

# CBSE Class 12 Office Procedures and Practices 2024 - 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) : (a) This section has 6 questions. (b) There is no negative marking. (c) Do as per the instructions given. (d) Marks allotted are mentioned against each question/part.
- (vii) Section B : Subjective Type Questions (30 marks) : (a) This section has 18 questions. (b) A candidate has to do 11 questions. (c) Do as per the instructions given. (d) Marks allotted are mentioned against each question/part. Section A (Objective Type Questions) (30 Marks)

## Section A

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

1(i). Maintaining \_\_\_\_\_ with the person you are talking to sends a signal to the listener that you are talking or listening to him/her.

- (A) Ear contact (B) Eye contact  
(C) Mind contact (D) Hand contact

1(ii). A trait wherein individuals show tendency towards anxiety, self-doubt, depression, shyness and other similar negative feelings and have difficulty in meeting others is called \_\_\_\_\_.

1(iii). A digital presentation can be saved as a file on the computer. This can be opened later, viewed, edited, shared with friends and colleagues and \_\_\_\_\_.

- (A) Saved (B) Written  
(C) Printed (D) Oral

1(iv). \_\_\_\_\_ entrepreneur starts a business, nurtures it and makes it reach a point of self-sustenance. Then the entrepreneur sells the business and starts a new one, following the same cycle.

1(v). Purpose of \_\_\_\_\_ is to provide an experience to visitors to understand the importance of conserving resources, reducing waste and enhancing an environment-friendly place.

1(vi). Electronic spreadsheets have many options to make your content/data look neat and easy to read, which is called \_\_\_\_\_.

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

2(i). Franking machine helps in printing of addresses on envelopes, parcels, etc. (True/False)

2(ii). Constant headaches, sleep disorders, boredom, irregularity are all signs of \_\_\_\_\_.

2(iii). The following is an advantage of email :

- (A) Threat of virus (B) Inbox full  
(C) Automated record (D) Hacking of mail management

2(iv). When business is scattered in diversified areas and review of activities of different regions is to be made on a continuous basis, \_\_\_\_\_ classification is suitable.

- (A) Alphabetical (B) Subject-wise  
(C) Geographical (D) Numerical

2(v). To prevent a small minority from taking decisions which may be unacceptable to majority of the members, is the main purpose of having a \_\_\_\_\_.

- (A) Quorum (B) Proxy  
(C) Chairperson (D) Motion

2(vi). A short-term source of finance under which a bank offers its customers a loan up to a certain limit against a certain security is called \_\_\_\_\_.

- (A) Cash (B) Cash debit  
(C) Cash credit (D) Debit card

2(vii). An official passport issued to individuals representing the Indian Government on official business is \_\_\_\_\_ in colour.

- (A) Maroon (B) Green  
(C) Blue (D) White

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

**3(i).** A pleasant and clear voice is attractive, and a loud and demanding voice is unattractive, whereas a very low voice makes communication difficult. (True/ False)

**3(ii).** A premium mailing service from India Post which is faster than sea mail yet cheaper than air mail is called \_\_\_\_\_.

- (A) Speed Post (B) Surface Air Lifted  
(C) Courier Service (D) Registered Post

**3(iii).** Expenses incurred on travel ticket, car rental, hotel accommodation and meals are \_\_\_\_\_ to the executive when on official tour.

- (A) repudiated (B) reimbursed  
(C) declined (D) renounced

**3(iv).** The process of \_\_\_\_\_ and storing records in a neat, orderly and efficient manner so that they can be located easily and quickly when required is called filing.

- (A) maintaining (B) keeping  
(C) securing (D) arranging

**3(v).** Any focused conversation which usually has a specific \_\_\_\_\_ is called a meeting.

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

**3(vi).** A service provided by a bank or a financial institution to conduct financial transactions remotely, using a software usually called an app, provided by the financial institution for the purpose, on a 24-hour basis is called \_\_\_\_\_.

- (A) Credit card (B) Mobile banking  
(C) Debit card (D) RTGS

**3(vii).** Online air ticket booking sites also help in \_\_\_\_\_.

- (A) providing information about discounts on ordering groceries  
(B) providing information about discounts in fare and hotel packages  
(C) providing information about discounts on electronic goods  
(D) providing information about discounts on household items

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

**4(i).** \_\_\_\_\_ is an executive head appointed to diligently assist and advise the minister on all matters of policy and administration within his ministry or department.

