CBSE Class 12 Office Procedures and Practices 2015 - Set 194

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. What is mail ? Give two points of its importance.

2. Why is a sorting table used in a post office ?

3. What is filing ?

4. Why are old records weeded out ?

5. What is a Counting Machine ?

6. Give two advantages of a Cash Register.

7. Name two means of communication normally used in an office.

8. What is a Motion ?

9. Define Resolution.

10. What is 'Casting Vote' ?

Section II

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

11. What points should be considered while selecting office machines ?

12. "A laptop is useful everywhere, every time." Explain.

13. What are the duties of a Secretary before the commencement of a meeting ?

14. What is a valid meeting ? Explain.

15. Explain the meaning and importance of EPABX system.

16. What is E-Mail ? How is it advantageous ?

17. What is an Agenda of a meeting ? How does it differ from the minutes of the proceedings of a meeting ?

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

19. What is an Index ? Name its different types.

Section III

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

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

1. Post Box
2. Speed Post
3. Registered Post
4. Insured Post
5. Centralised office correspondence
6. Decentralised office correspondence

21. Explain the different parts of a business letter.

22. Explain the merits and demerits of oral communication.

- End of Question Paper -