

BPO – ENGLISH AND IT

SHRIMATI INDIRA GANDHI COLLEGE

(NATIONALLY ACCREDITED AT “A” GRADE (3rd CYCLE) BY NAAC)

TIRUCHIRAPPALLI-2

INSTRUCTION MATERIAL

ENGLISH AND IT



DEPARTMENT OF COMPUTER SCIENCE



ENGLISH AND IT

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COURSE II – ENGLISH AND INFORMATION TECHNOLOGY

Unit I

Prelude to Spoken English (Nouns, Pronouns, Verbs); Articles; Special usages; Prepositions; Tenses; Questions; Responses. Emphasis on LSW Skills Listening : Comprehension practice, Short Conversation, Long Conversation Talks and Lectures. Emphasis on LSW skills Listening : Comprehension practice, Short Conversation, Long Conversation Talks and Lectures Speaking : Accent Orientation, Words, Structures Writing : Close test, Comprehension, Theme Detection, Error Detection, deriving Conclusions, Cumulative Review Exercise.

Unit II

Introduction to Western Culture; Accent Training; Listening Skills through practice sets; Neutralization of Accent; Spoken English Training-Exercises & Tests; Voice Modulation; Mock Conversation – Practice; Vocabulary; Travel Queries; Replies; Etiquette; Plans, Meetings and invitations. Written English : Essentials of E-mails, Chat, Exposure to script drafting, E-mail Writing.

Unit III

Introduction to computer; Computer Components; Memory units; Storage Devices; I/O devices; Digital fundamentals Binary, Octal, Hexa decimal number system; Introduction to Software and database. Introduction to Telecommunication; Networking; Communication System; Distributed System; Turn Around Time (TAT); File Transfer Protocols; Internet; Intranet; Security concepts; Web Server – Web Browsers.

Unit IV

E-Publishing : Aspects of quality control and tools available on quality control.
MS-Office : MS-Word, MS-Excel, MS-Power Point

Unit V

Data Conversion Techniques : Software skills; Acrobat Fine Reader – How to open this package, File Management, Edit tools, Print features, Format tools used;
Abby Version 7 – Package introduction, File Management commands, Editing commands, selecting correct object tools for images, text and tables, Spelling check functions, Grouping images, Processing files in groups, Image cropping and editing commands, scanning images and saving into required format, Additional tools used.

2MARK QUESTIONS

1. Give two examples for Nouns.

A noun is a naming word. It can be the name of a person, place or thing.

Ex: Delhi, Mary, Peter.

2. Define pronouns.

A pronoun is a word which is used in place of a noun.

3. what is meant by Etiquette?

The set of rules or customs that control accepted behavior in particular social group.

4. Define script.

Script is defined as the written words of a play, movie or show, or a standard message to deliver on the phone or in person.

5. How a question is to be coined?

It is generally used when we want the listener to confirm what we have said.

6. What is meant by voice modulation?

Modulation is when we control or adjust something like when we lower our voice to a loud whisper in order to make what we are saying more dramatic and mysterious.

7. Define E- Mail.

Messages distributed by electronic means from one computer user to one or more recipients via a network.

8. Define Adverb.

An adverb is a word which modifies the meaning of an adjective, a verb or some other adverb.

9. What is interjection?

A word which expresses a sudden feeling or emotion is called an Interjection.

10. What is listening?

Listening is the active process of receiving and responding to spoken messages.

11. What is meant by Auxiliaries?

The auxiliary is a verb used to form the tenses, moods voices etc., it is also used to frame questions.

12. Define Tense.

The word Tense is a form of the verb that shows the time of an action.

13 .what are the different categories of digital computers?

Computers can be classified by their size and power as follows:

1. Personal computers.
2. Workstation.
3. Mini computers.
4. Main computers.
5. Super computers.

14.what are microcomputers?

Microcomputers are of two types:

1. Personal computers.
2. Workstation.

15.what are the components of computer?

All general-purpose computers require the following hardware components:

1. Central processing unit (CPU).
2. Memory.
3. Input devices.
4. Output devices.
5. Mass storage devices.

16. Discuss about the characteristic of computer.

All computers have certain common characteristics irrespective of their type and size. They are:

1. Word length.
2. Speed.
3. Storage.
4. Accuracy.
5. Versatility.
6. Automation.
7. Diligence.

17. What are the different types of portable computers?

There are three categories of portable computers. They are as follows:

1. Laptops.
2. Sub notebooks.
3. Personal Digital Assistants.

18. Define register.

Computers also have several additional storage locations called registers. Registers are sort of special high-speed staging areas that hold data and instructions temporarily during processing.

19. What is a PDA?

Personal digital assistants are much smaller than the sub notebooks. They combine pen input, writing recognition, personal organization tools, and communication capabilities in a very small package. An example of a PDA is Apple's Newton.

20. What do you mean by the decimal number systems?

The base or radix of a number is defined as the number of digits it uses represents the numbers in the systems. Decimal number system uses 10 digits through 9. The decimal number system is also called base 10 number system.

