CBSE Class 12 Office Procedures and Practices 2013 - Set 194/1

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 the use of a rack in a post office ?

2. What is meant by speed post ?

3. Give any four advantages of good filing system in an office.

4. What is indexing ? State its two uses.

5. What is meant by Office Mechanization ?

6. Write any four advantages of Cash Register.

7. Give any four points of importance of Communication.

8. What is Teleconference ? Explain.

9. What is meant by Quorum ?

10. What is meant by motion in a meeting ? Explain.

11. "Time recorder is an important equipment of an office." How ? Explain.

12. 'Now a days, no mobile no life.' Explain.

13. What are the requisites of a valid meeting ?

14. Explain the different types of meetings held in an organization.

15. How can one effectively communicate ? Give any six essentials of an effective communication.

16. What is Internet ? Explain its importance.

17. State any four essentials of business correspondence.

18. What is meant by internal attributes of a good business letter ? Explain briefly any five internal attributes of a good business letter.

19. Explain any six essentials of a good filing system.

OR

19. What is visible card index ? State its any four advantages.

20. Explain the following :

    1. Ordinary Dak
    2. Post Office Guide
    3. Post Box

OR

20. Explain in detail the procedure of handling outward mail in an office.

- End of Question Paper -