CBSE Class 12 Office Procedures and Practices 2015 - Set 194/1

Question Paper

Conducted by the Central Board of Secondary Education (CBSE)

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

General Instructions

(i) This question paper contains 22 questions in three parts.

(ii) Questions 1–10 are compulsory short answer questions carrying 2 marks each. Answers should not exceed 30 words each.

(iii) Answer any seven of Questions 11–19. Each question carries 4 marks; answers should not exceed 70 words each.

(iv) Answer any two of Questions 20–22. Each question carries 6 marks; answers should not exceed 150 words each.

Section I

1. Differentiate between incoming and outgoing mail.

2. Why are sorting tables used in Post Offices ?

3. What is Horizontal Filing System ?

4. Name any two old records which need to be weeded out.

5. What is the advantage of a Counting Machine ?

6. What is Cash Register ?

7. What is E-mail ?

8. Define a Motion.

9. What is the difference between a motion and a resolution ?

10. What is the meaning of 'Casting Vote' ?

Section II

*Answer any **seven** questions from this part :*

11. Give advantages of an Answering Machine.

12. Give the advantages of using a laptop.

13. What are the duties of a Secretary after a meeting ?

14. What are the essentials of a valid meeting ?

15. What is EPABX system ? Give its advantages.

16. What is a Mobile ? Explain its utility.

17. Explain any four qualities of a good business letter.

18. Differentiate between written and oral communication.

19. What is an Index ? Give its advantages.

Section III

*Answer any **two** questions from this part :*

20. Explain in brief **three** of the following :

1. Postal Certificate
2. Registered Letter
3. Postal Insured Parcel
4. Speed Post

21. Explain any **two** of the following :

1. Notice of a meeting
2. Minutes of the proceedings of a meeting
3. Quorum

22. Explain any **two** of the following :

1. Photocopier
2. Internet
3. C.C.T.V.

- End of Question Paper -