

CBSE | DEPARTMENT OF SKILL EDUCATION

OFFICE PROCEDURES AND PRACTICES (SUBJECT CODE 824)

CLASS XII (SESSION 2021-2022) BLUE-PRINT FOR SAMPLE QUESTION PAPER FOR TERM -1

Max. Time Allowed: 90 Minutes (1½ Hrs.)

Max. Marks: 30

PART A - EMPLOYABILITY SKILLS (05 MARKS):

UNIT NO.	NAME OF THE UNIT	NO. OF QUESTIONS (1 MARK EACH)
1	Communication Skills-IV	2
2	Self-Management Skills-IV	2
3	Information and Communication Technology Skills-IV	2
TOTAL QUESTIONS		6 Questions
NO. OF QUESTIONS TO BE ANSWERED		Any 5 Questions
TOTAL MARKS		1 x 5 = 5 marks

PART B - SUBJECT SPECIFIC SKILLS (25 MARKS):

UNIT NO.	NAME OF THE UNIT	NO. OF QUESTIONS (1 MARK EACH)
1	Introduction to Secretarial Practice	10
2	Handling the Mail	11
3	Filing and Indexing	11
TOTAL QUESTIONS		32 Questions
NO. OF QUESTIONS TO BE ANSWERED		25 Questions
TOTAL MARKS		1 x 25 = 25 MARKS

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Max. Time Allowed: 90 Minutes (1½ Hrs.)

Max. Marks: 30

General Instructions:

1. Please read the instructions carefully
2. This Question Paper is divided into 03 sections, viz., Section A, Section B and Section C.
3. Section A is of 05 marks and has 06 questions on Employability Skills.
4. Section B is of 20 marks and has 25 questions on Subject Specific Skills.
5. Section C is of 05 marks and has 07 competency-based questions.
6. Do as per the instructions given in the respective sections.
7. Marks allotted are mentioned against each section/question.
8. All questions must be attempted in the correct order

SECTION A

Answer any 5 questions out of the given 6 questions on Employability Skills (1 x 5 = 5 marks)

1.	To learn a language, one needs to develop which of the following key skills: (a) Listening, Informing, Speaking and Writing (b) Listening, Informing, Seeing and Writing (c) Listening, Speaking, Reading and Writing (d) Listening, Speaking, Relating and Writing	1
2.	Which of the following is a Declarative Sentence? (a) My arms ache from planting those saplings! (b) Come with us right now. (c) Where is my I-card? (d) Reading mythology will make you more aware.	1
3.	Which of the following is characterized by an extreme feeling of self-importance? (a) Narcissistic personality disorder (b) Borderline personality disorder (c) Dependent personality disorder (d) Avoidant personality disorder	1
4.	Positive attitude helps improve mental and _____ health of a person. (a) Financial (b) Moral (c) Physical (d) Spiritual	1

5.	A _____ is a collection of cells in the form of a grid (a network of lines that intersect each other, making rectangles). (a) column (b) row (c) cell (d) worksheet	1
6.	What will you do to select an entire worksheet in a spreadsheet? (a) Click the File tab and select properties from the list (b) Click the grey row heading (c) Click the grey rectangle in the upper left corner of the spreadsheet (d) Click the grey column heading	1

SECTION B

Answer any 20 questions out of the given 25 questions

(1 x 20 = 20 marks)

7.	Every Secretary is supposed to be a/an _____ specialist and well trained member of an office team. (a) financial (b) administrative (c) Software (d) Engineering	1
8.	A Secretary is an official to whom the executive delegates most of his/her _____ duties. (a) Accounting (b) marketing (c) routine administrative duties (d) Purchase	1
9.	Every incorporated company must have a _____ who performs a variety of tasks which are crucial for smooth functioning of the company. (a) Private Secretary (b) Company Secretary (c) Special Secretary (d) Member Secretary	1
10.	_____ means available to the executive for work at desired time: (a) Punctuality (b) Adoptability (c) Loyalty. (d) Courtesy	1

11.	For the post of a Junior Secretary, _____ is adequate qualification. (a) XII class & Secretarial diploma (b) graduation (c) X class (d) post-graduation	1
12.	Skill in shorthand is of no use without proficiency in _____. (a) speaking (b) writing (c) reading (d) language	1
13.	Communication and Confidence are the direct expression of one's _____. (a) poise (b) posture (c) personality (d) passion	1
14.	_____ skills help a person to interact with others properly. (a) Time Management (b) Stress Management (c) Interpersonal (d) Interdepartmental	1
15.	Sending and receiving of _____ communication of various types is termed as Mail. (a) oral (b) gestural (c) written (d) verbal	1
16.	The mail received or sent from one department to another department within the same organization is _____ Mail. (a) Inter-Departmental (b) Inward (c) Outward (d) None of the above	1
17.	After receiving the mail, it is necessary to _____ the received mail so that mail marked as Private, Personal, Secret, Confidential etc. are not opened. (a) record (b) sort (c) post (d) stamp	1

