

CBSE | DEPARTMENT OF SKILL EDUCATION

OFFICE PROCEDURE & PRACTICE (SUBJECT CODE: 824)

Blue-print for Sample Question Paper for Class XI (Session 2023-2024)

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 - III	1	1	2
2	Self-Management Skills - III	2	1	3
3	Information and Communication Technology Skills - III	1	1	2
4	Entrepreneurial Skills - III	1	1	2
5	Green Skills - III	1	1	2
TOTAL QUESTIONS		6	5	11
NO. OF QUESTIONS TO BE ANSWERED		Any 4	Any 3	07
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 of office, office manager, organizational charts and manuals	5	1	-	1	7
2.	Office space and environment management	5	1	1	1	8
3.	Office forms and stationery	5	1	1	-	7
4.	Communication	5	1	-	1	7
5.	Office machine	5	-	1	1	7

6.	Correspondence- business and government	7	1	-	1	9
TOTAL QUESTIONS		32	5	3	5	45
NO. OF QUESTIONS TO BE ANSWERED		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 XI (Session 2023-2024)

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

Q. 1	Answer any 4 out of the given 6 questions on Employability Skills (1 x 4 = 4 marks)	
i.	What does an upright (straight) body posture convey or show? a. Shyness b. Fear c. Confidence d. Intelligence	1
ii.	A/An is a group of people working together towards achieve a common goal. a. Co-ordination b. Family members c. Internet d. Team	1
iii.	Your family has moved to a new home. Your next door neighbor pays a visit. What should you do? a. Tell them you are in the middle of shifting and cannot speak right now. b. Give them an insincere smile and ask them to leave. c. Get irritate and tell them that they have dropped in without informing. d. Welcome them, introduce your family and thank them for coming.	1
iv.	Which shortcut keys will you use to insert a table in a LibreOffice Writer document? a. F12 b. Ctrl+F12 c. F7 d. F9	1
v.	A plan is a detailed plan of what an Entrepreneur wants to achieve through the business and how it will be achieved. a. Study b. Monthly c. Seasonal d. Business	1
vi.	Who is responsible for the success of green economy in the country? a. Government b. Social Workers c. Individual Citizens d. All of the above	1

Q. 2	Answer any 5 out of the given 7 questions (1 x 5 = 5 marks)	
i.	The machine known as _____ record cash receipts on paper roll.	1
ii.	Which of the following is not the function of Modern Office? a. Record the information b. Public relation function c. To arrange the information d. To arrange trips of staff	1
iii.	In which office the use of paper is eliminated or greatly reduced. a. Paperless Office b. Head Office c. Traditional Office d. Government Office	1
iv.	Office Manager is called the man in the organization. a. Key	1

	<ul style="list-style-type: none"> b. First c. Super d. Common 	
v.	When the office systems or procedures are reduced in writing in the form of a book they are called <ul style="list-style-type: none"> a. System b. Office Manual c. Organization file d. Practice 	1
vi.	Which of the following is the disadvantage of centralization of office services? <ul style="list-style-type: none"> a. Economy b. Specialization c. Possibilities of error d. Standardization 	1
vii.	The main component of _____ is memory unit.	1

Q. 3	Answer any 6 out of the given 7 questions (1 x 6 = 6 marks)	
i.	_____ machine is used to make impressions of the required denomination of postage stamps on the outbound letters and envelopes.	
ii.	What is the other name of front office <ul style="list-style-type: none"> a. Private Office b. Window Office c. Front room d. Reception 	1
iii.	The concept of 'Open Office' is not suitable for the work which requires and concentration of work. <ul style="list-style-type: none"> a. Result b. Secrecy c. Flexibility d. Supervision 	1
iv.	A large room where all the departments, staff and equipment are accommodated without partition wall is known as <ul style="list-style-type: none"> a. Back Office b. Big Office c. Open Office d. Personal Office 	1
v.	Free flow of natural light and air is possible in a/an office. <ul style="list-style-type: none"> a. Small b. Big c. Front d. Open 	1
vi.	Proper layout result in smooth flow of work. (True/False)	1
vii.	Office machines minimize clerical _____.	1

Q. 4	Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)	
i.	Office machines are _____ and _____ saving devices.	1
i.	A register which is used to keep the record of receipt and issue of stock items is called <ul style="list-style-type: none"> a. Stock Register b. Account Book c. Record Book d. Maintenance Diary 	1

ii.	To avoid overstocking of stationery items, which document is used to track every stationery item in the store room? a. Stationery Bills b. Inspection Book c. Bin Card d. Requisition slips	1
v.	There are generally two types of stock registers that are maintained in an organization, consumable stock register and a. Stationery Register b. non consumable Stock Register c. Bill book d. Purchase Register	1
v.	Stationery items issued should be recorded in the register. a. Record b. Personal c. Stock d. Store	1
i.	Certain are to be observed at the time of designing Office Forms. a. Principles b. Style c. Examples d. Sequence	1

Q. 5	Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)	
i.	There are two types of communication _____ and _____.	1
ii.	Communication plays a key role in the success of a _____.	1
iii.	_____ communication is information spoken by mouth.	1
iv.	_____ communication is the process of communication which is done through sending and receiving wordless messages.	1
v.	A medium for communication that entails the written words in the form of letters, e-mails, manuals are forms of _____ communication.	1
vi.	_____ letter is used either to claim the damages or to make adjustments and give a chance to the supplier to rectify the error.	1

Q. 6	Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)	
i.	Whenever the copy of an official letter is forwarded to the other departments, offices or authorities simultaneously with the original addressee, then they are called _____.	1
ii.	_____ letters are used when any officer wants to draw personal attention of any other officer or any particular subject.	1
iii.	A _____ contains a summary of job experience and education.	1
iv.	Heading is a part of business letter. (True / False)	1
v.	_____ conveys the impression of a company in the way they are displayed, the language and the tone used and in the quality and printing of the letter head.	1
vi.	_____ is the part of business letter which is necessary when some documents viz. cheques, receipts; invoices etc. are attached with the letter.	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.

Q. 7	Write any two uses of punctuation sign 'Comma'.	2
Q. 8	Suggest any two steps for effective Time Management to your friend Shiva/Shivi.	2
Q. 9	Why the red wavy lines show under the word in word processing software in any document?	2
Q. 10	What do you understand the Trading Business?	2
Q. 11	What is the meaning of Sustainable Development?	2

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

Q. 12	Define office manager.	2
Q. 13	"Layout is very important for office operations." Explain.	2
Q. 14	What is e-tendering?	2
Q. 15	What is the importance of communication?	2
Q. 16	What is meant by business correspondence?	2

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

Q. 17	What are the functions of an office ?	3
Q. 18	How can we put a control on consumption of stationery in our office?	3
Q. 19	Differentiate between a private and an open office.	3

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

Q. 20	Describe the functions of an office manager in an big modern office.	4
Q. 21	Discuss 'office Lighting' as an important physical facility. Also give chief characteristics of light.	4
Q. 22	State the importance and use of the following: a. Laptop b. Digital copying machine c. Biometric machine d. Fax machine	4
Q. 23	Explain the meaning of oral and written communication and give two merits and demerits of each.	4
Q. 24	Create a government letter based on fictional characters.	4