meant to secure the future of the boy

child

C : It meets girl child's education and marriage expenses

D : Initial amount required for opening account is Rs.100/-

223 : What do you know of National Savings Certificate?

A : It cannot be bought jointly

B : It cannot be bought in the name of a minor

C : Income Tax exemption up to 1.5 lakh available

D : Maturity amount is not taxable

224 : Which is true of Kisan Vikas Patra?

A : It is meant for farmers only

B : Income from KVP is not taxable

C : Income doubles in 118 months

D : Maximum limit of investment is ten lakh rupees

225 : Which states and union territories are covered under postal number 6?

A : Rajasthan, Gujarat, Daman and Diu

B : Tamil Nadu, Kerala, Puducherry

C : Andhra Pradesh, Karnataka, Telangana

D : Goa, Maharashtra, Madhya Pradesh

226 : When was the Postal Index Number (PIN) introduced?

A : 15.08.1972

B : 26.01.1972

C : 02.10.1972

D : 02.10.1975

227 : Which is correct?

A : Anything can be sent in a parcel

B : If the parcel is rejected, it will not be returned to sender

C : If the parcel is rejected, it will be returned to sender

D : For registered newspapers, no concessional rates of postage are allowed

- 228** : Which is correct with regard to postal insurance?
- A** : Insured value should exceed the value of the articles insured
- B** : Insurance covers the risks during the course of transmission
- C** : Gold and currency notes should not be insured for the actual
- D** : Registered letters and registered parcels cannot be registered

- 229** : What are the retail services offered by the post offices?
- A** : Pays consumer bills of government organizations
- B** : Pays bills of private organizations
- C** : Pays bills of private and government organizations
- D** : Reserves railway tickets in all its offices, big or small

- 230** : Which is correct with regard to the facilities of Post box and Post bag offered by post offices?
- A** : Facilities are free
- B** : Letters may be lost
- C** : Secrecy cannot be ensured
- D** : Mail collected in time

- 231** : Which state comes under postal zone 5?
- A** : Gujarat, Rajasthan
- B** : Goa, Maharashtra
- C** : Andhra Pradesh, Karnataka
- D** : Bihar, Jharkhand

- 232** : What are the duties expected of the security guards?
- A** : To deter theft and vandalism
- B** : To detect theft and vandalism
- C** : To observe theft and vandalism
- D** : To deter, detect, observe and report theft and vandalism

- 233** : Which option does not come under corporate sabotage?
- A** : False data entry for illegal purposes
- B** : Overcharging a friend
- C** : Preparing 'Ghost Payroll'
- D** : Forgery of cheques

- 234** : Which is correct with regard to VPP (Value Payable Post)?
- A** : The amount for remittance to the sender should not exceed Rs.10,000/-
- B** : Articles sent by VPP can be either registered or unregistered
- C** : Value of articles is paid at the time of receipt of articles
- D** : Any unregistered article can be sent by VPP

- 235** : What does an office need to do to keep it secure?
- A** : Should set right machinery as soon as they break down
- B** : Should allow visitors free access to employees
- C** : Should put cash in cash boxes for safe keeping
- D** : Should involve employees in safety planning

- 236** : Which should be borne in mind while writing a formal letter?
A : Language should be grand and elaborate
B : Language should be simple and clear
C : Use 'Yours sincerely' if you do not know the person
D : Use 'Yours sincerely' if you know the person

- 237** : What do you know of 'P.S.' found in some letters?
A : It is written at the top left of the letter
B : It is written at the right bottom of the letter
C : It means 'Post Subscription'
D : It means 'Post Script'

- 238** : Which is a formal letter?
A : Application
B : Invitation letter
C : Thanks giving letter
D : Condolence letter

- 239** : Which is correct with regard to formal letters?
A : Signature below formal closing
B : Reference line above subject line
C : Subject line above salutation
D : Name of addressee without title

- 240** : Which option will demerit a complaint?
A : If it is addressed to the right person
B : If contact number and address are furnished
C : If action to be taken is stated
D : If written with all details added clumsily

- 241** : Which is correct for a social letter?
A : Salutation begins with 'Dear.....'
B : Complimentary close is 'Yours sincerely'/'Yours truly'
C : Date is written at the bottom of the letter
D : Contents of the letter are to the point

- 242** : What is the main issue that the agenda should focus on?
A : Mapping out how much time each item will take
B : Giving importance to issues that affect a large number of people
C : Listing of items to be discussed
D : Including names of participants

- 243** : What is not relevant to a 'Memo'?
A : Memo is the abbreviation of the word

- 'memorandum'
B : It is a document recording terms of contract
C : It is an informal letter without signature
D : It does not convey messages across a large organization

- 244** : Which is true of an agenda?
A : Not all the points in the Agenda will be discussed
B : Agenda and notice are not sent together
C : The aim of agenda is to prepare participants for discussion
D : A decision may not be arrived at the end of discussion

- 245** : What are the features of banking correspondence?
A : Banks protect their interest at the clients' cost
B : Banks call a client a bad debtor hastily
C : Banks judge a situation from the client's point of view
D : Banking correspondence need not be confidential in nature