21.What are complements?

Computers use complemented numbers or complements to perform subtraction.

Types of complements:

1. 1's complements.
2. 2's complements.

22.What is a binary coded decimal?

Gray code is binary code . It is used in shift encoder, and also the error in reading shift position.

23.What are the different types of memory?

Memory units are internal storage unit . Types of memory are:

1. RAM
2. ROM
3. PROM
4. EROM
5. EPROM.

24.What are the two types of RAM?

- **SRAM:** Static random access memory uses multiple transistors, typically four to six, for each memory cell but doesn't have a capacitor in each cell. It is used primarily for [cache](#).
- **DRAM:** **Dynamic random access memory** has memory cells with a paired transistor and [capacitor](#) requiring constant refreshing.

25.Write the expansion for MICP, OCR ,and OMR?

1. MICR -> Magnetic Ink Character Recognition.
2. OCR -> Optical Character Recognition.
3. OMR -> Optical Mark Recognition.

26.What is an output device?

An output device is any machine capable of representing information from a computer.

15. State any three output devices.

1. Display screens.
2. Loud speakers.
3. printers.

27. What do you mean by computer software?

A computer needs both hardware and software for its proper functioning. By software we mean computer instructions or data. Programmes, which are lists of instructions, to be executed by a computer are known as the software of a computer.

28. What are the different types of software?

1. systems software.
2. Application software.

29. What is a word processor?

A word processor is a program that enables us to perform word processing functions. Word processors use a computer to create, edit, and print documents. Of all computer applications, word processors are the most common.

30. What is a database?

A database is a self-describing collection of integrated records. It is self-describing because it contains, as part of itself, a directory, or dictionary, of its contents.

32. What is modulation?

The process of changing some characteristics (amplitude, frequency or phase) of a carrier wave in accordance with the intensity of the signal is known as modulation.

33. What are the different kinds of input devices?

1. keyboard.
2. mouse.
3. trackball.
4. joystick.

34. What are the different types of modulation?

Three types of modulation:

1. Amplitude modulation (AM).
2. Frequency modulation (FM).
3. Phase modulation (PM).

23. what is

internet?

Internet is the world's largest computers network, the network of networks.

35. what is the TCP/IP?

Tcp/ip stands for transmission control protocol/internet protocol. tcp/ip actually collection of protocols, or rules, that govern the way the data travels from one machine to another across networks.

36. what is an URL, Telnet?

A URL identifies a particular internet resource. It consists of letters, numbers and punctuation.

Telnet is a protocol, or set of rules, that enables one computer to connect to another computer.

37. what is an Intranet?

An intranet can be defined as a network connecting an affiliated set of clients using standard internet protocols.

38. what is e-mail?

Electronic mail or e-mail, allows information to be sent between computers and people on the internet.

39. state any two merits of chat.

Internet chat we communicate with people from all over the world, in real-time. We can use a large number of sites on the web; we can use the customized

40. state any two web browsers?

- Netscape navigator.
- Microsoft internet explorer.
- Mosaic.
- Hot java, etc.

41. define system software.

System software includes the operating system and all the utilities that enable the computer to function.

42.define compiler & interpreters.

- Compiler is a program that translates source code into object code.
- Interpreter which analyzes and executes each line of source code in succession without looking at the entire program.

43.what is application software?

Application software also called end user programs includes programs that do real work for users.

44.define digital computer.

a digital computer is one that directly counts the number (or digit). It represents numerical, letters, or other special symbols.

45.define analog computer.

An analog computer is one that measures physical values such as temperature or pressure that fall along a continuous scale.

5 MARK QUESTIONS:

1. Write short notes on E-mail.

E-mail, or electronic mail, links computers by wired or wireless connections and allows users, via electronic mailboxes, to send and receive messages.

- ❖ E-mail-Names & address.

The mail address consists of two parts: called the user name and domain name separated by a special character.

- ❖ Mailing basics.

- To
- Cc
- Subject
- Body

- ❖ Address book.
- ❖ Signature
- ❖ File attachments
- ❖ Replying and forwarding e-mail message.

2. Explain about the image processor.

Image processors or graphics programs enable to create, edit, manipulate, and add special effects, view, print and images.

- ❖ Paint programs.

A paint program is a graphics program that enables us to draw pictures on the display screens, which are represented as (bit-mapped graphics).

- ❖ Draw programs.

A draw program is another graphics that enables us to draw pictures, then store the images in files, merge them into documents, and print them.

- ❖ Image editors.

Image editors is a graphics program that provides a variety of special features for altering bit-mapped images.

3. Discuss on the LCD & LED printers.

Similar to a laser printer but uses liquid crystals or light-emitting diodes rather than a laser to produce an image on the drum.

❖ Line printer.

Line printers are high-speed printers capable of printing an entire line at one time. A fast line printer can print as many as 3,000 lines per minute.

