

# **CBSE | DEPARTMENT OF SKILL EDUCATION**

## **OFFICE PROCEDURES & PRACTICES (SUBJECT CODE - 824)**

**Blue print of Sample Question Paper for Class XII (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 - IV	1	1	2
2	Self-Management Skills - IV	1	1	2
3	Information and Communication Technology Skills - IV	2	1	2
4	Entrepreneurial Skills - IV	1	1	2
5	Green Skills - IV	1	1	2
<b>TOTAL QUESTIONS</b>		<b>6</b>	<b>5</b>	<b>11</b>
<b>NO. OF QUESTIONS TO BE ANSWERED</b>		<b>Any 4</b>	<b>Any 3</b>	<b>07</b>
<b>TOTAL MARKS</b>		<b>1 x 4 = 4</b>	<b>2 x 3 = 6</b>	<b>10 MARKS</b>

### **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
<b>TOTAL QUESTIONS</b>		<b>32</b>	<b>5</b>	<b>3</b>	<b>5</b>	<b>45</b>
<b>NO. OF QUESTIONS TO BE ANSWERED</b>		<b>Any 26</b>	<b>Any 3</b>	<b>Any 2</b>	<b>Any 3</b>	<b>34</b>
<b>TOTAL MARKS</b>		<b>1 x 26= 26</b>	<b>2 x 3 = 6</b>	<b>3 x 2 = 6</b>	<b>4 x 3 = 12</b>	<b>50 MARKS</b>

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## **OFFICE PROCEDURES & PRACTICES (SUBJECT CODE - 824)**

### **Sample Question Paper for Class XII (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**

<b>Q1</b>	<b>Answer any 4 out of the given 6 questions on Employability Skills (1 x 4 = 4 marks)</b>	
<b>i</b>	<b>Differentiate between simple sentence and complex sentence?</b>	<b>1</b>
<b>ii</b>	Define Perseverance?	<b>1</b>
<b>iii</b>	Why is self-motivation important?	<b>1</b>
<b>iv</b>	_____ is used to find the average of numbers in a range of cell.	<b>1</b>
<b>v</b>	<b>Write the steps to print the worksheet?</b>	<b>1</b>
<b>vi</b>	What are green jobs?	<b>1</b>
<b>Q2</b>	<b>Answer any 5 out of the given 7 questions (1 x 5 = 5 marks)</b>	
<b>i</b>	The routine duties of a Secretary includes:	<b>1</b>
<b>ii</b>	Franking machine helps in printing address on an envelope/parcel True/False	<b>1</b>
<b>iii</b>	Simple majority for passing a Resolution is _____	<b>1</b>
<b>iv</b>	The word 'Secretary' is derived from the Latin term _____ which means	<b>1</b>
<b>v</b>	_____ is a detailed tour program for any person or a party. a. Tour Advance b. Tour Claim c. Itinerary d. E-ticket	<b>1</b>
<b>vi</b>	The job of a travel agent is _____	<b>1</b>
<b>vii</b>	Every envelope to be dispatched is _____ to calculate the correct amount of _____ to be affixed on it	<b>1</b>

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

<b>Q4</b>	<b>Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)</b>	
<b>i</b>	When more than one mode of transport is used for a journey of an executive, the journey is described as _____	1
<b>ii</b>	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	
<b>iii</b>	Loyalty to the executive is a part of a Secretary's job True/false	1
<b>iv</b>	A chairman can _____ the meeting incase of indiscipline or disorderly behavior by the members during the meeting.	1
<b>v</b>	The equipment required for vertical filing is _____	1
<b>vi</b>	The _____ we use and the _____ with which things are said to reflect our behavior.	1

<b>Q5</b>	<b>Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)</b>	
<b>i</b>	The higher the amount of deposit for a longer period in the bank the higher is the _____.	1
<b>ii</b>	What is a Cheque?	1
<b>iii</b>	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

<b>iv</b>	_____ 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
<b>v</b>	What is Pass Book?	1
<b>vi</b>	The Secretary acts as a _____ Officer between the employer and the employee	1

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

<b>Q.7</b>	Describe any 2 steps of active listening?	2
<b>Q.8</b>	What is motivation? Explain the types of motivation?	2
<b>Q.9</b>	Entrepreneurship is considered to be both an art and a science. Why?	2
<b>Q.10</b>	Mention any two ways of minimizing waste and pollution.	2
<b>Q.11</b>	Give reasons for the following: ##### #DIV/0!	2

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

<b>Q.12</b>	Enlist any two professional qualities which a Secretary should possess.	2
<b>Q.13</b>	What is the difference between Visa and Passport?	2
<b>Q.14</b>	What points you will keep in mind before opening envelope received in an office?	2
<b>Q.15</b>	Write any two differences between Saving Deposit Account and Current Deposit Account	2
<b>Q.16</b>	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)**

<b>Q.17</b>	Explain how 'Etiquettes and Manners' and 'Communication Confidence' help the Secretary to be successful in his/her job	3
<b>Q.18</b>	Enumerate the duties of a Secretary before and during the meeting of a Company	3
<b>Q.19</b>	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)**

<b>Q.20</b>	Explain the following banking terms: a. Electronic Fund Transfer b. RTGS c. E-Commerce d. NRE account	4
<b>Q.21</b>	As a Secretary of M/s Mehar Chand and Company, Preet Vihar, New Delhi, draft a notice of the Annual General Meeting along with a brief agenda.	4
<b>Q.22</b>	Explain in detail the formalities required for an overseas travel	4
<b>Q.23</b>	What are the essentials of a good filing system?	4
<b>Q.24</b>	What is Electronic Mail? What are its advantages and disadvantages?	4