

CBSE Class 12 Office Procedures and Practices 2023 - Set 348



Question Paper

Conducted by the Central Board of Secondary Education (CBSE)

Time Allowed: 3 Hours

Maximum Marks: 60

General Instructions

- (i) Please read the instructions carefully.
- (ii) This question paper consists of 24 questions in two Sections: Section A and Section B.
- (iii) Section A has Objective Type Questions whereas Section B contains Subjective Type Questions.
- (iv) Out of the given $(6 + 18) = 24$ questions, a candidate has to answer $(6 + 11) = 17$ questions in the allotted maximum time of 3 hours.
- (v) All questions of a particular section must be attempted in the correct order.
- (vi) Section A: Objective Type Questions (30 marks). This section has 6 questions. There is no negative marking. Follow the instructions given; marks are mentioned against each question/part.
- (vii) Section B: Subjective Type Questions (30 marks). This section has 18 questions; answer 11. Follow the instructions given; marks are mentioned against each question/part.

Section A

1. Answer any 4 questions out of the given 6 questions on employability skills. $4 \times 1 = 4$

1(i). The ability to control one's emotions, thoughts and behaviour effectively in different situations is called _____.

1(ii). To select an entire worksheet in a spreadsheet, one must click the _____.

1(iii). The ability to continue to do something, even when it is difficult is called _____.

1(iv). A person believes that he will not have the ability to work with a team when he starts his business. The barrier he is facing is _____.

1(v). Ms. Sharma is sharing the computer with other staff and she may not want anyone else to open and make changes to her work. What solution would you suggest to Ms. Sharma ?

1(vi). Individuals who love interacting with people around, are generally talkative, can make friends and make any gathering lively, are confident and called _____.

2. Answer any 5 out of the given 7 questions. $5 \times 1 = 5$

2(i). Getting a feeling of control over how your time is spent is called _____.

2(ii). Sending and receiving of _____ communication of various types is termed as Mail.

2(iii). The ability to handle a difficult situation in a right and positive manner is called _____.

- | | |
|-----------------|--------------------------|
| (A) Punctuality | (B) Tactfulness |
| (C) Courtesy | (D) Cooperative Attitude |

2(iv). Tour Claim Form is filled once the journey _____.

2(v). A sheet circulated amongst members during a meeting for obtaining signatures is called _____ sheet.

2(vi). A device used to destroy sensitive papers that are no longer required is called _____.

2(vii). Bankrupt means great success in business. (True/False)

3. Answer any 6 out of the given 7 questions. $6 \times 1 = 6$

3(i). A secretary should have knowledge of recent developments in political, economic and social fields and have an awareness of national and international events. (True/False)

3(ii). Any information generated or received in the course of conducting business, which is maintained in order to meet the financial, legal, historical or administrative needs of the organisation is termed as _____.

3(iii). What is bank locker facility ?

3(iv). The High Commission of a country grants _____ to an individual who seeks permission to travel to that country subject to eligibility and on application made in prescribed format, with necessary documents and payment of requisite fees for a specified time.

3(v). The machine used to affix stamps on a letter to be sent through post is called _____ machine.

3(vi). Preparing an index is essential when an organisation is following _____ method of classification of files.

3(vii). What is casting vote ?

4. Answer any **5** out of the given **6** questions.
 $5 \times 1 = 5$

4(i). Air tickets cannot be booked online.
(True/False)

4(ii). A document directing to pay the amount written on that document is called _____.

- (A) Withdrawal form (B) Overdraft
(C) Demand Draft (D) Pay-in-slip
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4(iii). A register used to record all outgoing mail of the organisation is called _____.

4(iv). A proposal to alter a motion by adding or deleting words is called _____ motion.

4(v). One of the disadvantages of Card Indexing is _____.

4(vi). The rate of interest which the central bank charges on loans and advances it extends to commercial banks and other intermediaries is called _____.

5. Answer any **5** out of the given **6** questions.
 $5 \times 1 = 5$

5(i). Mastery of _____ skills is an essential qualification for a Secretary.

- (A) Speaking (B) Secretarial
(C) Reading (D) Communication
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5(ii). What do you understand by "Adjournment" of a meeting ?

5(iii). A document provided by the airline during check-in at the airport or online, granting permission to a passenger to enter the airport and board the airplane for a particular flight is called _____.

5(iv). What is Overseas Travel ?

5(v). A plastic payment card that provides the cardholder electronic access to his or her account through which money is deducted directly from the customer's bank account for cash withdrawal or payment of a purchase made, amongst other uses is called _____ card.

- (A) Pan Card (B) Credit Card
(C) Debit Card (D) Aadhar card
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5(vi). The facility for keeping a check on mail sent from the organisation and keeping track on mail expenses is called _____.

- (A) Mailing scales (B) Addressing machine
(C) Weighing machine (D) Mail accounting software
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6. Answer any **5** out of the given **6** questions.
 $5 \times 1 = 5$

6(i). The quality of showing proper consideration for all members of the organisation as well as outsiders, greeting them, offering a seat etc., is called _____.

- (A) Personality (B) Tact
(C) Adaptability (D) Courtesy
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6(ii). A type of index in which number of entries that can be seen at a glance is limited to a few lines is called _____.

- (A) Visible Card Index (B) Book Index
(C) Card Index (D) Wheel Index
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6(iii). What do you understand by Speed Post ?

6(iv). What is PIN Code ?

6(v). A Diplomatic Passport of _____ colour is issued to Indian diplomats and top ranking Government officials and diplomatic couriers going abroad on official work.

6(vi). During a meeting when a Point of Order is raised and settled, the discussion on the main motion _____.

Section B

Answer any **3** questions out of the given **5** questions on employability skills. Answer each question in 20 – 30 words. $3 \times 2 = 6$

7. Explain the meaning of Personality.

8. What are the components of a worksheet ? Explain briefly.

9. Explain antisocial and dependent personality disorders.

10. What are slides ? How can a slide be added to a presentation ?

11. Is Entrepreneurship an art ? Explain.

Answer any **3** out of the given **5** questions in 20 – 30 words each. $3 \times 2 = 6$

12. Explain the role of good communication skills as a secretary's qualification.

13. Explain Tour Advance.

14. Explain Electronic Filing.

15. What are the different deposit accounts offered by banks ? Name them and explain any one.

16. Explain Minutes of Meeting.

Answer any **2** out of the given **3** questions in 30 – 50 words each. $2 \times 3 = 6$

17. Name the documents required for International travel. Explain any one of them.

18. Briefly explain the duties of a Secretary during and after a meeting.

19. What is Time Management ? How does it help a secretary ? Give one example each of good and bad time management.

Answer any **3** out of the given **5** questions in 50 – 80 words each. $3 \times 4 = 12$

20. Explain Notice and Agenda of a Meeting.

21. Explain the following terms :

1. Pass book
2. Cheque book
3. Overdraft facility
4. Mobile banking

22. Describe the procedure for handling outward mail.

23. Define Itinerary. What are the points to be kept in mind while preparing an itinerary ? What are the main details recorded in an itinerary ?

24. Explain filing procedure.

- End of Question Paper -