18.	While _____ an envelope, it should be ensured that contents of the envelope are not damaged. (a) reading (b) stamping (c) opening (d) franking	1
19.	All the mail received is _____ to authenticate receiving of the same in the organization. (a) examined (b) Franked (c) date-stamped (d) sorted	1
20.	An Incoming Mail Register is maintained to make a brief _____ of all the incoming mail. (a) record (b) relation (c) reminder (d) reply	1
21.	Which postal service should be used by Amit who wishes to obtain a reply from his client without putting on him burden of the expenditure of paying the postage charges? (a) Recorded Delivery (b) Speed Post (c) Business Reply Service (d) Poste Restante	1
22.	_____ offers a money-back guarantee, under which the postal fee will be refunded if the mail is not delivered within the published delivery norms. (a) Speed Post (b) Insurance Service (c) Post Box Service (d) Post Bag Service	1
23.	The _____ is designed to meet the requirements of those persons who wish to pay for articles sent to them through Post Office at the time of receipt of the articles. (a) Registration Postal Service (b) Business Reply Cards (c) Value Payable System (d) Speed post	1

24.	Any information generated or received in the course of conducting business, and which must be maintained to meet the financial, legal, historical or administrative needs of the organization is termed as: (a) Filing (b) Index (c) Copying (d) Record	1
25.	Name the process of arranging and storing records in neat, orderly and efficient manner so that they can be located easily and quickly when they are required. (a) Recording (b) Indexing (c) Filing (d) Weeding	1
26.	A good filing system should have the following characteristics (a) Uneconomical (b) Compactness (c) Inflexible (d) Distant location of files	1
27.	In which type of file classification system, records are arranged in "date order"? (a) Numerical (b) Alphabetical (c) Geographical (d) Chronological	1
28.	If the papers are filed into the filing folders and are kept one upon another on the shelves of the racks or almirahs, parallel to the ground, the method of filing is termed as: (a) Vertical Filing (b) Horizontal Filing (c) Suspension (d) Pigeon Hole Filing	1
29.	_____ is a photographic process whereby documents can be photographed and reduced to a much smaller size. (a) E Filing (b) Microfilming (c) Macro-filming (d) Docketing	1
30.	_____ is a ready guide to the location of the file required. (a) Indexing (b) Preface (c) Filing (d) Recording	1

31.	<p>One of the disadvantages of Card Indexing is:</p> <p>(a) The cards may spoil because of frequent handling and, therefore, have to be replaced.</p> <p>(b) As the cards are serially arranged, it takes very little time to find out a card and to locate the file.</p> <p>(c) It is extremely flexible.</p> <p>(d) It can be expanded to any extent.</p>	1
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SECTION C
(COMPETENCY BASED QUESTIONS)

Answer any 5 questions out of the given 7 questions

(1 x 5 = 5 marks)

32.	<p>Neha is working as a Private Secretary in a multi-national Company. She meets with an irritant visitor who is not ready to understand the situation. But with her judgement and discrimination, she handles the difficult visitor in a right and positive manner. In this situation, which personal skill has been exercised by Neha while dealing with the visitor?</p> <p>(a) Punctuality</p> <p>(b) Regularity</p> <p>(c) Tactfulness</p> <p>(d) Discipline</p>	1
33.	<p>Vivek has been diagnosed with 'sleep disorder' due to continuous stressful situation at his office. Which out of the given alternatives would help him to manage his stress:</p> <p>(a) Expressing his feelings about the stressful situation to the concerned person or another trustworthy person. Any grievances or problems should be discussed and sorted out.</p> <p>(b) Resorting to increased smoking and intake of alcohol</p> <p>(c) Irregularity or absence at workplace</p> <p>(d) Not taking any interest in work</p>	1
34.	<p>In case you wish to have less risk of misappropriation of postal stamps, avoidance of errors in stamping and simplification in keeping the account of stamps used, which machine should be used while handling mail?</p> <p>(a) Addressing Machine</p> <p>(b) Franking Machine</p> <p>(c) Sealing Machine</p> <p>(d) Fax Machine</p>	1
35.	<p>Deepak has to send a letter containing agenda to a client for the forthcoming meeting which is on the next working day. The client's location is just 2Kms away from his office. Which mode should be used by Deepak to deliver the letter?</p> <p>(a) Special Messenger</p> <p>(b) Speed Post</p> <p>(c) Registered Post</p> <p>(d) Ordinary Post</p>	1

36.	<p>The customers of your organization are spread across the country and you have to regularly correspond with them. In your office, you wish to maintain their proper records for all future references. Which ideal system of filing classification would you recommend for proper management of record?</p> <p>(a) Subject-wise Classification (b) Chronological Classification (c) Geographical Classification (d) Numerical Classification</p>	1
37.	<p>You have some unwanted papers or documents or files in your office and you wish to make a space for future documents. In such a situation, you should:</p> <p>(a) never ever think of destroying any record. (b) the dead records should be weeded out after completing the specific retention. (c) preserve the record till the business is alive (d) never pay any attention to record retention</p>	1
38.	<p>Which system of Indexing would you suggest for retrieval of books in a Library?</p> <p>(a) Page Indexing (b) Bound Book Indexing (c) Card Indexing (d) Docketing</p>	1