

CBSE | DEPARTMENT OF SKILL EDUCATION

OFFICE PROCEDURES & PRACTICES (SUBJECT CODE 824)

Blue print of Sample Question Paper for Class XII (Session 2020-2021)

Max. Time: 3 Hours

Max. Marks: 60

PART A - EMPLOYABILITY SKILLS (10 MARKS):

UNIT NO.	NAME OF THE UNIT	OBJECTIVE TYPE QUESTIONS	SHORT ANSWER TYPE QUESTIONS	TOTAL QUESTIONS
		1 MARK EACH	2 MARKS EACH	
1	Communication Skills-IV	1	1	2
2	Self-Management Skills-IV	2	1	3
3	ICT Skills-IV	1	1	2
4	Entrepreneurial Skills-IV	1	1	2
5	Green Skills-IV	1	1	2
TOTAL QUESTIONS		6	5	11
NO. OF QUESTIONS TO BE ANSWERED		Any 4	Any 3	7
TOTAL MARKS		1 x 4 = 4	2 x 3 = 6	10 MARKS

PART B - SUBJECT SPECIFIC SKILLS (50 MARKS):

UNIT NO.	NAME OF THE UNIT	OBJECTIVE TYPE QUESTIONS	SHORT ANS. TYPE QUES.- I	SHORT ANS. TYPE QUES.- II	DESCRIPTIVE/ LONG ANS. TYPE QUESTIONS	TOTAL QUESTIONS
		1 MARK EACH	2 MARKS EACH	3 MARKS EACH	4 MARKS EACH	
1	Introduction To Secretarial Practice	6	1	1	-	11
2	Handling The Mail	5	1	-	1	11
3	Filing & Indexing	4	-	1	1	11
4	Arranging Meetings	6	1	1	1	15
5	Travelling Arrangements	5	1	-	1	11
6.	Banking Services	6	1	-	1	12
TOTAL QUESTIONS		32	5	3	5	45
NO. OF QUESTIONS TO BE ANSWERED		Any 26	Any 3	Any 2	Any 3	34
TOTAL MARKS		1 x 26 = 26	2 x 3 = 6	3 x 2 = 6	4 x 3 = 12	50 MARKS

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Sample Question Paper for Class XII (Session 2020-2021)

Max. Time: 3 Hours

Max. Marks: 60

General Instructions:

1. Please read the instructions carefully.
2. This Question Paper consists of **24 questions** in two sections – Section A & Section B.
3. Section A has Objective type questions whereas Section B contains Subjective type questions.
4. **Out of the given (6 + 18 =) 24 questions, a candidate has to answer (6 + 11 =) 17 questions in the allotted (maximum) time of 3 hours.**
5. All questions of a particular section must be attempted in the correct order.

6. SECTION A - OBJECTIVE TYPE QUESTIONS (30 MARKS):

- i. This section has 06 questions.
- ii. There is no negative marking.
- iii. Do as per the instructions given.
- iv. Marks allotted are mentioned against each question/part.

7. SECTION B – SUBJECTIVE TYPE QUESTIONS (30 MARKS):

- i. This section contains 18 questions.
- ii. A candidate has to do 11 questions.
- iii. Do as per the instructions given.
- iv. Marks allotted are mentioned against each question/part.

SECTION A: OBJECTIVE TYPE QUESTIONS

Q1	Answer any 4 out of the given 6 questions on Employability Skills (1 x 4 = 4 marks)	
i	A Verb Phrase is : a. any noun or pronoun along with its modifiers b. any number of verbs working together c. trickiest to identify d. that which renames an earlier noun or pronoun	
ii	Write any two sources of Motivation and Inspiration	1
iii	Personality is relatively enduring set of _____	1
iv	Write shortcut keys for a. BOLD b. UNDO	1
v	Stress Management is a. Reviewing and leading and motivating the people b. Setting targets c. Employee hiring d. Maintaining work –life balance	1
vi	_____ is the non-conventional fuel that is sought for to run vehicles without creating pollution a. Petrol b. Diesel c. Bio-fuel d. Electric batteries	1
Q2	Answer any 5 out of the given 7 questions (1 x 5 = 5 marks)	
i	The routine duties of a Secretary includes:	1
ii	Franking machine helps in printing address on an envelope/parcel True/False	1
lii	Simple majority for passing a Resolution is _____	1
iv	The word 'Secretary' is derived from the Latin term _____ which means _____	1
v	_____ is a detailed tour program for any person or a party. a. Tour Advance b. Tour Claim c. Itinerary d. E-ticket	1
vi	The job of a travel agent is _____	1
vii	Every envelope to be dispatched is _____ to calculate the correct amount of _____ to be affixed on it	1

