

CBSE Class 12 Office Procedures and Practices 2019 - 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 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. Prayer and meditation help in _____ management.

- (A) time (B) stress
(C) change (D) conflict

2. A secretary should maintain an even

- (A) punctuality (B) loyalty
(C) temper (D) courtesy

3. _____ is used to enter all the letters to be sent by post.

- (A) Dispatch Register (B) Diary Register
(C) Dak Register (D) Inward Mail Register

4. In big organisations, where the volume of mail is large, a separate department called _____ may be set up so that mail can be handled systematically.

- (A) Inward Mail Department (B) Mailing Department
(C) Outward Mail Department (D) Inter-departmental Mail Department

5. The filing method under which all files are given separate numbers is called

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

6. Indexing is an important aid to

- (A) Mailing (B) Weeding
(C) Filing (D) Time Management

7. _____ are those meetings which are open to all the members of the concerned organisation.

- (A) Public meetings (B) Private meetings
(C) General meetings (D) Committee meetings

8. No business can be transacted in a meeting without a

- (A) Notice (B) Quorum
(C) Agenda (D) Minutes

9. The reference book that could be used to find the details of trains is called

- (A) Railway Diary (B) Train Time Table
(C) Train Guide (D) Train Map

10. The services of a _____ may be availed to make travel arrangements.

- (A) Agent (B) Sales Agent
(C) Helper (D) Travel Agent

11. This organisation accepts deposits payable on demand :

- (A) Bank (B) Post Office
(C) Money Lender (D) Creditor

12. A passbook is a document issued by the bank that shows the amount _____.

- (A) deposited (B) withdrawn
(C) deposited and withdrawn (D) deposited, withdrawn and the balance

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

13. State any four duties of a private secretary in relation to meetings.

14. List any four advantages of filing.

15. What factors would you keep in mind while booking hotel accommodation for your boss for his business trip abroad ? State any four such factors.

16. Briefly describe the mode of travel you will arrange for your boss who has to attend a meeting at a place 70 km from the office. The venue of meeting is not connected by train.

17. Give the details required to transfer money to a person through 'RTGS'.

18. What is meant by a Crossed Cheque ?

19. Give the steps for withdrawing cash from ATM.

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

20. 'A secretary's job requires certain personal qualities.' Briefly explain any three such qualities.

21. Briefly describe 'Franked Mail'.

22. Explain any three points of importance of filing.

23. State any six duties of the Chairman of a meeting.

24. Explain the arrangements that you will make for your executive who is planning a trip abroad.

25. Explain the procedure of withdrawing cash from the bank.

26. Besides accepting deposits and making payments, banks provide certain other services. State any three such services.

Section B

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

27. Briefly explain any five routine duties of a private secretary.

28. Explain the steps in handling of 'Inward Mail'.

29. State any three advantages and any two limitations of horizontal filing.

30. What is meant by e-filing ?

31. 'There are several methods by which votes can be cast for or against a motion.' Explain any two such methods.

32. What is meant by an 'Itinerary' ? State any six points that should be kept in mind while preparing an 'Itinerary'.

33. Explain the procedure of opening a savings bank account in a bank.

- End of Question Paper -