

CBSE | DEPARTMENT OF SKILL EDUCATION

OFFICE PROCEDURES & PRACTICES (SUBJECT CODE 824)

Blue-print for Sample Question Paper for Class XI (Session 2024 - 2025)

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 Mark		1x4=4	2x3=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		Any 26	Any 3	Any 2	Any 3	34
TOTAL MARKS		26x1=26	3x2=6	2x3=6	3x4=12	50 Marks

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Sample Question Paper for Class XI (Session 2024-2025)

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.	In listening skills, listening is _____ and hearing is _____(passive/Active)	1
ii.	Write keyboard shortcuts for Undo and Redo commands.	1
iii.	In Smart Goal S.M.A.R.T is an acronym for the 5 steps of specific, measurable _____ realistic, and timely goals. (a) Awkward (b) Attainable (c) Astonishing (d) None of above	1
iv.	Motivation is classified into (a) Medium (b) Low (c) High (d) None of above	1
v.	What is self-motivation?	1
vi.	Two Green Job Role/Job position in water conservation are_____ (any two)	1
Q.2	Answer any 5 out of the given 7 questions (1 x 5 = 5 marks)	
i.	A virtual office set up allows business _____ and _____ to work from any location by using modern technologies (a) owners and employees (b) Manager and supervisor (c) Principal and Teachers (d) Retailer and Wholesaler	1
ii.	The word communication has been derived from the Latin word _____? (a) Secundum (b) Communis (c) Accendo (d) Contineo	1
iii.	The term _____means replacement of manual work by machines. (a) Mechanization (b) Metallic (c) Multiple (d) Mailing	1
iv.	Circular is written while communicating (a) Special message to a customer (b) Date and time of meeting (c) Same message to large reader	1
v.	Free flow of natural light and air is possible as there are no high partitions. It may help in having uniformity in lighting and ventilation. This increases the efficiency of the staff. (True/ false)	1
vi.	Describe any two advantages of office Form.	1
vii.	_____further facilitates receiving and recording the information and helps in arranging and processing the collected information	1
Q.3	Answer any 6 out of the given 7 questions (1 x 6 = 6 marks)	
i.	Office is important for an organization because (a) it offers important clerical and other services to other departments of the organization (b) it is the information Centre of the business (c) it connects the outsiders with different departments and vice-versa (d) All of the above	1

ii.	This network exists between a superior and subordinates. Since many levels exist in an organization structure, communication flows from every superior to his subordinate through _____. (a) Wheel (b) Free flow (c) Single chain (d) Circular	1
iii.	_____ Machine is used to make impressions of the required denomination of postage stamps on the outbound letters and envelopes. (a) Mailing (b) Franking (c) Addressing (d) Accounting	1
iv.	Generally, _____ is an afterthought that comes in mind of the writer after the whole letter is typed (a) Manuscript (b) Post Script	1
v.	Select Correct Answer: In official correspondence the better salutation is (a) Sir/Madam (b) My Dear sir (c) Dear Sir (d) Gentlemen	1
vi.	An open office has the benefit of (a) Privacy (b) Economy (c) Efficiency (d) Inflexibility	1
vii.	Every modern office whether big or small requires a large stationery as well as other materials that may be needed for office work. (True/ false).	1
Q.4	Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)	
i.	The duties and responsibilities of an office manager are (a) he has to coordinate the work of different sub-units of the office (b) he is responsible to maintain discipline in the office (c) Both a' and b' (d) None of the above	1
ii.	Office machines are _____ devices. (a) Time saving (b) labour saving (c) Cost Saving (d) All of the above	1
iii.	Business letter are silent ambassadors of a business firm (True/ False)	1
iv.	Internal communication is between: (a) Organization to Government (b) Outsider to organization (c) One department and other in same organization (d) Business to Customer	1
v.	The _____ receives information about the customers and then passes this on to the relevant department within the company. (a) Back office (b) front office (c) Private office (d) open office	1

vi.	If the time is limited and the business matter requires quick resolution, a telephone conversation is a better option than written communication? (a) Oral communication (b) Internally communication (c) Externally communication (d) individual communication	1
Q.5 Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)		
i.	Who is responsible for office management? (a) Receptionist (b) Managing director (c) Office manager (d) Chief executive officer	1
ii.	Receipt of Stationery from the supplier in which to make the entry of the items in the _____. (a) Sale Register (b) Stock Register (c) Purchase Register (d) Cash Register	1
iii.	The rooms of the Receptionist should be near the main entrance very that the staff is not disturbed by the frequent visit of outsiders. (True/ false)	1
iv.	_____ communication is the process of communication which is done through sending and receiving wordless messages.	1
v.	Machine help in improving _____ and products. (a) Reliability (b) Quality of work (c) Compute (d) Training	1
vi.	Commercial Correspondence is: (a) Correspondence to Govt. (b) Correspondence related to business (c) Correspondence to Undertaking	1
Q.6 Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)		
i.	_____ is understood to be a place where clerical work is done and all kinds of paper work is maintained and dealt with. (a) Office (c) Reception (b) Factory (d) None of the above	1
ii.	The communication process may be improved by the _____ received to make it more responsive. (a) Feedback (b) Network (c) Telefax (d) Countback	1
iii.	Correspondence Mean: (a) Communication by post (b) Contact in person (c) Communication by Letter	1
iv.	Office equipment help the management in keeping the employees busy and dissatisfied by providing repetitive work. (True/ False)	1
v.	Describe the correct principle of forms in this statement "The need to avoid the recording of certain data repeatedly " (a) Principle of Centralized Control	1

	(b) Principle of Standardization (c) Principle of use (d) Principle of Ease of Entry of Data	
vii.	The main decision(s) required to be taken under 'office planning and layout' is/are (a) selecting an appropriate location for setting up an office (b) making suitable arrangement for proper lighting, ventilation, etc (c) designing such a layout of the office so as to achieve maximum space utility (d) All of the above	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	What is an 'Office Manual'?	2
Q.8	What measures should be taken for the safety of workers?	2
Q.9	Briefly explain how many elements are involved in the communication process.	2
Q.10	Discuss the styles of typing business letters.	2
Q.11	What are the two factors which influenced Team Building? (Any Two)	2

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

Q.12	Name two Green Projects which are focusing on Sustainable development and Growth?	2
Q.13	How to fill forms Online?	2
Q.14	List out two Common Personality Disorders. Any two	2
Q.15	What are the steps to insert a text box in a slide?	2
Q.16	What is Close-Ended Questions?	2

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

Q.17	Write short notes on following: (a) Noise control (b) Cleanliness (c) Ventilation	3
Q.18	What is the procedure for purchasing stationery for an office?	3
Q.19	Describe the advantages and disadvantages of office mechanization.	3

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

Q.20	What do you mean by Centralization and Decentralization of Office?	4
Q.21	Explain the use of the following machines – a. Biometric time clocks b. Computer c. Paper shredder d. Electronic Cheque Writer	4
Q.22	Describe the Essentials of Business Correspondence.	4
Q.23	What are the characteristics of effective communication? Or Write a short note discussing any two important barriers of communication.	4
Q.24	The modern tendency is to adopt open office instead of accommodating departments or sections in separate compartments." State the advantages and disadvantages of an open office in comparison with separate rooms.?	4