

## Acorn Technology Corporation Applicant Exam

Please note that this exam is an open book test and is NOT a pass or fail exam. The goal for this is intended to test your ability to research and find the answers if you do not know them already.

Please complete the exam and send it back to Acorn Technology Corporation via fax at (951) 320-7066 or e-mail us at [careers@acorntechcorp.com](mailto:careers@acorntechcorp.com).

First and last name: \_\_\_\_\_

Date: \_\_\_\_\_

Please bubble in the option you think best answers the question.

1. Select the Maximize button for an open window.



2. Using the keyboard, how do you open the Task Manager?

- Ctrl+Esc+T  
 Ctrl+Esc+Shift  
 Ctrl+Esc+Spacebar  
 Ctrl+Esc+Caps Lock

3. What is the difference between a virus and a worm?

- Viruses are easier to remove than worms  
 Viruses require user intervention to spread while worms spread on their own  
 Viruses damage files while worms do not  
 All of the above

4. You are given 12 pearls that are identical in all respects except one is either lighter or heavier in weight than the other eleven. You have a balance scale. With only three weighs on the scale, how do you identify the odd pearl?

The first weigh should be:

- 3 and 3  
 1 and 1

4 and 4

The second weigh should be:

3 and 3

1 and 1

4 and 4

The third weigh should be:

3 and 3

1 and 1

4 and 4

5. Where is the default location of the System Tray in Microsoft Windows?

Bottom of screen

Bottom left of screen

Bottom right of screen

Top of screen

6. How do you force a 'frozen' program to quit in Windows XP?

Press Ctrl+Alt+Del

Reboot the computer

Use the Task Manager

Press Alt+F3

7. What is the default username of the administrator account on a Unix system?

root

administrator

admin

god

8. What kind of files have a **.wpd** extension?

Microsoft Wordpad

Microsoft Word

Corel WordPerfect

Microsoft Works

9. What kind of files have a **.zip** extension?

- movie file
- compressed file
- Iomega Zip disk file
- program file

10. What kind of files have an **.mdb** extension?

- Adobe Photoshop
- MySQL database
- Microsoft Media Player movie
- Microsoft Access

11. What kind of files have a **.pdf** extension?

- Adobe Photoshop
- Adobe Acrobat
- Adobe PageMaker
- Adobe Premiere

12. As a customer seeking help from your IT provider, which would you prefer?

- Automated phone answering
- Live person answering the telephone
- Web-based trouble ticket system

13. What kind of files have an **.rm** extension?

- Real Media file
- RAR compressed file
- RAM swap file
- Read-Only Media file

14. What kind of files have a **.jpg** extension?

- program file
- executable file
- archive/backup file
- picture file

15. What kind of files have an **.ppt** extension?

- Microsoft Access file
- Adobe Photoshop file

- Adobe PageMaker file
- Microsoft PowerPoint file

16. What kind of files have an **.rtf** extension?

- text document file
- Real Media file
- archive/backup file
- compressed file

17. What kind of files have an **.htm** extension?

- webpage document
- text document file
- archive/backup file
- compressed file

18. What is the term used to refer to the outgoing email server?

- POP/POP3
- SMTP
- Sendmail
- SSHD

19. What best describes the term Service Set Identifier (SSID)?

- The name assigned to a wireless network
- Secure key used to access a wireless network
- Unique ID number for users on the wireless network
- Unique ID number for setting security on a wireless network

20. How do you double-space a single space document in Microsoft Word XP?

- Highlight entire document -> select Format menu -> select Spacing, -> specify '2' for double-spacing
- Highlight entire document -> select Format menu -> select Paragraph -> change spacing to 'double' for double-spacing
- Highlight entire document -> select Format menu -> select Paragraph -> specify '2' in the Line Spacing field for double-spacing
- Highlight entire document -> select Format menu -> select Double-Spacing

21. How do you insert a **header** into a Microsoft Word XP document?

- Select Insert menu -> select Header and Footer -> enter header text
- Select View menu -> select Header and Footer -> enter header text
- Select Format menu -> select Header and Footer -> enter header text

None of the above

22. How do you spell check a document in Microsoft Word XP?

- F1
- F3
- F7
- F11

23. Under which menu is the **autocorrect** feature located in Microsoft Word XP?

- View
- Tools
- Format
- Edit

24. When a customer makes an inquiry, how soon should a customer service representative respond?

- The same day
- Immediately
- Within 24 hours
- Within 1 hour
- Depends

25. Which button will reverse the last action in Microsoft Word XP?

- Cut
- Redo
- Undo
- Back

26. What is the main spreadsheet element called in Microsoft Excel XP?

- worksheet
- spreadsheet
- workbook
- list


27. What does the  button do in Microsoft Excel XP?

- Insert a function
- Search selected cells

- Integration
- Summation

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- Ascending search
- Ascending sort
- Descending search
- Descending sort

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31. In Microsoft Excel XP, the procedure to create a chart sheet is to select the data to plot followed by pressing what button?

