

SPREADSHEETS AND DATABASES

ANSWER KEY

- 2 1 B
2 B
3 S
4 D
5 D
6 S
7 S
8 D

3 -

- 4 1 ledger / tabular
2 entity
3 inadvertent
4 record
5 formulas
6 views
7 integrity
8 dataset
9 consistency
10 retrieval

- 5 1 A
2 C
3 C
4 C
5 B
6 A
7 C
8 C
9 C
10 B
11 A

- 6 1 objects
2 record
3 fields
4 unique
5 primary key
6 form
7 report
8 retrieve a record
9 query the database

- 7-9 1 flat-file model
2 hierarchical model
3 relational
4 object-oriented
5 network model

- 10 A data collection
B data coding
C data validation

- D data entry
E data tabulation
F data sorting

- 11 1 A
2 F
3 B
4 D
5 C
6 E

- 12 1 a/c
2 b
3 a
4 c
5 b
6 a

- 13 1 the office phone me did I find out
2 later were the facts
3 was the response
4 did Harry break his leg but he
5 did the police suspect the judge
6 no way can the bus driver be held
7 had I got home than
8 I asked a passer-by, did I realize

- 14 1 parts of a letter of complaint
2 formal
3 Yes

- 15 1 connection / attitude
2 matter / inconvenience
3 delivered / urgently
4 purchased / standard
5 attention / problem
6 appreciate / replaced
7 terms / treatment
8 entitled / replacement
9 dissatisfaction / received
10 unless / cancel
11 complain / quality
12 refund / further

- 16 1 Opening
2 Request for Action
3 Complaint
4 Complaint
5 Opening
6 Request for Action
7 Complain
8 Request for Action
9 Opening

- 10 Closing
- 11 Opening
- 12 Request for Action / Closing

17 1 connection

- 2 urgently
- 3 further
- 4 refund
- 5 attention
- 6 standard
- 7 terms
- 8 dissatisfaction
- 9 replacement
- 10 inconvenience

18 1 in addition

- 2 finally, firstly
- 3 however, nevertheless
- 4 even though, in spite of the fact that
- 5 as a result, therefore
- 6 above all, in particular
- 7 in fact, in reality
- 8 in conclusion, taking everything into account

19 even though, in spite of the fact that

20 1 firstly

- 2 however
- 3 furthermore
- 4 above all
- 5 in fact
- 6 in spite of the fact that
- 7 as a result
- 8 taking everything into consideration

21 open