❖ Thermal printer.

Thermal printers are printers that produce images by pushing electrically heated pins against special heat-sensitive paper.

- Quality of type
- Speed
- Impact or non-impact
- Graphics
- Fonts.

4. Discuss in detail about the types of modulation.

Modulation is the process of changing the amplitude or frequency or phase of a carrier wave in accordance with the intensity of the signal. Accordingly, there are three types of modulation.

❖ Amplitude modulation.

When the amplitude of the high-frequency carrier wave is changed in accordance with the intensity of the signal it is called amplitude modulation.

❖ Frequency modulation.

When the frequency of the carrier wave is changed in accordance with the intensity of the signal it is called frequency modulation.

❖ Phase modulation.

Phase modulation is a change in their carrier phase angle. The phase angle cannot change without affecting a change in frequency.

5. Explain about the file processing.

Computer data is processed in two fundamental ways.

- ❖ File processing
- ❖ Database processing.

File processing: data is stored and processed in separate files. There are two types of file processing.

- ❖ Sequential file processing.
- ❖ Direct-access file processing.

6. Discuss on the modem.

The word modem stands for modulator/ demodulator. A modem is a device which translates data from binary code, to analog data that can be transmitted over the telephone network. Modems are capable of sending and receiving faxes. These modems are called fax-modems.

- ❖ Transfer speeds
- ❖ Error correction & data compressing
- ❖ important modem standards.

7. What is web browser?

A browser is a piece of software that acts as an interface between the user and the inner working of the internet, specially the world wide web.

The browser acts on behalf of the user. The browser:

- ❖ contacts a web server and sends a request for information.
- ❖ Receives the information and then displays it on the user's computer.

Examples of some common browsers are:

- ❖ Netscape navigator.
- ❖ Microsoft internet explorer
- ❖ Mosaic
- ❖ Hot java, etc.

8. Explain database management systems.

A DBMS is a collection of programs that enable to store, modify and extract information from a database. There are many different types of DBMS, ranging from small systems that run on personal computers to huge systems that run on mainframes.

Some e.g. of DBMS are

- ❖ IDMS
- ❖ IMS
- ❖ Oracle
- ❖ MS-SQL server, etc.

9. Discuss on tcp/ip.

Tcp/ip stands for transmission control protocol/internet protocol. It is actually a collection of protocols, or rules, that govern the way the data travels from one machine to another across networks.

The ip components are:

- ❖ Envelopes and address the data.
- ❖ Enables the network to read the envelope and forward the data to its destination.
- ❖ Defines how much data can fit in a single “envelope” (a packet).

The tcp components are:

- ❖ Breaks data up into packets that the network can handle efficiently
- ❖ Verifies whether all the packets have arrived at their destination.
- ❖ “reassembles” the data.

10. Explain about the www.

The world wide web is the most exciting aspect of the internet. It has accelerated the growth of the internet by giving it an easy to use, point and click, graphical interface.

One of the major differences between a web page and the conventional media is that the former is interactive.

The web is a huge collection of interconnected hypertext documents. Hypertext organizes data to help in information retrieval. It is simply a text with links. Links are an element, which takes us to some other part of the document. Hypertext documents on the web are maintained in the same file on a server that comprises of website companies and organizations.

It links a page to other pages through out the global internet. We can view information using a browser program , which is linked to a page in a remote host.

11.Discuss about auxiliary storage devices.

There are two types of auxiliary storage devices. This classification is based on the type of access data:1. Sequential 2.ramdam.

- ❖ Magnetic tape

Magnetic tape is a magnetically coded strip of plastic on which data can be encoded. Magnetic tapes are example of sequential- access media.

- ❖ Hard disk

hard disk is a magnetic disk on which we can store computer data.

- ❖ Floppy disk

Floppy disk is a soft magnetic disk. Floppy disks are portable.

Floppies are divided into three. They are zip disk ,jaz disk , and super disk .

- ❖ Optical disk

Optical disks are a storage medium from which data is read and to which it is written by lasers. Optical disks can be store much more data-up to gigabytes (6 billion bytes).

CD-ROM , WORM, CD-R Drive , CD –R Drive,CD-RW Disks.

12.Write short on characteristics of a monitor?

Characteristics of a monitor:

- ❖ Size
- ❖ Resolution
- ❖ Bandwidth
- ❖ Refresh rate
- ❖ Interlaced or Non – interlaced
- ❖ Dot- pitch
- ❖ convergence.

13.Explain any three types of printers.

- ❖ Definition

printer is a device that prints text to illustrations on paper and in many cases on transparencies and other media.

- ❖ Daisy – wheel printer

A display wheel printer works on the same principle as a ball-head type. The daisy wheel is a disk made of plastic or metal on which characters stand out in relief along the outer edge.

❖ Dot-matrix printer

Dot-matrix printers create characters by striking pins against an ink ribbon. Each pin makes a dot and combinations of dots form characters and illustrations.

