1st Semester Final Exam Study Guide

MS Office Suite, Windows & Basic Computer Maintenance vocabulary, Entrepreneurial vocabulary, Letters vocabulary and to be able to key a letter, MS Icons, Filing & Business Etiquette

Microsoft Office Suite

* + - 1. Microsoft Word – used for commercial and personal word processing.
			2. Microsoft Excel – is a spreadsheet application that features calculation, graphing tools and pivot tables.
			3. Microsoft Access – is a database management system using tables, records and fields
			4. Microsoft PowerPoint – is a slide show presentation program using templates
			5. Microsoft Publisher – is an entry-level desktop publishing application that emphasis is placed on page layout and design.

Windows and Basic Computer Maintenance Terms

1. **Android OS** - Most popular open source operating system for a mobile device developed by Android, Inc. and then purchased by Google.
2. **Antivirus** - Software viruses are annoying bits of code that can corrupt your program files. To protect your computer, you should use this software.
3. **Chrome OS –** The operating system used on the Chromebooks.
4. **Control** **Key** – is used to select multiple files in a random order.
5. **Cookie** - A short line of text that a web site puts on your computer's hard drive when you access their web site. They maybe used to monitor your computer.
6. **Defragmenting** - Places all the parts of a file in one location.
7. **Disk** **Cleanup** - A system tool used to clean up your disk.
8. **File** **Extension** – last characters in a file name, after the period that usually identifies the program used to create the file.
9. **GUI –** A type of user interface that allows you to use a mouse and click on icons, menus, options and buttons.
10. **iOS –** An operating system developed by Apple used for the iPhones, iPads, and iPods.
11. **Linux –** Operating system used on the home computers of open-source enthusiasts.
12. **Mac OS –** Operating system created by Apple and released in 1984 used primarily for home, schools and design organizations.
13. **Malware –** Refers to programs that are designed to damage computers without the owner’s knowledge.
14. **Mobile OS –** An operating system used to run on mobile devices such as mobile phones, tablets and other hand held devices.
15. **MS-Dos** – is a text based or character based operating system that is controlled by commands entered on a command line.
16. **Operating** **System** – is the master control program that works like a traffic cop to direct traffic and keeps everything flowing smoothly inside your computer. This software consists of instructions that allow a computer to run.
17. **RAM** – is what the type of memory is called where the computer temporarily keeps information you are working on?
18. **Recycle** **Bin** - Stores the files you delete.
19. **ROM** - is a type of memory where all programs on your computer are stored until needed. (The hard drive)
20. **Shift** **Key** – is used to select multiple files in a series.
21. **Taskbar** **Bar** - is at the bottom of your desktop Window. It contains names of open applications and documents that you can click on to switch between open applications.
22. **Windows 10.0** – is the newest operating system from Microsoft.
23. **Windows** **Explorer** - Provides a graphical view of all of the drives, folders and files on your computer.
24. **Zipped** - A file that has been squeezed down using compression software to make the file smaller so it can travel faster between modems.

Entrepreneurial Terms

1. **Corporation** - A form of business that is a legal entity and is recognized as having rights and duties legally.
2. **Sole Proprietorship -** This is a form of business that is owned and run by only one person.
3. **Partnership -** This is a form of business that is run by two or more parties with the common goal being to make a profit.
4. **Entrepreneur** - A person who comes up with a new idea or invention and brings together a country's resources to take the idea to the marketplace.
5. **Inventor -** A person who creates or discovers a new method, form, device or other useful means.
6. **Trademark** - A name, word, phrase, logo, symbol, design, image, or a combination of these to distinguish the wares and/or services of one person from those of another.
7. **Logo** - A design that is used for immediate recognition of an organization.
8. **Slogan** - Is a jingle or catchy phrase that attracts different target markets.
9. **Copyright** - Is the exclusive right authors have to prevent others from copying their works.
10. **Patent** - It is the exclusive right given in exchange for the full disclosure of an invention.
11. **Business** **ethics** - These are practices assuring that the highest legal and moral standards are observed in your relationships with the people in your business community
12. **Customer** - The most important person in your business.
13. **Marketing** - Is the process of planning and executing the pricing, promotion and distribution of ideas, goods, and services to create exchanges between buyers and sellers.
14. **Marketing** **mix** - This is the unique combination of pricing, promotion, product offerings and distribution system (place) to reach a specific group of consumers (the target market).
15. **Target** **market** - These are the customers who are most likely to buy the firm's products.
16. **Product** - The firm's goods or services they are selling.
17. **Price** - This is determined by demand for the goods and the cost of the goods.
18. **Place** - How a product flows from producer to customer.
19. **Promotion** - This is how different elements help increase the sale of the product such as advertising, sales, and public relations.
20. **Marketing** **Plan** - This is a plan that is a detailed statement of how the business will be developed.
21. **Competition** - It is a rivalry between individuals
22. **Expense** - This is an outflow of money to pay for an item or service in your business
23. **Advertising** - This is a means of communicating with customers.
24. **Customer** **service** - This is the service provided to customers before, during and after a purchase.