- F11
- F5
- F9
- F7

32. Under which menu is the **Add-Ins** feature located in Microsoft Excel XP?

- Insert
- Tools
- Format
- Data

33. When a customer has caused a problem with their IT through their own stupidity, the customer service representative should:

- Refuse to help

- Help but sternly warn the customer that this is the last time
- Help but gently point out the customer error
- Help and thank the customer for the opportunity to be of service

34. What is the procedure to insert a row or column in Microsoft Excel XP?

- Insert -> Rows or Columns
- Insert -> Cells -> Rows or Columns
- Format -> Rows or Columns
- Data -> Insert -> Rows or Columns

35. What are the three choices in the **Print what** area of the Print dialog box in Microsoft Excel XP?

- Worksheet range, Single Worksheet, Entire Workbook
- Entire Workbook, Multiple Workbooks, Active Sheet
- Selection, Active Sheet, Entire Workbook
- None of the above

36. If a customer calls in with a technical question you are unable to resolve, you should:

- Google the issue, looking for a resolution
- Ask a co-worker
- Tell the customer it's user error and not to bother you with such issues
- A & B

37. True or False: Text attributes can be changed in **Slide View** in Microsoft PowerPoint XP/2003?

- True
- False

38. What does the Promote/Demote feature do in Microsoft PowerPoint XP/2003?

- Reorders the sequence of slides
- Makes a summary slide of the entire presentation
- Moves text up/down a level (ie: bullet to title text or vice-versa)
- Reprioritizes slides

39. True or False: The **Autocontent Wizard** in Microsoft PowerPoint XP/2003 creates a presentation that contains suggested content and design.

- True
- False

40. True or False: Microsoft Office is required to open and view PowerPoint slides.

- True
- False

41. How is the shape of an item bullet changed in Microsoft PowerPoint XP/2003?

- Format -> Bullets and Numbering
- Insert -> Bullets and Numbering
- Highlight item -> Ctrl+B
- Data -> Bullets and Numbering

42. True or False: Any changes made to the slide masters are reflected on every slide in Microsoft PowerPoint XP/2003.

- True
- False

43. True or False: Data can be inserted using a form in Microsoft Access XP/2003.

- True
- False

44. True or False: dBase (.dbf) files can be imported into Microsoft Access XP/2003.

- True
- False

45. True or False: A 'wizard' is not available in Microsoft Access XP/2003.

- True
- False

46. True or False: Microsoft Access XP/2003 data can be exported to a Microsoft Excel spreadsheet.

- True
- False

47. What is the unique identifier for a record in Microsoft Access XP/2003?

- Main field
- Primary key
- ID key
- ID field

48. True or False: HTML is a programming language.

- True
- False

49. What is the HTML tag to end a line of text and go to the next line (line break)?

- <lb>
- <br>
- <end>
- <endline>

50. What is the correct HTML code to insert the image **image.gif** into a webpage?

- <image file="image.gif">
- <image src="image.gif">
- 
- <insert src="image.gif">

51. What is the correct HTML tag for the largest heading?

- <head>
- <heading>
- <h1>
- <h6>

52. Which HTML tag is used to create a numbered list?

- <ol>
- <ul>
- <li>
- <list>

53. Which group of HTML tags are used to create a table?

- <table>, <row>, <column>
- <table>, <tr>, <td>
- <table>, <cell>
- <table>, <x>, <y>

54. If a customer calls in asking for assistance on something we currently do not support, you should:

- Politely tell them this is unsupported and we are unable to help you
- Put the customer on hold until they hang up
- Go ahead and resolve their problem anyway
- Bring the issue to the customer service representative in charge for resoluti

55. What is the program **WinSCP** used for?

- Operating a scanner
- Image editing
- Transferring files between a client and a server
- Word processing

56. What is the program **Microsoft Outlook** used for?

- E-mail client
- Database
- Word processor
- Image editing

57. What is the program **Telnet** used for?

- Remote shell access to a server
- Voice over IP (voice communication over Internet)
- Transferring files between a client and a server
- Image editing

58. What is the program **SSH** used for?

- Remote shell access to a server
- Image editing
- Operating a scanner
- Word processing

59. What is the program **Mozilla Firefox** used for?

- Remote shell access to a server
- Image editing
- Operating a scanner
- Browsing webpages

60. What is the purpose for using a firewall?

- Blocks viruses
- Blocks unwanted network traffic
- Blocks spyware
- All of the above

61. What is the benefit of having a large amount of RAM in a computer?

- Store more data

- Run more programs at once
- Perform calculations faster
- None of the above

62. What service protocol allows a website address to be associated with a specific IP address?

- DHCP
- DNS
- WINS
- HTTP

63. What service protocol allows a network client to receive a randomly assigned IP address?

- DHCP
- DNS
- WINS
- HTTP

64. What do website cookies do?

- Store client information for future reference
- Encrypt the webpage connection
- Perform client side web scripts
- Encrypt website visitor information

65. Which unit of data measurement is the largest?

- TB
- GB
- KB
- MB

66. What component typically determines the speed of a computer?

- RAM
- Video card
- CPU
- Hard drive

67. Which of the following interfaces allow hot swapping of devices?

- ZIF
- USB

- PS2
- All of the above

68. What is the primary reason why USB flash drives are less prone to read errors (caused by physical damage) than floppy disks?

- Low power requirements
- No moving internal parts
- Strong disk platters
- Smaller disk platters

69. What device is not network related?

- Switch
- Router
- Hub
- None of the above

70. A Windows 2000/XP computer does not start Windows when turned on. Instead, a black screen appears with the words **NTLDR is Missing**. What is a common solution for this issue?

- Checking keyboard and mouse plugged in securely
- Clearing floppy drive of any floppy disks
- Rebooting the computer
- Reinstalling NTLDR using Windows 2000/XP install disc (recovery mode)