

CBSE | DEPARTMENT OF SKILL EDUCATION

OFFICE PROCEDURE AND PRACTICE (KEY) (SUBJECT CODE 824)

CLASS XI (SESSION 2021-2022) MARKING SCHEME FOR TERM - II

Max. Time Allowed: 1 ½ Hours (90 min)

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.
 - a) Questions numbers 1 to 4 are one mark questions. Attempt any three questions.
 - b) Questions numbers 05 and 06 are two marks questions. Attempt any one question.
4. Section B is of 17 marks and has 16 questions on Subject specific Skills.
 - a) Questions numbers 7 to 13 are one mark questions. Attempt any five questions.
 - b) Questions numbers 14 to 18 are two marks questions. Attempt any three questions.
5. Section C is of 08 marks and has 03 competency-based questions.
 - a) Questions numbers 19 to 21 are four marks questions. Attempt any two questions.
6. Do as per the instructions given in the respective sections.
7. Marks allotted are mentioned against each section/question.

SECTION A

(3 + 2 = 5 marks)

Answer any 03 questions out of the given 04 questions		1 x 3 = 3
Q.1	An entrepreneur is a person who takes the initiative of starting a business, bears the risk of investing money, manage at all levels, and is responsible for its success or failure.	1
Q.2	There are four types of business activities – 1.Services 2.Mechandising 3.Manufacturing 4.Hybrid	1
Q.3	Green skills are the knowledge, abilities, values and attitudes needed to live in, develop and support a society which reduces the negative impact of human activity on the environment.	1
Q.4	Green economy is based on the following key points- 1. Clean Transportation 2. Water management	1
Answer any 01 question out of the given 02 questions		1 x 2 = 2
Q.5	Factors affecting entrepreneurship growth are: 1. Economic factor 2. Social factor 3. Psychological factor	2
Q.6	Green job is defined as a work in agriculture, manufacturing, research and development, administrative, and service activities that contributes towards preserving or restoring the quality of the environment.	2

SECTION B**(5 + 6 + 6 = 17 marks)**

Answer any 05 questions out of the given 07 questions		1 x 5 = 5
Q.7	Oral communication is information spoken by mouth; the use of speech, face to face conversation or through devices like telephone, loudspeaker, video- conferencing and video phones etc.	1
Q.8	1. Letters 2. E-mail	1
Q.9	The equipment with the help of which office work can be done at high speed with accuracy is called office machine.	1
Q.10	1. Saving of time and labour. 2. Higher efficiency	1
Q.11	When the communication is in writing for exchange of information for the process of business purposes, it is called Business correspondence.	1
Q.12	Semi official letters are used when any officer wants to draw personal of another officer on any particular subject.	1
Q.13	When seller writes letter in response to the complaint or claim letter of the buyer, it is known as adjustment letter.	1
Answer any 03 questions out of the given 05 questions		2 x 3 = 6
Q.14	Two types of non verbal communication (any two): 1. Gestures 2. Facial expressions 3. Body language 4. Signals	2
Q.15	Letter opening machine is used when the number of mail received is very large. It operates manually or electrically at a great speed. It can open 50 to 500 letters per minute. It has a rotary knife which shaves off a very thin slice of the edge of envelopes. It does not damage the contents of the envelope.	2
Q.16	Two disadvantages of office machines: 1. Heavy investment: Many office machines like computer require huge initial investment. Generally it may not be possible to make the maximum use of a costly machine. An idle machine is as wasteful as idle labour. 2. High maintenance cost: Machines require periodical repair, cleaning, oiling and maintenance. This involves an additional cost for the organization.	2
Q.17	Two parts of business correspondence can be: 1. The Heading: In business letter, the name of the firm along with its address is given. It also contains telephone numbers, e-mail address and logo of the firm , if any. 2. Reference Number: The word reference no. is generally printed on the letter head on the left hand side. It is the file no., name of the department, year, dispatch number.	2
Q.18	Things to keep in mind while writing a bio data: 1. Check for typos, grammatical errors. 2. If your career demands a two page resume, then go ahead and do it. 3. Don't lie over dates or titles on your resume to hide the fact that you have been unemployed. 4. If you are seeking a job in a field in which you have no prior experience, don't use the chronological format for your resume.	2

SECTION C
(COMPETENCY BASED QUESTIONS)

(2 x 4 = 8 marks)

Answer any 02 questions out of the given 03 questions		
Q.23	<p>Barriers to communication:</p> <ol style="list-style-type: none"> 1. Physical Barriers 2. Personal Barriers 3. Semantic or Language Barriers 4. Status Barriers 5. Organisational Structural Barriers 6. Barriers due to Inadequate Attention 7. Premature Evaluation 8. Emotional Attitude 9. Resistance to Change 10. Barriers due to lack of Mutual Trust 11. Other Barriers 	4
Q.24	<p>The factors which should be considered or taken into account at the time of choosing machines are:</p> <ol style="list-style-type: none"> 1. Ease of Operation 2. Durability 3. Flexibility 4. Portability 5. Adaptability 6. Service 7. Operating cost 8. Reputation of the supplier 	4
Q.25	<p style="text-align: center;">Naveen Kumar 61, Tilak Marg New Delhi-110001 9876543210</p> <p>OBJECTIVE Seeking challenges role as a Computer operator where my knowledge will be fully consumed to help the organization reach its objective.</p> <p>EDUCATION Indraprastha University Bachelor of Computer Programming, 2010</p> <p>EXPERIENCE</p> <ul style="list-style-type: none"> • Computer Operator – Infosys, India 2011- Present <p>SKILLS</p> <ul style="list-style-type: none"> • Expert in installation of various software and other operating programs. • Skilled in oracle database. • Good working relationship. • Ability of work under pressure with consistent excellent results. <p>CERTIFICATIONS Certification in Computer Management</p> <p>COMPUTER SKILLS Knowledge of Ms Office Tools: MS Excel, Power Point</p> <p>HOBBIES Playing Basketball, listening music.</p> <p style="text-align: right;">Signature</p>	4