

CBSE Class 12 Office Procedures and Practices 2020 - Set 348



Question Paper

Conducted by the Central Board of Secondary Education (CBSE)

Time Allowed: 3 Hours

Maximum Marks: 60

General Instructions

- (i) Read the following instructions very carefully and strictly follow them : (a) This question paper consists of two parts viz. Section A : Employability Skills and Section B : Subject Skills. (b) Section A : Employability Skills (10 Marks)
- (ii) Answer any 4 questions out of the given 6 questions of 1 mark each.
- (iii) Answer any 3 questions out of the given 5 questions of 2 marks each. (c) Section B : Subject Skills (50 Marks)
- (iv) Answer any 10 questions out of the given 12 questions of 1 mark each.
- (v) Answer any 5 questions from the given 7 questions of 2 marks each.
- (vi) Answer any 5 questions from the given 7 questions of 3 marks each.
- (vii) Answer any 3 questions from the given 5 questions of 5 marks each. (d) This question paper contains 42 questions out of which 30 questions are to be answered. (e) All questions of a particular part/section must be attempted in the correct order. (f) The maximum time allowed is 3 hours.

Section A

Answer any 4 questions out of the given 6 questions of 1 mark each. $1 \times 4 = 4$

1. Traffic symbol that indicates not to use horn is an example of _____ communication.

- (A) Oral (B) Written
(C) Visual (D) Non-verbal

2. What is meant by positive thinking ?

3. What do you mean by 'Personality' ?

4. What is a Spreadsheet ?

5. What is meant by 'Risk' ?

6. Pollutants that break down into simple and harmless substances by the action of moisture and bacteria are called _____ pollutants.

Answer any 3 questions out of the given 5 questions of 2 marks each. $2 \times 3 = 6$

7. Explain the difference between a sentence and a phrase.

8. State any four points of importance of positive thinking.

9. Briefly explain the use of 'mouse' in a computer.

10. State in brief the meaning of 'creativity' and 'innovation'.

11. Briefly explain 'Soil Conservation'.

Section B

Answer any **10** questions out of the given **12** questions of **1** mark each. $1 \times 10 = 10$

12. Performing unnecessary work is a time _____.

13. The person to whom the money is sent through money order is called _____.

14. Indian _____ Order is a kind of demand draft.

15. Placing of records in the files on the basis of initial letter is called _____ filing.

16. The main purpose of indexing is for easy _____ of files and documents.

17. The process of arranging and storing records is known as _____.

18. List any two types of meetings.

19. What is meant by 'motion' in relation to a meeting ?

20. Give the meaning of 'itinerary'.

21. What is meant by a bank ?

22. Give the meaning of 'Cash Credit'.

23. What is meant by a Cheque ?

Answer any **5** questions out of the given **7** questions of **2** marks each. $2 \times 5 = 10$

24. A secretary should have a good appearance. Do you agree ? Give reason in support of your answer.

25. List any four methods for making payment through the bank.

26. What is meant by outgoing mail ?

27. Give the meaning of 'Voice Vote'.

28. When does a 'motion' become a 'substantive motion' ?

29. State any four points that you will keep in mind while making reservations for your boss.

30. What is meant by a bank pass book ?

Answer any 5 questions out of the given 7 questions of 3 marks each. $3 \times 5 = 15$

31. Why is 'command over language' considered as a qualification of a private secretary ?

32. What is meant by 'Incoming Mail Register' ? Give its specimen.

33. State any six advantages of decentralised filing.

34. Briefly explain the types of minutes.

35. Briefly explain the advantages of travelling a distance of 15 kms by road, by an executive.

36. Describe briefly the procedure of withdrawing cash from an ATM.

37. Explain briefly the procedure of opening a savings bank account.

Answer any 3 questions out of the given 5 questions of 5 marks each. $5 \times 3 = 15$

38. Explain the duties of a secretary.

39. Describe the importance of proper mail handling.

40. Explain the functions of a filing system.

41. Describe the duties of a secretary during and after a meeting.

42. Your boss has to travel to Hong Kong for a business meeting for three days. Prepare an itinerary for the same.

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