

# **CBSE – DEPARTMENT OF SKILL EDUCATION**

## **OFFICE PROCEDURES AND PRACTICES (SUBJECT CODE-824)**

### **Sample Question Paper**

#### **Class XII (Session 2019–2020)**

**Time: 3Hours**

**Max. Marks: 60**

#### **General Instructions:**

1. *This Question Paper consists of two parts viz. Part A: Employability Skills and Part B: Subject Skills.*

#### ***Part A: Employability Skills (10 Marks)***

- i. Answer any 4 questions out of the given 6 questions of 1 mark each.*
- ii. Answer any 3 questions out of the given 5 questions of 2 marks each.*

#### ***Part B: Subject Skills (40 Marks):***

- iii. Answer any 10 questions out of the given 12 questions of 1 mark each.*
  - iv. Answer any 5 questions from the given 7 questions of 2 marks each.*
  - v. Answer any 5 questions from the given 7 questions of 3 marks each.*
  - vi. Answer any 3 questions from the given 5 questions of 5 marks each.*
2. ***This question paper contains 42 questions out of which 30 questions are to be answered.***
3. ***All questions of a particular part/section must be attempted in the correct order.***
4. ***The maximum time allowed is 3hrs.***

## **PART A: EMPLOYABILITY SKILLS (10 MARKS)**

### **Answer any 4 questions out of the given 6 questions of 1 mark each:**

1.	Feedback does not play any role in Active Listening. (true/false)	(1)
2.	_____ and _____ big and positive ideas motivates us to reach to our highest potential.	(1)
3.	The _____ feature of Calc allows you to fill a range of cells with a series of data without typing all of it.	(1)

4.	A trading business, manufacture a product and then facilitates the act of bringing the finished goods to the buyer or customer. (true/false)	(1)
5.	_____and _____ create at least 9 times more jobs than landfills and incinerators.	(1)
6.	_____ motivations can be guided by need for achievement and affiliation.	(1)

**Answer any 3 questions out of the given 5 questions of 2 marks each:**

7.	Your friend wants to apply for a Data Entry Operator Job. Suggest him the important headings for setting up the strong resume so that he would be shortlisted by the company.	
8.	How many personality types, traits and disorders are there?	
9.	Write down the steps to remove Animation Effects?	
10.	Write any two questions an entrepreneur often thinks while starting and running a business.	
11.	Mention any four green jobs related to water conservation.	

**PART B: SUBJECT SKILLS (50 MARKS)**

**Answer any 10 questions out of the given 12 questions:**

12.	Why is it important for a PS to manage time in a better way?	(1)
13.	Mention any two advantages of using E Mail.	(1)
14.	Name the high speed, time bound, express service for delivery of letters and documents offered by Department of Posts.	(1)
15.	Two characteristics of a good filing system are _____and _____.	(1)

16.	Chronological Classification of Filing means arranging records in _____.	(1)
17.	There are various ways to store our e-files. Name any two.	(1)
18.	An _____ is a programme of the items of the business to be discussed at a meeting in the order in which they are to be taken.	(1)
19.	What is a “Casting Vote”?	(1)
20.	_____ is an entry in passport or other travel document made by a consular official of a government to indicate that the bearer has been granted authority to enter or re-enter the country concerned.	(1)
21.	Which type of deposit account is usually maintained by a businessman to facilitate any number of deposits and withdrawals in a single day?	(1)
22.	What do you understand by “Bearer Cheque”?	(1)
23.	Banks provide _____ facility to their customers so as to keep their valuables, such as gold and silver ornaments, important documents etc. for safe custody.	(1)

**Answer any 5 questions out of the given 7 questions of 2 marks each:**

24.	Write any two points which indicate importance of a Private Secretary in an organization.	(2)
25.	What is a Postal Franking Machine?	(2)
26.	“Courier services are popular among the business organizations as they offer many solutions to their clients.” Mention any two solutions which are offered by Courier Companies in regard to mail delivery.	(2)
27.	What do you understand by Quorum of a Meeting?	(2)
28.	Why are meetings organized in a business organization?	(2)

29.	When your officer plans an official tour, what points will you keep in mind to make his/her tour successful? (any two points)	(2)
30.	Write the full form of: (a) RTGS (b) NEFT	(2)

**Answer any 5 questions out of the given 7 questions of 3 marks each:**

31.	“It is important for a Secretary to cope with pressure, deadlines and multitasking.” In view of the statement, discuss any three personal qualities which are important for a Secretary in the world of work.	(3)
32.	Write any three advantages of using Mail Room Equipment and Machines.	(3)
33.	Describe any two modern indexing techniques which are used for locating records efficiently.	(3)
34.	Discuss the role of a PA/PS during a meeting.	(3)
35.	What documents are necessarily needed for an overseas business tour?	(3)
36.	Explain the difference between the terms - Overdraft and Demand Draft.	(3)
37.	Mention the utility of ECS and ATM in banking transactions.	(3)

**Answer any 3 questions out of the given 5 questions of 5 marks each:**

<b>38.</b>	Explain various routine and miscellaneous duties which a PS of a multi-national company is usually required to perform.	<b>(5)</b>
<b>39.</b>	Suggest a routine usually followed for an efficient handling of incoming mail in a large organization.	<b>(5)</b>
<b>40.</b>	Explain Geographical System of Classification of Files along with its advantages and disadvantages.	<b>(5)</b>
<b>41.</b>	Write short notes on: a) Types of Meetings b) Minutes of Meeting	<b>(5)</b>
<b>42.</b>	Outline step by step procedure for booking online train reservation from Delhi to Amritsar in Shatabadi Express.	<b>(5)</b>