❖ Laser printer.

Laser printer utilizes a laser beam to produce an image on a drum. The light of the laser alters the electrical charge on the drum wherever it hits.

14. What are the services provided by a DBMS?

- Transaction processing
- Concurrency management
- Recovery
- Security
- Data catalog.

15. Write the types of DBMS?

The types of DBMS are

- Network model
- Relational model
- Hierarchical model
- Object-oriented model
- Deductive inference model.

16. Explain about the types of networks.

there are many different types of networks.

1. Local area network

The computers are geographically close together (this is in the same building).

2. wide area network

The computers are farther apart and are connected by telephone lines or radio waves.

3. metropolitan area network.

In addition to these types, the following characteristics are also used to categorize different types of networks.

1. topology

2.protocol

10 MARK QUESTIONS:

1.Explain in detail about any two input & output devices.

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It facilitates interaction between the users and computers. There are four types of input devices:

- ❖ Key driven devices
- ❖ On-line devices
- ❖ Source data automation devices
- ❖ Direct-input devices.

It receives information from the CPU in the machine-readable form, convert them into human readable data and present it to the user. The various output devices are:

- ❖ Monitor or visual display unit (VDU).
- ❖ Printers
- ❖ Plotters.

1. they produce hard copy of graphs, maps, and arts.

2. plotters may use pen or ink-jet approach.

1. drum type plotter 2. flat bed type plotter.

2. Explain the concept of printers.

Printers are output devices that print the result of an operation on paper. Printers are classified based on number of parameters like the mechanism used for printing, the speed of printing and the quality of output.

There are two types of printers:

- ❖ Line printer
They are very fast printers having speed in the range of 500 to 5000 lines per minute

Two types of line printers are:

- ❖ Drum printers.
 1. Drum printers consist of a cylindrical drum that rotates rapidly
 2. The cylindrical drum has a complete set of raised character around it for each character position.
- ❖ Chain printers.

Few of the Non- impact printers are :

- ❖ electro- static printers
- ❖ thermal printers

- ❖ ink-jet printers
- ❖ laser printers

few of the character printers are:

- ❖ spinning golf ball printer
- ❖ daisy wheel printer
- ❖ dot matrix printer.

3.Explain the characteristics of monitor.

Two types of monitors are:

- ❖ digital monitor
- ❖ analog monitor

characteristics of a monitor are:

- ❖ size
- ❖ resolution
- ❖ width
- ❖ refresh rate
- ❖ interlaced or non-interlaced
- ❖ pitch
- ❖ convergence.

4.Explain the hexadecimal number?

Hexadecimal number system uses 16 as the base or radix. This base -16 number system consists of 16 unique symbols : the numbers 0 to 9 and the letters A to F.

For e.g.

$$24.25 = 2 * 16^1 + 4 * 16^{-1} + 5 * 16^{-2} = 32 + 4 + 0.125 + 0.01953125 \\ = 36.14453125.$$

5.Explain the octal number system.

it refers to the base-8 number system, which uses just eight unique symbols (0,1,2,3,4,5,6,and7). In octal format , each digit represent three binary digits. For e.g.

$$24.25 = 2 * 8^1 + 4 * 8^{-1} + 5 * 8^{-2} = 1.6 + 4 + 0.25 + 0.078125 \\ = 20.328125.$$

6. What is intranet? Explain.

Intranet can be defined as a network connecting an affiliated set of clients using Standard internet protocols:

- ❖ characteristics of intranet:
- ❖ advantage of intranets
- ❖ business benefits of intranets
- ❖ drawbacks of intranets.

7. Why is ISDN so important?

Isdn truly represents the next generation of the world's telephone service for all forms of telecommunication including voice.

❖ ISDN fundamentals

ISDN stands for integrated services digital network. It consists of hardware and software that allow voice, video, and data to be communicated as digital signals over traditional copper-wire telephone lines. capable of transmitting up to 128 kbps. Isdn lines are more than four times faster than conventional 28.8 modems, or more than double the speed of 56k modems.

❖ ISDN fundamentals.

Alternatives to ISDN

1. DSL (ADSL)(Asymmetric Digital Subscriber Line)
2. T1 Lines
3. Cable Modems

8. Define computer Explain the type of computer

❖ Definition of computer

Computer is defined as an electronic device that can accept data, processes information in a predefined fashion. It works according to the set of instructions provided to it and produce desired input

❖ Types of computers

- Personal computer
- Workstations
- Minicomputer
- Mainframe
- Super computer.

