MEPSC ASSESSMENT MODEL MCQ'S

1. How will you send or collect large files more than 25 MB data from your client ?

A) email attachment
b) Cloud Storage services (eg. Google drive, Dropbox, OneDrive)
c) File transfer protocol (FTP) services
d) Large file transfer services (eg. We transfer, sendspace)

Ans: b and d

2. How should you respond to a client complaint ?

A) Dismiss the complaint and offer a standard solution
b) Listen attentively, apologize and offer a solution
c) Pass the complaint to someone else
d) Ignore the complaint

Ans: b

3. How should you handle a difficult client ?

A) avoid the client
b) be patient, professional and empathetic
c) argue with the client
d) pass the client to someone else

Ans: b

4. What are the primary responsibility of an Office Administrator ?

A) Managing finances and accounting
b) Handling customer service and sales
c) Maintaining records, managing correspondence and ensuring office operations
d) Supervising staff and making strategic decisions

Ans: c

5. What are the purpose of a filing system in an office ?

A) to store unnecessary documents
b) to organise and retry documents efficiently
c) to secure confidential information
d) to reduce office space

Ans: b

6. How would you prioritize tasks in a busy office enviornment ?

A) focus on urgent task
b) complete task in alphabetical order
c) delegate task to others
d) procrastinate on non essential tasks

Ans: a

7. If tea spills in your office, what you should do first ?

A) calll the janitor to clean it up
b) try to ignore it and hope someone else cleans it up
c) Grab paper towels or a cloth to absorb the spill
d) panic and start shouting for help

Ans: c

8. What is the most effective way to minimise human erros in a office setting ?

A) implementing strict rules and penalties for mistakes
b) providing regular training and feeback to employees
c) ignoring minor errors and focusing on major tasks
d) blaming employees for mistakes and and reprimanding them

Ans: b

9. What is the benefit of conducting regular audits in an office ?

A) to identify and correct errors
b) to punish employees for mistakes
c) to reduce employee morale l
d) to increase work load

Ans: a

10. How should you respond to an angry client ?

A) argue with the clients and defend your position
b) listen actively and empathetically to the client's concerns
c) ignore that client and hope the issues resolves itself
d) transfer the client to someone else

Ans: b

11. If a fire catches in your office, What is the first thing you should do ?

A) try to fight the fire yourself
b) call the fire department or alert someone to call them
c) attempt to save valuable documents or equipment
d) panic and run out of the office

Ans: b

12. What should you do if your computer freezes or become unresponsive while you working ?

A) turn off the computer immediately
b) try to trouble shoot the issues
c) restart the computer
d) call the IT department

Ans: c

13. What is the best way to protect sensitive office data on your computer ?

A) use a password protected screen saver
b) encrypt sensitive files and use strong pass words
c) share sensitive data with colleagues
d) store sensitive data on a unsecured external drive

Ans: b

14. What is the importance of regularly backing up office data ?

A) to free up storage space on your computer
b) to protect against a data loss due to hardware failure or cybre attacks
c) to share data with colleagues
d) to delete sensitive information

Ans: b

15. If you are experiencing issue with your office computer, who should you contact ?

A) a colleague
b) the IT department
c) a friend
d) a family member

Ans: b

16. Why might email not be suitable for sending large files ?

A) email servers may reject large attachments
b) large files may be too big for the receipient inbox
c) large files may take too long to upload
d) all of the above

Ans: d

17. Which of the following is a common cause of software issues ?

A) over heating
b) loose connections
c) incompactible drivers
d) power surge

Ans: c

18. What is the purpose of Zipping large files before sending them to clients ?

A) to encrypt the files
b) to reduce the file size
c) to increase the file size
d) to delete the files

Ans: b

19. Which type of files can be zipped and sent to clients ?

A) only text files
b) only image files
c) any type of files
d) only video files

Ans: c

20. What is the primary function of the internet ?

A) to enable communication between devices
b) to store data on a single server
c) to provide a single platform for online shopping
d) to restrict access to information

Ans: a

21. What is the difference between the internet and the World Wide Web (WWW) ?

A) The internet is a network of networks, while the WWW is a system of interlinked hypertext documents
b) The internet isa system of interlnked hyper text documents, while the WWW is a network of networks
c) The internet and WWW are the same thing
d) The internet is a subset of WWW

Ans: a

22. What is the role of an Internet Service Provider (ISP) ?

A) to host websites
b) to provide access to the internet
c)   to develop web applications
d) to manage network security

Ans: b

23. You have scheduled a meeting with a client, but they need to reschedule at the last minute. What do you do ?

A) refuse to reschedule
b) Accommodate the client's new schedule
c)   Charge the client for the rescheduling
d)   Cancel the meeting

Ans: b

24. You have lost an important document in the office. What do you do ?

A) search the office thoroughly
b) ask colleagues if they have seen the document
c)   recreate the document from memory
d) all of the above

Ans: d

25. You are experiencing technical difficulties during a video conference. What do you do ?

A) try to troubleshoot the issue yourself
b) call the IT department for assistance
c)   switch to a different communication method
d) postpone the meeting

Ans: c

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