CBSE Class 12 Office Procedures and Practices 2011 - Set 194/1

Question Paper

Conducted by the Central Board of Secondary Education (CBSE)

Time Allowed: 3 Hours **Maximum Marks: 60**

General Instructions

(i) Questions 1–10 carry 2 marks each. Answers should not normally exceed 40 words each.

(ii) Questions 11–16 carry 3 marks each and Question 17 carries 4 marks. Answers should be 80–100 words each.

(iii) Questions 18–20 carry 6 marks each. Answers should be 150–200 words each.

Questions

1. What is the importance of mail for an office ?

2. What is the use of post office guide to a business house ?

3. Explain in brief the meaning of a good filing system in an office.

4. What is meant by weeding of old records ?

5. What is C.C.T.V. ?

6. Give any four advantages of mechanisation of an office.

7. State any four needs of communication in an office.

8. Explain in brief the advantages of Electronic Communication.

9. What is casting vote ?

10. Give any two reasons on account of which the meeting of a company is adjourned.

11. "Time recorder is a watch dog of a business house." Explain.

12. "Duplicator and a photocopier both serve the same purpose." Do you agree ? Give reasons for your answer.

13. Explain the duties of a secretary when a meeting is over.

14. What is a meeting ? What are the requisites of a valid meeting ?

15. Explain in brief the telephone etiquettes.

16. What is internet ? Explain its importance.

17. Explain in brief the different parts of a business letter.

18. Write a letter to M/s. Madan Kumar and Sons of Agra asking them to pay ₹ 3,00,000 within a week for the goods purchased by them during the last month on seven days credit.

19. Give any three advantages and three disadvantages of Card Index.

OR

19. Explain any three merits and three demerits of a centralised filing.

20. Explain the following :

(i) Speed Post

(ii) Franking Machine

(iii) Inward Dak

OR

20. Differentiate between centralization and decentralization of office correspondence in an office.

- End of Question Paper -