9. Discuss the classification of digital computer system

- ❖ Micro computes
 - Personal computer(PCs)
 - Workstations
- ❖ Portable computers
 - Laptops/notebooks
 - Sub notebooks
 - Personal digital assistants (PDAs)
 - Mini computer
 - Mainframes
 - Super computer
 - Network computer

10. Elaborate briefly the different types of memory

- ❖ Definition
- ❖ There are several different types of memory are
 - RAM-Random access memory
 - ROM-Read only memory
 - PROM- Programmable read only memory
 - EPROM- Erasable programmable read only memory
 - EEPROM-Electrically erasable programmable read only memory

11. Discuss about the current trends of the internet

- ❖ Blue tooth
 1. Blue tooth is a new technology which used short range radio link
 2. It is designed to replace the cables
 3. It designed a uniform structure for a wide range of device to communicate with each other
 4. It need minimal uses of effort
- ❖ WAP
 1. WAP is a communication application protocol
 2. It is used to access series of information
 3. It is designed for micro browsers
 4. It enables the creation of web application foe Mobil devices
- ❖ Video conferencing

Video conferencing is a discussion between tow are more groups of people who are in different place but can see each others
- ❖ Online Encyclopedia

It helps us to post any information. It gives full freedom to express our idea. It enables the information to be read by public

❖ Global positioning system (GPS)

It is a satellite based radio navigation system, which permits land, sea, and air born to determine the 3D position, velocity and time

12. Discuss about output devices

❖ Definition

An output device is any machine capable of representing information from a computer

❖ Printer

- Daisy wheel printer
- Dot-matrix printer
- Ink-jet printer
- laser printer
- line printer
- Thermal printer

❖ Plotter

13. Discuss in brief concept of database management system

❖ Database

Database is a self-describing collection of integrated recorded

❖ Information

Information is nothing but refined data, data that have been put into a meaningful and useful context and communication to a recipient who used it to make decisions.

❖ Definition of DBMS

A DBMS is a collection of programs that enable us to store, modify, and extract information from a database

Some of the services provided by a DBMS are given below:

- Transaction processing
- Concurrency managements

- Recovery
- Security

14. Explain about the network topologies

❖ Star Network

Star network is frequently used in a LAN to connect several microcomputers to a central unit that works as a communication controller

❖ Ring Network

Ring network can be as simple as a circle or point-point connections of computers at dispersed location, with one center host computer or communications controller

❖ Bus network

Bus network are similar to ring network except that the ends are not connected

❖ Mesh network

In a mesh topology, every node has a dedicated point-point ever other node. Messages send on a mesh network can take any of several possible from source to designation. It is used to large number of links eliminates network congestion.

Unit – IV

2 Mark Questions

1. Write the components of word document?

- ❖ Title bar
- ❖ Menu bar
- ❖ Standard toolbar
- ❖ Formatting toolbar
- ❖ Workspaces
- ❖ Status bar

2. What is a spreadsheet?

Excel is a spreadsheet. It is a table of value arranged in row & columns to cells

3. What is a worksheet?

Worksheets are sheets that contain rows & columns to cells. We can enter data in these cells in excel.

4. What is chart?

Chart are visually appealing and making it easy for using for users to see comparisons patterns and trending data.

5. What is data consolidation?

We can consolidate in many ways.

- ❖ Consolidate data by using 3D reference
- ❖ Consolidate data by position
- ❖ Consolidate data by category etc.

6. What is a custom view?

Custom views change the way workbook, worksheet, object, and windows are displayed. We can define sets of particular display and print settings and save them as views

7. What is outlining data?

When data is in list form, ms-Excel can create an outline to let us hide or show levels of details with a single mouse click. It can display only rows or columns that provide summaries or heading for selecting of our worksheets

8. List out any two application of MS-office.

- ❖ Creation business letter using wizards
- ❖ Mail merge

9. What is the main advantage of image cropping?

- ❖ Resize an object by a specific percentage
- ❖ Resize the proportions of a resized picture

10. State any two image editing command

- ❖ Copy button image
- ❖ Past button image

11. What are components of Excel or spreadsheet?

- ❖ Rows

- ❖ Columns
- ❖ Cells

12. State any three types of chart

- ❖ Column chart
- ❖ Bar chart
- ❖ Pie chart

13. What is cell padding?

The spacing between of the cell and the text inside the cell changing the cell margin is called padding.

14. What is E-publishing?

E-publishing involved storage of information in electronic digital form instead of paper.

15. What is quality control?

Quality control is a processor by which entities review the quality emphasis of all factors involved productions. This is conducted by inspection and testing

16. What is word processor?

A word processor is a program that enables us to program word processing function. Word processors use a computer to create, edit & print document

17. Write any four features in word processor.

Features are:

- ❖ Insert text
- ❖ Delete text
- ❖ Cut and past
- ❖ Copy

18. What is undoing and redoing?

‘Undo’ button, which we can use to reverse our changes.

‘Redo’ button, allows us to reverse an ‘Undo’ action

19. Define macro

A macro is small software program is a series of inst. Actions written in a computer language to specific task or tasks.

20. What is standard toolbar?

Standard toolbar is a toolbar that contains buttons for performing basic operation.

21. Define presentation graphics.

Presentation graphics enables users to create highly stylized images for slide shows and reports.

