

**CLASS – XII**  
**OFFICE PROCEDURES & PRACTICES (604)**  
**SAMPLE QUESTION PAPER**

**Time: 3 Hours**

**2018-19**

**Marks: 60**

**SECTION – A**

- Note:**
- 1. Attempt any ten questions from question no. 1 to 12. These are multiple choice questions carrying one mark each and you have to choose the correct answer out of the given alternatives.**
  - 2. Attempt any five questions from question no. 13 to 19. These are very short answer type questions carrying two marks each. Answer to these should not exceed 30 words each.**
  - 3. Attempt any five questions from question no. 20 to 26. These are short answer type questions carrying three marks each. Answer to these should not exceed 70 words each.**

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1. Who ensures that the company complies with all relevant statutory and regulatory requirements?

- (a) Trade Secretary
- (b) Company Secretary
- (c) Private Secretary
- (d) Secretary to an Association

2. Setting targets and deadlines helps in \_\_\_\_\_Management.

- (a) Time
- (b) Stress
- (c) Conflict
- (d) Change

3. All the physical mail received in an organization is usually \_\_\_\_\_ to authenticate receiving of the same in the organization.

- (a) sorted
- (b) date stamped
- (c) handed over
- (d) none of the above

4. To facilitate physical delivery of mail, \_\_\_\_\_ is unique 6 digit number in which the First digit denotes the Circle and next two digits denote area and remaining digits denote post office.

- (a) PAN
- (b) NAP
- (c) NIP
- (d) PIN

5. 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) Indexing
- (b) Mailing
- (c) Filing
- (d) Recording

6. Under which system of Classification, the files are grouped on country, states, towns or district basis, according to the area of operation?

- (a) Numerical
- (b) Alphabetical
- (c) Geographical
- (d) None of the above

7. It is duty of the Private Secretary to draft and type minutes in proper format \_\_\_\_\_ the meeting.

- (a) after
- (b) during
- (c) before
- (d) none of the above

8. A \_\_\_\_\_ is an additional clause or sentence added to a resolution after it has been passed.

- (a) standing order
- (b) proxy
- (c) teller
- (d) rider

9. A \_\_\_\_\_ is a travel document issued by a country's govt. that certifies the identity and nationality of its holder for the purpose of international travel.

- (a) Itinerary
- (b) Passport
- (c) Visa
- (d) None of the above

10. Tour Claim Form is filled-in by the Secretary which contains the \_\_\_\_\_ expenses incurred by the executive while performing journey and draw/return the balance amount.

- (a) proposed
- (b) approximate
- (c) actual
- (d) None of the above

11. A \_\_\_\_\_ cheque can be negotiated or passed to another person by mere delivery.

- (a) post dated
- (b) order
- (c) bearer
- (d) pay order

12. The full form of NEFT is \_\_\_\_\_.

- (a) National Electronic Fund Transfer
- (b) National Electric Funds Transfer
- (c) National Electronic Financial Transfer
- (d) none of the above

13. Define the term "Private Secretary".

14. What is Card Indexing?

15. Enlist any four important documents which a Private Secretary has to arrange while making overseas travel arrangements.

16. "Travel Agencies help their clients to make the best possible travel arrangements." In view of the statement, write any two functions of a Travel Agent.

17. Write full form of the following abbreviations:

- (a) OTP
- (b) PIN

18. What is a “Crossed Cheque”?
19. Indicate the two facilities provided by banks regarding opening of account by NRIs to deposit their earnings.
20. Mention any three routine duties of a Private Secretary.
21. Write the utility of Mail Accounting Software.
22. “Record Management is an important activity in every office.” Discuss.
23. Enumerate the various secretarial duties before a meeting.
24. What points would you keep in mind while preparing an itinerary for your executive’s official tour?
25. How a Saving Bank Account is different from Current Account?
26. Discuss the various types of cheques which can be drawn on any bank.

### **SECTION - B**

**Note: Attempt any five questions from question no. 27 to 33. These are long answer type questions carrying five marks each. Answer to these should not exceed 150 words each.**

27. Reema is working as an Executive Secretary in an MNC. In order to be successful in her day to day work, what personal qualities she is required to possess?
  28. “E Mail has given rise to concept of Paperless Office.” Comment on the statement discussing various advantages of e-mail. Also write any three problems which may be associated with handling of e-mail.
  29. What do you understand by Chronological Classification of Filing? Also discuss its advantages and disadvantages.
  30. Describe the essentials of a good filing system.
  31. Explain the requisites of a valid meeting.
  32. Draft an itinerary of Mr. Amit Verma, General Manager, M/s. XYZ Ltd. with four imaginary entries.
  33. Explain the various ‘general utility services’ provided by banks to their customers/clients.
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