- 246** : How will you choose to end a condolence letter?
A : Sincerely
B : You are in my thoughts
C : Love
D : Fondly

- 247** : Which guideline should be followed for writing a condolence letter?
A : It should be in poetic form
B : It should be sent promptly
C : It should be typed on computer
D : It should never be hand-written

- 248** : Which is an formal letter?
A : Condolence letter
B : Thanks-giving letter
C : Invitation letter
D : Application

- 249** : What is true of a quotation?
A : It mentions the buyer's terms of agreement
B : It is not time bound
C : It mentions the seller's terms of agreement
D : It is issued before enquiry is made

- 250** : What is true of an 'enquiry'?
- A** : It is written by the seller to the buyer
- B** : It is a letter in response to the quotation
- C** : It is a letter by the prospective buyer to the seller
- D** : It does not specify the products

-
- 251** : Which is very essential in a quotation?
- A** : Warranty of product
- B** : Quantity of product
- C** : Discount offered for the product
- D** : Name and details of product

-
- 252** : What should a letter of congratulation satisfy?
- A** : It should be written in a high-flown language
- B** : It should never be hand-delivered
- C** : It can be hand-written in a simple language
- D** : It should not be rushed through

-
- 253** : What do you know of a savings account in a bank?
- A** : Money cannot be transferred online
- B** : Cash cannot be withdrawn any time
- C** : Cash cannot be deposited any time
- D** : Interest offered is low

-
- 254** : What do you know of current account in a bank?
- A** : Cheque books are not issued
- B** : Credit limit cannot be availed if there is no balance
- C** : No interest is paid by the bank
- D** : Business transactions are carried out sluggishly

-
- 255** : Which is apt for a overdraft account?
- A** : Interest rates are very low
- B** : Overdraft limit cannot be changed any time
- C** : Money can be withdrawn if the account balance is zero
- D** : Bank cannot demand pay back of overdraft at any time

ANSWERS :

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- 1:A; 2:B; 3:C; 4:D; 5:B; 6:D; 7:A; 8:B; 9:D; 10:B; 11:B; 12:C; 13:B; 14:C; 15:A; 16:C; 18:B; 19:C; 20:A; 21:C; 22:C; 23:D; 24:C; 25:B; 26:C; 27:A; 28:C; 29:D; 30:C; 31:B; 32:C; 33:C; 34:A; 35:C; 36:C; 37:B; 38:A; 39:B; 40:A; 41:D; 42:D; 43:B; 44:C; 45:D; 46:B; 47:C; 48:A; 49:B; 50:C; 51:C; 52:C; 53:D; 54:C; 55:B; 56:A; 57:C;

- 58:B; 59:B; 60:A; 61:C; 62:B; 63:B; 64:B; 65:D; 66:D; 67:D; 68:B; 69:D; 70:C; 71:D; 72:D; 73:C; 74:C; 75:D; 76:C; 77:A; 78:D; 79:C; 80:D; 81:D; 82:C; 83:C; 84:B; 85:C; 86:B; 87:D; 88:A; 89:A; 90:B; 91:B; 92:C; 93:A; 94:B; 95:D; 96:C; 97:B; 98:C; 99:A; 100:B; 101:A; 102:B; 103:A; 104:B; 105:C; 106:C; 107:B; 108:A; 109:C; 110:D; 111:C; 112:A; 113:C; 114:C; 115:A; 116:D; 117:B; 118:C; 119:A; 120:B; 121:D; 122:D; 123:C; 124:D; 125:C; 126:A; 127:C; 128:D; 129:B; 130:C; 131:D; 132:A; 133:B; 134:D; 135:A; 136:C; 137:A; 138:D; 139:B; 140:A; 141:C; 142:D; 143:B; 144:A; 145:A; 146:D; 147:A; 148:B; 149:D; 150:B; 151:D; 152:D; 153:C; 154:B; 155:C; 156:D; 157:B; 158:B; 159:C; 160:A; 161:B; 162:B; 163:C; 164:D; 165:B; 166:B; 167:C; 168:B; 169:D; 170:C; 171:C; 172:B; 173:B; 174:D; 175:D; 176:A; 177:D; 178:A; 179:C; 180:A; 181:C; 182:A; 183:D; 184:B; 185:A; 186:C; 187:C; 188:D; 189:C; 190:C; 191:D; 192:D; 193:A; 194:C; 195:D; 196:A; 197:C; 198:B; 199:A; 200:D; 201:D; 202:C; 203:D; 204:C; 205:C; 206:B; 207:C; 208:C; 209:D; 210:B; 211:D; 212:C; 213:B; 214:B; 215:A; 216:C; 217:A; 218:C; 219:C; 220:B; 221:A; 222:C; 223:C; 224:C; 225:B; 226:A; 227:C; 228:B; 229:C; 230:D; 231:C; 232:D; 233:A; 234:C; 235:D; 236:B; 237:D; 238:A; 239:A; 240:D; 241:A; 242:B; 243:D; 244:C; 245:C; 246:B; 247:B; 248:D; 249:C; 250:C; 251:D; 252:C; 253:D; 254:C; 255:C;