22. Define electronic spreadsheet.

An electronic spreadsheet or spreadsheet is a table with rows and columns into which data is entered.

23. What are the three different kind of data forms

They are: labels and titles

Numbers

Calculated entries

24. What is data?

Data assurance aims to assure that quality work and quality deliverables will be built in before work is done.

25. Define quality assurances.

Quality assurance aims to assure that quality work and quality deliverables will be built in before work is done.

5 mark questions:

1. State the application of MS-Word.

- ❖ Creating a customizing document.
- ❖ Formatting content
- ❖ Working with visual content
- ❖ Organizing content
- ❖ Reviewing documents
- ❖ Sharing & securing content.

2. Discuss about the inserting header & footer in MS-Words.

- ❖ Headers are text appears at the top of every page.
- ❖ Footers contain text that appears at the bottom of the page.

- ❖ A document title, author, page number graphics to repeat over several pages in the document.
 - Insert page number
 - Insert number of page
 - Format page number
 - Insert data
 - Insert time
 - Switch between header & footer.

- 3. Explain the role of formulas & function in MS-Word
 - ❖ Mathematical function
 - ❖ Logical function
 - ❖ Statistical function
 - ❖ Text function
 - ❖ Date & time function

- 4. What are the components of MS-Power point?
 - ❖ Menu bar
 - ❖ Stranded toolbar, formation toolbar
 - ❖ Outline pane, slide pane
 - ❖ Drawing toolbar, screen toolbar

- 5. What are the different views of the presentation?
 - ❖ Normal view
 - ❖ Outline view
 - ❖ Slide view
 - ❖ Slide sorter view
 - ❖ Slide show view

- 6. Write any basic feature in words processors?

The following basic features are

 - ❖ Insert text
 - ❖ Delete text
 - ❖ Cut and past
 - ❖ Copy
 - ❖ Search and replace

- 7. Discuss any five addition features in world processors.

The addition features are

 - ❖ Header & footers

- ❖ Layout
- ❖ Macros
- ❖ Merges
- ❖ Mail merge.

8. Write notes on formatting text?

Formatting toolbar

- ❖ Font size
- ❖ Font type
- ❖ Commonly used attributes include bold, Italy and underline.

Write the steps for creating mail merge?

- ❖ Click on mail merge from tools
- ❖ Click the create button
- ❖ Click active window
- ❖ Create data source.

9. Explain printing a document in MS-Word

In the print dialog box, we can change the following

- ❖ Choose print command from file menu.
- ❖ Print
Choose your print command from this list. In most of the case default printer would be the right one.
- ❖ Page range

10. How to create a new presentation or open an existing presentation power point?

When you create a new presentation, you have three options.

- ❖ Choose new command from file menu
- ❖ New presentation dialog box would be displayed.
- ❖ You can also begin with a completely blank generally blank presentation always comes highlighted.

The four option are used to create a new presentation or open existing presentation in power point

- ❖ AutoContent wizard
- ❖ Design template

- ❖ Blank presentation
- ❖ Open an existing presentation.

11. Write short notes on.

1, normal view 2, outline view 3, slide view:

1) Normal view

Normal view contains three panes

- ❖ Outline panes
- ❖ Slide panes
- ❖ Notes panes

2) Outline view

Outline view is similar to using the outline panes in the normal view, but the outline pane is resized.

3) Slide view

In slide view, the pane is resized to fit almost the whole presentation window.

12. How to create and save a presentation using auto content wizard?

- ❖ Start power point
- ❖ Click on the content wizard and click ok.
- ❖ Select new from the file menu
- ❖ New presentation dialog box appears
- ❖ Click save from the file menu
- ❖ The saved as dialog box appears.

13. Give short notes on the characteristics of spreadsheet.

- ❖ Definition of spreadsheet
- ❖ Characteristics of spreadsheet are
 - Table format
 - Data format
 - Recalculations
 - Storage and retrieval
 - Presentation
 - Standard formation

14. How a macro can be created explain the procedures needed to create a macro?

- ❖ Definition of macros
- ❖ Play back
- ❖ Stop recording

- ❖ Relative reference button
- ❖ Chart wizard.

15. What are the different services required before E-Publishing?

- ✓ Editing
- ✓ Cover page design
- ✓ E-Booking design
- ✓ Relative reference button
- ✓ Chart wizard.

16. What are the quality control tools? Discuss.

- Cause and effect diagram.
- Check sheet
- Control chart
- Histogram
- Pareto chart
- Scatter diagram
- Satisfaction.

10 ark questions:

1. What is meant by prepositions? Explain.

A preposition is a word placed before a noun or a pronoun to show the relationship two persons or things.

Ex: the book was on the table.

Uma stands behind me.

KINDS OF PREPOSITIONS

i. simple prepositions: at, by, with, under, out, in, of, from, down, for, on.

ii. compound prepositions: across, against, after, inside, outside, within, without, through, around, between.

iii. Phrasal Prepositions: according to, instead of, in favour of, in order to, in the event of, in case of.

