

CBSE Class 12 Office Procedures and Practices 2019 - 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 33 questions in two sections.
- (ii) Section A: Answer any ten of Questions 1–12 (multiple choice, 1 mark each), any five of Questions 13–19 (2 marks each, not more than 30 words), and any five of Questions 20–26 (3 marks each, not more than 70 words).
- (iii) Section B: Answer any five of Questions 27–33 (5 marks each, not more than 150 words).

Section A

Answer **any ten** of the following questions. $1 \times 10 = 10$

1. For a private secretary it is necessary to be a good _____ .

- (A) listener (B) trader
(C) businessman (D) sportsperson

2. Preparing the travelling allowance bill of the executive is the responsibility of _____ .

- (A) Accountant (B) Account Assistant
(C) Private Secretary (D) Driver

3. Letters should be folded according to the _____ of the envelope.

- (A) Type (B) Category
(C) Colour (D) Size

4. Distribution of the mail is the last step in the handling of _____ .

- (A) Outward mail (B) Inward mail
(C) Inter-departmental mail (D) All of the above

5. The vote cast by the Chairman of the meeting to break the tie is known as _____ vote.

- (A) Deliberative (B) Casting
(C) Voice (D) Proxy

6. Every meeting must be presided over by a _____ .

- (A) Director (B) CEO of the company
(C) Company Secretary (D) Chairman

7. _____ is necessary to travel abroad.

- (A) Aadhar (B) Passport
(C) Voter identity card (D) Driving licence

8. A document in which details and plans for a journey are given, is called _____ .

- (A) Travel Guide (B) Itinerary
(C) Passport (D) Travel Map

9. Filing on the basis of some topic is called _____ filing.

- (A) geographical (B) alphabetical
(C) subject (D) numerical

10. _____ means organising documents, receipts and other records using the date on the document.

- (A) Subject filing (B) Numerical filing
(C) Alphabetical filing (D) Chronological filing

11. In case of bank overdraft the pass book of the account holder shows _____ balance.

- (A) Debit (B) Credit
(C) Neither debit nor credit (D) Either debit or credit

12. In _____ account, money can be deposited at any time but withdrawals may be limited.

- (A) Current (B) Fixed deposit
(C) Savings (D) Recurring

Answer **any five** questions. $2 \times 5 = 10$

13. List any four time wasters.

14. What is meant by horizontal filing ?

15. Briefly explain 'Rail Travel'.

16. State any two factors that should be kept in mind while selecting a travel agent.

17. What is meant by banking services ?

18. Give the meaning of 'Online banking'.

19. What is meant by a cheque ?

Answer **any five** questions. $3 \times 5 = 15$

20. Suggest any six tips for personality development.

21. Briefly explain 'Speed Post'.

22. Explain any three points of importance of indexing.

23. What is meant by 'agenda' of a meeting ? State any four items that should be included in the agenda.

24. List any six reference books or other sources of information for making travel arrangements.

25. What are Debit Cards and Credit Cards ?

26. What is meant by 'dishonour of a cheque' ?

Section B

Answer **any five** questions from this section. $5 \times 5 = 25$

27. "A private secretary must be up-to-date in secretarial skills." Explain.

28. "In big businesses where the quantum of mail is too much, special arrangements are made for receiving the mail from the post office authorities." Explain these arrangements.

29. Why is it necessary to destroy old records ?

30. Explain the importance of filing for an office.

31. "It is the duty of the private secretary to assist his/her executive in the performance of secretarial work relating to the meeting." In the light of this statement, state the duties of a private secretary before the meeting.

32. Draft an imaginary itinerary for your executive for a trip of two days from the headquarters at Delhi to Hyderabad.

33. Explain the procedure of opening a current account with the bank.

- End of Question Paper -