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Question: 1

The best type of font to use for extended sections of text in printed documents such as reports, brochures, and newsletters is:

- A.Sans serif
- B.Plus serif
- C.Plus sans
- D.Serif

Answer: D

Explanation:

Serif fonts contain lines that finish their major strokes. They have been described as 'feet,' because the letters seem to balance on them on the page. In a block of hard copy text such as a book or newspaper, serif fonts are easier to read than fonts lacking 'feet,' which are called sans (without) serif. Sans serif fonts are most often found in headlines, shorter texts, and informal pieces of writing that appear in hard copy. With internet applications, however, the relationship is reversed. Sans serif fonts are commonly used for website text, including body text, because they are particularly well suited to illuminated computer screens. Serif fonts can give a website a cluttered feel because the fine lines that create the 'feet' are visually distracting in such a context. Some common serif fonts include Times Roman, Georgia, Garamond, and Palatino. Examples of sans serif fonts include Arial, Calibri and Century Gothic.

Question: 2

HDD and SSD are acronyms that refer to two different types of:

- A.CPU chipsets
- B.Storage drives
- C.Executable files
- D.Display ports

Answer: B

Explanation:

HDD stands for hard disk drive and SSD stands for solid state drive. These are both types of storage drives used in modern computers. HDDs are less expensive and have higher storage capacity while SSDs are faster. HDDs employ a longstanding technology that uses a series of spinning magnetic disks called platters to store the information. Because HDDs involve spinning mechanical parts, they should not be subjected to mechanical shock. If an HDD is dropped while it is spinning, it is usually destroyed. Similarly, HDDs should not be placed near magnets as this can corrupt the data stored on the magnetic plates. SSDs use integrated circuit technology to store information. They have no moving parts and do not use

magnetics storage methods, so neither of those hazards apply, but if an SSD does become corrupted, it is virtually impossible to recover the stored information.

Question: 3

Horizontal communication is also called:

- A. Sideways communication
- B. Peer to peer communication
- C. Non vertical communication
- D. Lateral communication

Answer: D

Explanation:

Horizontal communication, also called lateral communication, is the means by which information is coordinated among employees operating at the same rank or level. It is used to collaborate on group projects or give/receive input on individual projects. Lateral communication is useful for problem solving, improving morale, increasing efficiency, and completing work in good time. While lateral communication takes place between peers, it cannot exist in a vacuum, and requires input from above through top-down communication. Employees at a lower level can also send information, questions or opinions to those above them through bottom-up communication.

Question: 4

OSHA federal regulations are applicable to most private sector companies and require records regarding _____ be kept.

- A. Employee illness, absenteeism and personal time
- B. Employee retirement investments
- C. Work-related injuries
- D. Company net worth

Answer: C

Explanation:

OSHA, the federal Department of Labor's Occupational Safety and Health Administration, requires that work related injuries be recorded and reported. It sets permissible exposure limits to a range of industry dusts and chemicals, establishes acceptable personal protective equipment, lists required procedures for maintaining or repairing energy devices, and sets a standard for air quality, as well as for communications of information on hazards. OSHA has also issued process safety management standards designed to minimize industrial accidents, prevent exposure to blood borne pathogens and asbestos, and prevent trench or excavation cave-ins. OSHA offers brochures on ergonomics, occupational safety and health, and other health-related issues in the work place.

Question: 5

A company needs to purchase new chairs for workstations. They have selected a model with an adjustable backrest and an average width and depth. What considerations should be made regarding armrests?

- A. Armrests make stacking chairs for floor cleaning difficult
- B. Armrests encourage employees to relax, slump and sit too far from monitor
- C. Armrests offer forearm support for comfort and efficiency
- D. Armrests cause long-term problems by discouraging muscle development

Answer: C

Explanation:

Correct ergonomics are important to workstation comfort and productivity. In a seated position, the upper body remains physically capable of movement that can potentially cause discomfort or damage to a particular part of the body, or refer pain elsewhere in the body. The neutral position for the arms is to hang downward from the shoulders. Typing, writing and using the telephone require arm movement, so in order to avoid injury, it is important to select furniture that helps retain a neutral posture. Non-neutral positions can create localized pressure or increase the force of a movement. Ergonomically designed armrests protect against ischemia (muscle tension that inhibits blood flow and results in pain and fatigue). If armrests are adjusted to the correct height, they will not raise shoulders or cause leaning. The armrest length should permit work surface contact without sitting away from the backrest. Hips should be comfortable between the armrests.

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