2. How articles are to be used?

An article is a word used to modify a noun, which is a person, place, object or idea.

Uses of **A, An, The**.

A/ An means one. So we can use **a/ an** only with singular countable nouns.

An is not used with plural nouns or proper nouns.

a/ an cannot be used with uncountable nouns.

For example, we cannot say: a milk, a water, a tea, a sugar, a rice, a sand

The can be used with all nouns. (both singular and plural)

Example I : once a donkey found a lion' s skin. He put it on, and proudly ran through the jungle. When an elephant saw him he ran away in fear as fast as he could.

Example ii: Rajan is an accountant in a bank. His younger brother , Balu is a doctor in the village.

3. Briefly explain about Tense.

The word tense is a form of the verb that shows the time of an action.

Kinds of tenses

Present tense: [the simple present tense is the most important and useful tense form. It is called the tense of science because all the scientific and universal truths are expressed in the present tense.] I, simple present tense, ii, present continuous tense, iii, present perfect tense, iv, present perfect continuous tense.

Past tense:[the simple past tense is used to express an action which took place in the past and is completed by the time of speaking] I, simple past tense, ii, past continuous tense, iii, past perfect tense, iv, past perfect continuous tense.

Future tense:[this tense is used to indicate the completion of an action before a given time in the future] I, simple future tense, ii, future continuous tense, iii, future perfect tense, iv, future perfect continuous tense.

Examples;

I My brother often goes [go] to see English films

ii. The thieves usually work[work] at the night

iii. Our school celebrated its silver jubilee last month.

Iv, Tagore wrote our national anthem.

V. we shall buy a T. V. next month.

vi. You will know the result in a week.

4. How to cloze test in writing?

A Cloze reading test is an exercise where the candidates are provided with a passage which has certain words missing from it. It follows logically that to ace such an assessment, candidates must have a strong command over English language, along with a flair for grammar and a good vocabulary..

In this way, think of the appropriate word to fill in.

1. **Read Thoroughly**– Read the passage provided very thoroughly to form an idea about the topic. Read slowly and gain an understanding of the text. Once the theme of the text is somewhat clear, your job becomes easier. You can then go on to think of the appropriate words that suit the situation being described and proceed to filling in the blanks.
2. **Link the Sentences Together**- Remember that it is a passage with sentences that are connected to each other. Do not make the mistake of treating each sentence like an individual one and filling in the blanks accordingly. Try to come up with logical connections that link up the sentences together and your job will automatically become easier.
3. **The Type of Word to Fill in**– Now look at the blanks carefully and assess the kind of words you have to fill in. Which part of speech would it be? Would it be a noun, a pronoun, a verb, a preposition, a conjunction or an article? For example-
5. Briefly explain about voice modulation.

Voice modulation is one of the most powerful weapons that you can have in your arsenal while delivering a [speech](#). Not only does it reflect confidence but it also helps in convincing your audience about your beliefs or ideas. This is the power that voice modulation commands over people! Therefore, to become a master public speaker one must learn the art of voice modulation

People in power like politicians and notable public speakers have been known to make use of voice modulation and even have dedicated speech coaches just to guide them! With the right practice you can also master the art of voice modulation. Here are a few tips:

- **The Pitch:** While delivering a speech, the pitch of your voice plays an important part. Try to lower your voice slightly because due to microphones shrill voices can cause a bit of annoyance.
- **Speak Slowly:** Another thing to be kept in mind is to speak slowly while delivering a speech! Speaking slowly helps get your point across to your audience. So remember to speak slowly and clearly.
- **Stress on certain Words:** To add a bit of impact in your speech, it's advised to stress on certain powerful words. You can even vary the intensity of your voice to add a powerful impact to your speech and grab the attention of your [audience](#)

6. Write short notes on travel queries.

A travel query is a question, especially one that we ask an organization, publication or expert.

For example: i. what destinations work well with our specific interests?

ii. what excursions and activities do we suggest?

iii. what is the best time of year to travel to this destination?

7. what is meant by long conversation?

Definition of conversation for English Language Learners. : an informal talk involving two people or a small group of people : the act of talking in an informal way. : something that is

similar to a spoken conversation. **Conversation** is interactive, [communication](#) between two or more people.

The development of conversational skills and [etiquette](#) is an important part of [socialization](#). The development of conversational skills in a new language is a frequent focus of [language teaching](#) and [learning](#).

[Conversation analysis](#) is a branch of sociology which studies the structure and organization of human interaction, with a more specific focus on conversational interaction.

One element of conversation is discussion: sharing opinions on subjects that are thought of during the conversation. In polite society the subject changes before discussion becomes dispute or [controversial](#). For example, if theology is being *discussed*, no one is insisting a particular view be accepted.^[8]

8. Give the importance of listening skills.

The listening process involves five stages: receiving, understanding, evaluating, remembering, and responding. Active listening is a particular communication technique that requires the listener to provide feedback on what he or she hears to the speaker. An effective classroom leader or lecturer is not only a knowledgeable and skilled teacher he or she is a good active listener. Good listening skills are needed to develop empathy and understanding with the students and to assess whether they understand what they are being taught.

