CBSE Class 12 Office Procedures and Practices 2016 - 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. What do you mean by inward mail and outward mail ?

2. Explain the utility of a letter opening machine.

3. Name any four methods of classification of files.

4. Why should old records be weeded out ?

5. State the advantages of a Note Counting Machine.

6. For what purpose is a Time Recorder used ?

7. Explain the need of internal communication in an office.

8. What is an Amendment Motion ?

9. State two rights of the Chairman of a meeting.

10. What do you mean by adjournment of a meeting ?

Section II

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

11. You are asked to select a photocopying machine for your office. What points will you consider for the same ?

12. Explain why it has now become necessary for every office to have a computer ?

13. State four duties of a secretary to be performed during a meeting.

14. Why must a prior notice of meeting be given ? What should be the contents of this notice ?

15. State the meaning and advantages of FAX.

16. What is Internet ? Give its advantages.

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

(a) Proxy

(b) Quorum

(c) Minutes of the proceedings of a meeting

18. Which one is called a good business letter ?

19. What is a card index ? State four advantages of card index.

Section III

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

20. Explain the merits and demerits of written communication.

21. What do you mean by filing ? Why are letters filed ? State the characteristics of a good filing system.

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

(i) Centralized Mail System

(ii) Franking Machine

(iii) Insured Post

(iv) Speed Post

(v) Post box Number

(vi) Post Office Guide

- End of Question Paper -