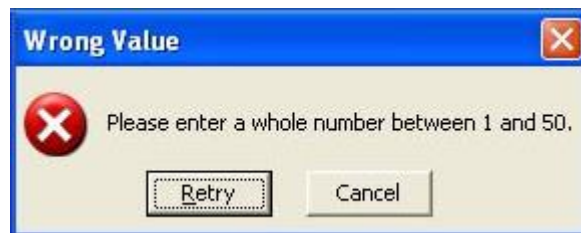


Data Entry Operator

Sample Questions

Data Entry Operator (Theory)

Q1. The image shows an error message. Entering which of the following values, will not show the given error message?



- a. 0
- b. 8
- c. 49.9
- d. 51

Q2. An operator takes 2.5 hours to enter data from 50 forms. How many forms will he be able to complete, if he works for 10 hours?

- a. 125
- b. 200
- c. 250
- d. 500

Q3. Refer to the guidelines for handling service requests.

Guidelines:

1. If there are three or more pending requests, the operator should first complete all the pending requests.
2. The operator should complete all the 'ADD' service requests, if there are not more than two pending requests.

3. The 'VERIFY' service requests should be completed only after the 'ADD' service requests.
4. The 'ADD' service requests should be completed after 'MODIFY' service requests.
5. If there are no pending service requests, UPDATE the database and then complete all 'ADD' service requests.

When should the database be updated?

- a. When there are two 'ADD' service requests
- b. When there are five pending requests
- c. When there are no 'VERIFY' service requests
- d. When there are no pending requests

Q4. The table shows a status report showing the deliveries made in the month of May. Who was the first client to whom the delivery was made?

Client	Delivery Date	Status Code	Approved
A	22 May 2013	Completed	Yes
B	15 May 2013	Pending	No
C	25 May 2013	Completed	Yes
D	19 May 2013	Completed	No
E	17 May 2013	Pending	Yes
Note: All the projects should be approved before delivery			

- a. A
- b. B
- c. C
- d. D
- e. E

Q5. You have a file with an extension pdf. Which of the following software is needed to open this file?

- a. MS Excel
- b. MS Word
- c. Acrobat Reader
- d. Paint

Q6. If the operator has any confusion while entering the customer's personal details, what should be the first step to be taken by the operator?

- a. Inform the supervisor
- b. Ask help from colleagues
- c. Interrogate the customer
- d. Do what he thinks is right

Health and Safety

Q7. What should you do if your colleague suddenly faints and is not breathing?

- a. You should check his pulse and blow air into his mouth
- b. You should make him lie down and place a wet cloth on his forehead
- c. You should tightly hold his shoulder and shake him
- d. You should gently stroke his chest in downward direction

Q8. While working, your system suddenly shuts down. You notice some spark near the wiring of the system. What should you do?

- a. You should inform your colleague and take his help to correct the wiring
- b. You should inform the maintenance department and request them to resolve the issue
- c. You should try to check the wiring and correct it on your own
- d. You should request your colleague to share his system with you and work turn by turn

Work Management

Q9. A person takes 10 minutes to install software in one computer. In how many computers will he be able to install the software in one hour?

- a. 5
- b. 6
- c. 10
- d. 20

Q10. You work in department A of a company. You receive a service request from a customer which has to be handled by department B as per the company guidelines. What should you do in this case?

- a. You should ask the customer not to send such requests to department A
- b. You should forward the service request to your manager
- c. You should handle the request and meet the customer's requirement
- d. You should inform the head of department B and ask him as to why your department is getting such requests

Basic Computer Literacy

Q11. What does "F" mean on the F1, F2, F3, F4, etc. keyboard keys?

- a. Find
- b. File
- c. Format
- d. Function

Q12. You have completed the worksheet and want to make certain that you have not made spelling or grammar errors. Which button will you select?



A



B



C



D

- a. A
- b. B
- c. C
- d. D