- (A) Secretary of Club or Association  
(B) Secretary appointed by Government  
(C) Company Secretary (D) Private Secretary

**4(ii).** \_\_\_\_\_ is a number assigned to each outgoing letter so that follow up mail is identified easily.

- (A) Pin number (B) Pin code  
(C) Reference number (D) Admission number

**4(iii).** Saving electronic documents on magnetic media such as floppy disks or data tapes is not advisable for long-term retention. (True/ False)

**4(iv).** A vote usually allowed to a chairperson in the situation of equal votes in favour and against a motion is called \_\_\_\_\_.

**4(v).** Aadhaar Card is a valid ID proof for international travel. (True/ False)

**4(vi).** A document issued by a bank requesting to pay the specified amount to the person in whose name it is issued is called \_\_\_\_\_.

- (A) Cheque (B) Demand Draft  
(C) Passbook (D) Debit Card

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

**5(i).** An efficient private secretary is a combination of secretarial plus managerial skills, as he/she often has to report directly to senior executives. (True/ False)

**5(ii).** In digital mail rooms, documents are scanned, archived and retrieved in original image format. (True/ False)

**5(iii).** Apart from being simple to be understood by everyone, compactness, flexibility, ease of location and safety are the \_\_\_\_\_ of a good filing system.

- (A) Meaning (B) Importance  
(C) Essentials (D) Objectives

**5(iv).** Duties of a Secretary, before the meeting, include obtaining signatures of members present in the attendance book or sheet. (True/ False)

**5(v).** One requisition slip for booking train tickets can be filled for maximum \_\_\_\_\_ persons.

- (A) 6 (B) 4  
(C) 2 (D) 8

**5(vi).** Banks grant credit to households in a limited amount to buy some durable goods such as refrigerators, televisions or meet personal needs like payment of hospital bills. (True/ False)

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

**6(i).** \_\_\_\_\_ enables one to act in a particular fashion in a particular situation. It is the personal skill of saying or doing what is required in the circumstances.

- (A) Cooperative attitude (B) Tact  
(C) Courtesy (D) Adaptability

**6(ii).** The process of providing a ready reference list of records to locate a particular file or document when required is called \_\_\_\_\_.

- (A) Filing (B) Indexing  
(C) Booking (D) Storing

**6(iii).** Mail received or sent from one department to another within the same organization is called \_\_\_\_\_ mail.

- (A) Incoming (B) Outgoing  
(C) Interdepartmental (D) Electronic

**6(iv).** Chairperson does not have to \_\_\_\_\_.

- (A) deal with points of order (B) draft notice and agenda  
(C) approve the items to be discussed on the agenda (D) manage the proceedings of the meeting and keep order

**6(v).** Travel arrangements should be made according to the travel policies of the company. (True/ False)

**6(vi).** Standing orders are instructions by the customers for making various periodic payments. (True/ False)

## 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 any one factor that becomes a barrier to active listening. How can you overcome that barrier ?

**8.** How does positive attitude help people ? Name two ways to maintain a positive attitude.

**9.** Explain the steps of sorting and filtering data.

**10.** Name four qualities of a successful entrepreneur and explain any one of them.

**11.** What is solid waste ? Name any two green jobs related to solid waste management.

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

**12.** Explain personality and poise.

**13.** Why is the content of mail examined again after opening the envelope ?

**14.** Define classification of files. What is the purpose of classification ?

**15.** What is notice of a meeting ? Explain. What is the minimum notice period for an Annual General Meeting and an Extraordinary Meeting ?

**16.** Explain the meaning of KYC.

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

**17.** Explain Speed Post and Courier services. What solutions does a Courier service offer to business organizations ? Mention any three.

**18.** Explain the different kinds of passports issued in India. How can you differentiate between them ?

**19.** Explain Savings and Current Accounts.

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

**20.** What is stress management ? How can stress be managed ? Mention any three methods of managing stress.

**21.** Explain the principles for selecting a suitable filing cabinet to meet your requirements.

**22.** Explain Motions and Resolutions. What is Amendment of a Motion ?

**23.** What is the procedure of booking an air ticket ? Elaborate.

**24.** Explain the following terms :

1. Bankrupt
2. Cash Withdrawal Slip
3. Dishonor of Cheque
4. Either or Survivor

- End of Question Paper -