CBSE Class 12 Office Procedures and Practices 2012 - Set 194

Question Paper

Conducted by the Central Board of Secondary Education (CBSE)

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

General Instructions

(i) All questions are compulsory.

(ii) Marks for questions are indicated against each of them.

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

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

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

Questions

1. What is a letter opening machine ? State its use.

2. What is the use of Post Office guide to a business house ?

3. What is meant by filing the letters in an office ?

4. Which type of indexing is used by an Insurance company ?

5. What for is a photocopier used ?

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

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

8. Briefly explain any two points of importance of electronics communication in modern age.

9. What happens when there is no quorum in a meeting of a company ?

10. Explain the meaning of proxy in a meeting.

11. "An answering machine is the demand of every office." Explain.

12. "Computer is a device which is useful to everybody." Explain.

13. Explain the duties of a Secretary during the time of a meeting.

14. What do you mean by minutes of the proceedings of a meeting ? How does it differ from an agenda of a meeting ?

15. What is meant by telephone etiquettes ? State any four such etiquettes.

16. What is Internet ? Give any four points of its importance.

17. What are the essentials of a good business letter ? Explain any eight such essentials.

18. Write a letter to M/s. Brindaban Behari Lal and Sons of Delhi asking them to pay dues of last months amounting to ₹ 5,00,000 within three days from the receipt of this letter, otherwise the credit in future will be stopped and interest @ 15% p.a. will be charged for the delay in payment.

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

OR

19. What is vertical filing system ? Explain any two advantages and two disadvantages of vertical filing system.

20. Explain the following :

1. Speed Post
2. Post Box
3. Inward Mail

OR

20. Differentiate between centralised and decentralised office correspondence.

- End of Question Paper -