Filing

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| **Rule 1** | Names of Individuals. When indexing the name of an individual, arrange the units in this order: last name as Unit 1, first name or initial as Unit 2, and middle name or initial as Unit 3. When two names in Unit 1 begin with the same letter, you consider the next or second letter in arranging for alphabetical order. If both the first and second letters are the same, consider the third letter, and so on until the letters are different. |
|   | A unit consisting of just an initial precedes a unit that consists of a complete name beginning with the same letter. Punctuation, such as a period or apostrophe, is omitted.   |

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| --- | --- | --- | --- |
| NAME | UNIT 1 | UNIT 2 | UNIT 3 |
| Rebecca P. Adams | ADAMS | REBECCA | P |
| Susan B. Anderson | ANDERSON | SUSAN | B |
| Terri Anderson | ANDERSON | TERRI |    |
| William Ken Jackson | JACKSON | WILLIAM | KEN |
| William Johnson | JOHNSON | WILLIAM |    |
| Wilma Johnson | JOHNSON | WILMA |    |
| Frank Shields | SHIELDS | FRANK |    |
| Frank B. Shields | SHIELDS | FRANK | B |
| Debbie Shirley | SHIRLEY | DEBBIE |    |
| Ann Marie Williams | WILLIAMS | ANN | MARIE |
| Anna Williams | WILLIAMS | ANNA |    |
| David Williamson | WILLIAMSON | DAVID |    |

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| **Rule 2** | Personal Names with Prefixes – Articles and Particles. Prefixes, such as Mc in McAdams is considered as part of the name it precedes. Ignore any apostrophe or space that may appear within or after the prefix. |
|  | Commonly used prefixes are a, la, *d’ D’ de, De, Del, De la, Di, Du, El, Fitz, La, Le, Lo, Los, M’, Mac, Mc, O’, Saint, St., Ste., Te, Ter, Van, Van de, Van der, Von, and Von der.* |  |

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| NAME | UNIT 1 | UNIT 2 | UNIT 3 |
| Olivia DuBerry | DUBERRY | OLIVIA |    |
| Paul Duberry | DUBERRY | PAUL |    |
| Anna L’Aubourne | LAUBORNE | ANNA |    |
| Chuck B. Launders | LAUNDERS | CHUCK | B |
| Jerry A. Mcdonald | MCDONALD | JERRY | A |
| Terri C. McDonald | MCDONALD | TERRI | C |
| Celeste Van Ivan | VANIVAN | CELESTE |    |
| John Vanivan | VANIVAN | JOHN |    |

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| **Rule 3** | Hyphenated Personal Names. Consider a hyphenated first, middle, or last name as one unit. Do not include the hyphen in the unit name. |

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| NAME | UNIT 1 | UNIT 2 | UNIT 3 |
| Valerie Anderson-Smith | ANDERSONSMITH | VALERIE |   |
| Jason DeTemple | DETEMPLE | JASON |   |
| Tammy DeTemple-Jones | DETEMPLEJONES | TAMMY |   |
| Gary Shawn Lee | LEE | GARY | SHAWN |
| Alison Shawn-Lee | SHAWNLEE | ALISON |   |
| Kay-Lu S. Shuttle | SHUTTLE | KAYLU | S |

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| **Rule 4** | Single Letters and Abbreviations of Personal Names. Initials in personal names (J.D., A.J.) are considered separate indexing units. Abbreviations of personal names (Wm., Jos.) and nicknames (Bill, Rick, Ali) are indexed as they are written. |

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| NAME | UNIT 1 | UNIT 2 | UNIT 3 |
| A. J. Anderson | ANDERSON | A | J |
| Liz Billings | BILLINGS | LIZ |    |
| Lou Chandler | CHANDLER | LOU |    |
| Wm. Danielson | DANIELSON | WM |    |
| T. J. Sampson | SAMPSON | T | J |
| Geo. T. Vickory | VICKORY | GEO | T |

Microsoft Office Icons

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