

**BACHELOR OF BUSINESS ADMINISTRATION
(SERVICES MANAGEMENT)
(BBA(SM))**

Term-End Examination

June, 2022

BSMA-001 : BASIC IT SKILLS

Time : 2 hours

Maximum Marks : 50

Note : *There are **four** questions in this paper. Answer all the questions.*

1. Answer **all** the questions. Each question carries 1 mark. *10×1=10*
- (a) _____ provides a list of options or commands that can be selected.
 - (b) A _____ is a pre-defined formula in Microsoft Excel.
 - (c) _____ formatting allows you to highlight cells whose data meet a specific condition.
 - (d) One of the most popular online presentation software is _____ .
 - (e) Personal Information Manager acts as an information tool and is used in recording, organising and _____ of various kinds of personal information.

State whether the following statements are *True* or *False* :

- (f) Creating blogs and wikis are examples of web authoring.
- (g) Clipboard is a place where text which is copied cannot be stored.
- (h) COUNTA function is an extension of the COUNT function.
- (i) The way to insert tables using the Table icon on the Ribbon interface is different from how it is done in Microsoft Word.
- (j) Some of the most common speech recognition systems include Apple Siri, Google Assistant, Cortana from Microsoft, and Alexa from Amazon.

2. Answer any *five* of the following questions in about 100 words each : $5 \times 2 = 10$

- (a) Define Management.
- (b) What is Microsoft PowerPoint ?
- (c) Enumerate some of the common functions in Excel that you can use in day-to-day life.
- (d) What do you understand by the term 'Evernote' ?

- (e) Give any four keyboard shortcuts used in Microsoft Word.
- (f) How do you add a picture to your slide ?
- (g) How do you insert a table in a Word document ?
- (h) What are the benefits of using browser plug-ins and add-ons ?

3. Answer any **four** of the following questions in about 250 words each : $4 \times 5 = 20$

- (a) What are Standalone Operating Systems ?
- (b) Discuss some of the most common commands on the Quick Access Toolbar.
- (c) Describe the steps followed to use Mail Merge for sending customised mails/letters at a time in bulk.
- (d) What are the important features of Spreadsheet ?
- (e) Write down five advantages of Microsoft Outlook 2010.
- (f) Which Email Etiquettes should one adhere to while communication through Email ?

4. Answer any **one** of the following questions in about 500 words each : *1×10=10*

- (a) Explain the commands and functions that are available at the Home Tab for inserting and modifying text.
 - (b) Discuss the features and functions of an Operating System.
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