Q3	Answer any 6 out of the given 7 questions (1 x 6 = 6 marks)	
i	_____ is exchange of one currency for another	1
ii	_____ is a person who counts the votes at a meeting	1
iii	The record act as a memory unit of an organization True/False	1
iv	What is E-ticketing?	1
v	PIN CODE stands for _____	1
vi	E-filing means _____	1
vii	What type of filing system is suitable for the office of Registering and Licensing Authority	1

Q4	Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)	
i	When more than one mode of transport is used for a journey of an executive, the journey is described as _____	1
ii	Bad Management of time means a. Failing to plan and budget time b. Setting targets and deadlines c. Noting the priority items and attending them first d. Keeping frequently used information or details ready	
iii	Loyalty to the executive is a part of a Secretary's job True/false	1
iv	A chairman can _____ the meeting incase of indiscipline or disorderly behavior by the members during the meeting.	1
v	The equipment required for vertical filing is _____	1
vi	The _____ we use and the _____ with which things are said to reflect our behavior.	1

Q5	Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)	
i	The higher the amount of deposit for a longer period in the bank the higher is the _____.	1
ii	What is a Cheque?	1
iii	A minimum of _____ day's notice is generally required for an Extra Ordinary General Meeting a. 7 days b. 14 days c. 21 days d. 18 days	1

iv	_____ is a cheque that is not crossed on the left corner and payable at the counter of the drawee bank. a. Bearer cheque b. Crossed cheque c. Open cheque d. Order cheque	1
v	What is Pass Book?	1
vi	The Secretary acts as a _____ Officer between the employer and the employee	1

Q6	Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)	
i	_____ is also called Bank Overdraft. a. Cash Credit b. Demand Draft c. Bill of Exchange d. Consumer Credit	1
ii	What is Casting Vote?	1
iii	No _____ is required if the motion in a meeting is moved by the Chairperson	1
iv	What do you mean by Online Banking?	1
v	Every outgoing mail is to be recorded in a register called _____	1
vi	Mail which is to be delivered locally is sent through _____ a. Courier b. Ordinary Post c. Speed Post d. Messenger	1

SECTION B: SUBJECTIVE TYPE QUESTIONS

Answer any 3 out of the given 5 questions on Employability Skills (2 x 3 = 6 marks)

Answer each question in 20 – 30 words.

Q7	What is a paragraph?	2
Q8	What should be the basic personality traits in an individual?	2
Q9	What is the difference between Cell and Cell Address?	2
Q10	Entrepreneurial competencies play a key role in the success of an entrepreneur. Write any four entrepreneurial competencies.	2
Q11	Write any four types of Green Jobs available in today's time	2

Answer any 3 out of the given 5 questions in 20 – 30 words each (2 x 3 = 6 marks)

Q12	Enlist any two professional qualities which a Secretary should possess.	2
Q13	What is the difference between Visa and Passport?	2
Q14	What points you will keep in mind before opening envelope received in an office?	2
Q15	Write any two differences between Saving Deposit Account and Current Deposit Account	2
Q16	What is quorum? What are the duties of a Secretary regarding quorum in a meeting?	2

Answer any 2 out of the given 3 questions in 30– 50 words each (3 x 2 = 6 marks)

Q17	Explain how 'Etiquettes and Manners' and 'Communication Confidence' help the Secretary to be successful in his/her job	3
Q18	Enumerate the duties of a Secretary before and during the meeting of a Company	3
Q19	Write the difference between Horizontal Filing and Vertical Filing	3

Answer any 3 out of the given 5 questions in 50– 80 words each (4 x 3 = 12 marks)

Q20	Explain the following banking terms: a. Electronic Fund Transfer b. RTGS c. E-Commerce d. NRE account	4
Q21	As a Secretary of M/s Mehar Chand and Company, Preet Vihar, New Delhi, draft a notice of the Annual General Meeting alongwith a brief agenda.	4
Q22	Explain in detail the formalities required for an overseas travel	4
Q23	What are the essentials of a good filing system?	4
Q24	What is Electronic Mail? What are its advantages and disadvantages?	4