1:Face the speaker and maintain eye contact. ...

2: Be attentive, but relaxed. ...

3: Keep an open mind. ...

4: Listen to the words and try to picture what the speaker is saying. ...

5: Don't interrupt and don't impose your "solutions."

9. How to write E- Mail.

For most of us, email is the most common form of business communication so it's important to get it right. Although emails usually aren't as formal as letters, they still need to be professional to present a good image of you and your company.

How to write a formal email

Follow these five simple steps to make sure your English emails are perfectly professional.

1. Begin with a greeting
2. Thank the recipient
3. State your purpose
4. Add your closing remarks
5. End with a closing

Organise their thoughts and tailor their writing style to fit their readers' needs. Learn the technicalities of email and letter writing. Understand the proper etiquette and format in emails and letters. Improve the readability of their email messages and letters.

10. Accent training.

Accent training, also known as accent modification, accent neutralization, or deaccentation, is a systematic approach for learning or adopting a new accent. It is the process of learning the sound system (or phonology) of a language or dialect. Even though we know the vocabulary and the endless grammar rules, we still find it difficult to pronounce English words correctly this struggle with language can make communicating with native English speakers a frustrating experience for both you and them. We Supposedly have an Indian Accent, an Accent that is normally expected of most Indians. We may have a good knowledge of the English language but does not guarantee a good accent. But what does a good accent mean? It means an accent that is easy on all ears across the globe, an accent that is understood by all in the international community, no matter who the listener is an American, British, Australian or a Canadian or people from any other country. This Accent is called neutral accent. Improving our English Accent is an easy and enjoyable way to learn and master the most challenging characteristics such as troublesome vowel sounds ,

difference in stressed and un-stressed syllables and words, which make we sound like a native speaker.

11. Explain the basic features of word processor?

❖ Dominion of word processor

It is a software package available in office 2000. It is used to create letters, memo, and reports.

❖ Basic features are:

- Creation of web page
- Mail merge
- Creation of table
- Formation documents with feature like alignment, color, font, style, size, etc.
- Cut, copy, past functions.
- Inserting various kinds of pictures, graphs, etc.
- Word count, thesaurus features
- Various types of wizards

12. Briefly explain the mail merge creation.

❖ Definition of mail merge.

It is a feature available in MS-World to create the same type of letter to be sent too many recipients at different locations.

- ❖ Click on mail merge from the tools menu
- ❖ Click the create button
- ❖ Click active window
- ❖ Create data source dialog box

13. Explain the additional of word process.

- ❖ File management
- ❖ Font specifications
- ❖ Font notes and cross-references
- ❖ Graphs
- ❖ Header and footers
- ❖ Page number
- ❖ Layout
- ❖ Macros and merges.

14. Explain briefly the characteristics of spreadsheet

❖ Definition of spreadsheet

- ❖ Characteristics of spreadsheet
 - Table format
 - Data forms
 - Recalculations
 - Storage and retrieval
 - Presentation
 - Standard format.

15. Explain how to create a new presentation or open an existing in power point

The four options are:

- ❖ Auto content wizard:

The auto content wizard helps us to create and structure the content of presentation in a clear and logical way. It helps in creating a presentation by leading you through some basic steps.

- ❖ Design template:

Power point provides many built-in slide sets (template) with different background and text formatting to create a presentation

- ❖ Blank presentation:

The most basic method of creating a slide show presentation is by using to start the whole process of creation presentation from secretion. In other words, it other words, it includes no pre-set design, color, or content suggestion.

- Opening a presentation
- Saving a presentation

16. Explain about the different services in E-Publishing.

- Digital typesetting
- E-Publishing (HTML, SGML, XML, e-book etc)
- Copyediting
- Indexing
- Data conversion
- Image processing
- Project management of books
- Journal administration

17. Explain about the quality control tools.

- Definition

Quality control is a process by which entities review the quality of all factors are involved production. This approach places on three aspects.

- Elements such as control, job management, defined and well managed processes, performance & integrity criteria and identification or records
 - Competence e.g. knowledge, skill, experience, qualification
 - Soft element e.g. personal integrity, confidence, organization culture, motivation, term sprit and quality relationship.
- Cause and effect diagram
 - Check sheet
 - Control charts
 - Histogram
 - Pareto chart
 - Scatter diagram
 - Satisfaction

18. What are the applications of spreadsheet?

- ❖ Maintain accounts
- ❖ Create chart for the analysis of data in management.
- ❖ Perform financial calculation for making financial reports.
- ❖ See the data in different views by using filters
- ❖ Create various types of account statements
- ❖ Do billing easily
- ❖ Do cost analysis easily
- ❖ Do tax calculation
- ❖ Prepare annual reports
