

CBSE Class 12 Office Procedures and Practices 2017 - Set 194 - Compartment

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 meant by 'resolution' ?

2. State the consequences of non-availability of quorum for a meeting.

3. Give any two points of distinction between an ordinary letter and a registered letter.

4. State the advantages of sending a letter by Speed Post.

5. Give any two purposes for which a sorting table is used.

6. What is meant by vertical filing ?

7. Give the meaning of electronic communication.

8. State the purpose of writing letters of enquiry.

9. Give any two points of distinction between oral communication and written communication.

10. State any two uses of post office guide.

Section II

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

11. Explain the advantages of office mechanization.

12. Describe the procedure of using telephone directory.

13. Explain the various types of indices.

14. What is meant by centralization of correspondence ? Distinguish between centralization and decentralization of office correspondence.

15. Explain the meaning, advantages and limitations of weeding out of old records.

16. Describe the factors that should be considered while selecting office machines.

17. Describe the structure of a business letter.

18. Prepare a notice for a meeting with the help of imaginary details.

19. Explain the requisites of a valid meeting.

Section III

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

20. Describe the preparations to be made by a secretary for a meeting.

21. Explain the meaning and importance of office communication.

22. Give the steps in handling inward mail.

- End of Question Paper -