

CBSE Class 12 Office Procedures and Practices 2025 - 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). Listening attentively is important because of many reasons but **not** because :

- | | |
|--------------------------------------|--|
| (A) We listen to obtain information. | (B) We listen to learn. |
| (C) We listen to increase conflicts. | (D) We listen to maintain relationships. |

1(ii). Result orientation is a term used to describe a person's ability to recognize what results are important and how can we achieve them. One of the following is not a step to become result oriented :

- | | |
|-----------------------------|--|
| (A) Prepare an action plan. | (B) Use the right resources and tools. |
| (C) Make a calendar. | (D) Look after your physical health. |

1(iii). In a spreadsheet, if you need to see the data of a particular group, what option would you use ?

- | | |
|------------------|-------------------|
| (A) Format data | (B) Use password |
| (C) Apply filter | (D) Sort the data |

1(iv). What is the effect of slide layout change ?

- | | |
|--|-----------------------------------|
| (A) Content is rearranged in an organised way. | (B) Title gets aligned to center. |
| (C) New slide is inserted. | (D) Text matter changes. |

1(v). Entrepreneurship is the act of setting up and running a business, and _____ in order to earn profits.

1(vi). In an electronics factory there are many defective television sets. What can be done to minimize wastage ?

- | | |
|-----------------------------------|--------------------------------------|
| (A) Dump it in an abandoned site. | (B) Sell it to a scrap dealer. |
| (C) Sell it in the market. | (D) Send it back to production line. |

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

2(i). A secretary should possess a variety of soft skills to be successful and develop calm, _____ personality.

- | | |
|--------------|-------------------|
| (A) Positive | (B) Authoritative |
| (C) Negative | (D) Moody |

2(ii). The letters which are sent out of an organization are prepared and signed by a/an _____.

- | | |
|-----------------------|-------------------------|
| (A) Authorized person | (B) Unauthorized person |
| (C) Manager | (D) Director |

2(iii). The main purpose of having a quorum is to prevent a small _____ from taking wrong decisions which may be unacceptable to the majority of members.

2(iv). The following expenses are **not** reimbursed by the company to the executive when on official tour :

- | | |
|-----------------|-----------------------------|
| (A) Car rental | (B) Air tickets |
| (C) Hotel bills | (D) Personal shopping bills |

2(v). Banks act as representatives and correspondents of their customers. (True/False)

2(vi). A _____ is a proposal put before a meeting for consideration and decision.

2(vii). The word 'Secretary' is derived from the Latin word _____.

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

3(i). If a newly appointed personal assistant is not able to cope up with the tasks assigned to him/her and has missed a couple of targets, what would be the best advice for him/her ?

- | | |
|---|--|
| (A) Note priority items and attend to them first. | (B) Keep everything untidily on the desk itself. |
| (C) Accumulate filing and mailing work. | (D) Read slowly. |
-

3(ii). _____ is not required to be submitted at the counter of Post Office.

- | | |
|-----------------------|-----------------------|
| (A) Registered Letter | (B) Speed Post Letter |
| (C) Inland Letter | (D) Insured Letter |
-

3(iii). In an office where a number of projects are in progress at a time and each project is important irrespective of the party/client, files are kept _____.

- | | |
|-----------------|--------------------|
| (A) Numerically | (B) Geographically |
| (C) Subjectwise | (D) Alphabetically |
-

3(iv). Real-time sharing of screens, individual applications or web-based content among two or more electronic devices is called _____.

3(v). What is the full form of OTP ?

3(vi). A fixed deposit foreign currency account in which deposits can be made in any of the major currencies like US Dollar, UK Pound, Canadian Dollar, Deutsche Mark, Japanese Yen and Euro is :

- | | |
|--|---|
| (A) Non-Resident Ordinary Rupee Account – NRO | (B) Non-Resident External Account – NRE |
| (C) Foreign Currency Non-Resident Account – FCNR | (D) Current Account |
-

3(vii). An international traveller can carry any amount of foreign exchange out of the country. (True/False)

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

4(i). Who ensures that the company complies with all relevant statutory and regulatory requirements ?

- | | |
|-----------------------|--|
| (A) Private Secretary | (B) Secretary of a Government Department |
| (C) Company Secretary | (D) Secretary of an Association or Club |
-

4(ii). _____ is a form of written communication sent out or received in an organisation with the help of an agency or person.

4(iii). The systematic control of all records from their creation or receipt through processing, distribution, organization and retrieval to their ultimate preservation and disposition is called :

- | | |
|-----------------------|--------------------|
| (A) Indexing | (B) Filing |
| (C) Record Management | (D) Classification |
-

4(iv). _____ is the term given for the method of voting at an election and in a meeting this usually takes the form of a secret vote by ballot paper.

4(v). A railway reservation slip does not require the following details to be filled :

- | | |
|--------------------------|----------------------------|
| (A) Number of Passengers | (B) Religion of Passengers |
| (C) Age of Passengers | (D) Date of Journey |
-

4(vi). Banks preserve the wills of their customers and execute them after their death. (True/False)

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

5(i). An assistant may be asked to take minutes at meetings and prepare meeting documents for review. (True/False)

5(ii). On the outgoing mail to be sent through Post Office, postage stamps of required denominations are to be affixed as per the _____ rates.

- | | |
|-----------------|----------------|
| (A) Maximum | (B) Minimum |
| (C) Exceptional | (D) Prescribed |

5(iii). _____ is not another name for USB Flash Drive.

- | | |
|----------------|-----------------|
| (A) Data Stick | (B) Long Drive |
| (C) Pen Drive | (D) Flash Drive |

5(iv). A Point of Order may **not** be raised for the following reason :

- | | |
|---|--|
| (A) If it is pointed out that there is no quorum. | (B) Chairperson is not present. |
| (C) Motion put before the meeting is not within the scope of the meeting. | (D) There is the use of improper language or indecent behaviour. |

5(v). Customers post their reviews according to a rating system of _____ that helps the prospective clients to compare the facilities offered by different hotels.

- | | |
|------------------------|------------------------|
| (A) One to three stars | (B) One to ten stars |
| (C) One to five stars | (D) One to seven stars |

5(vi). Password that is valid for only one login session on any digital device is called _____.

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

6(i). Mastery on record management, reprography, ability to write correctly are qualities of a Private Secretary. (True/False)

6(ii). For corporate customers, and regular users, Speed Post provides Home Collection Service. (True/False)

6(iii). _____ is not an essential part of a good filing system.

- | | |
|-----------------|----------------|
| (A) Compactness | (B) Economical |
| (C) Flexible | (D) Rigidity |

6(iv). Minutes of a meeting are kept to preserve a brief, _____ and clear record of the business transacted.

6(v). Before departure on tour, Private Secretary should hand over to his/her executive all related papers and other things except :

- | | |
|--|----------------------------|
| (A) Copy of itinerary | (B) Transportation tickets |
| (C) All relevant documents and reports | (D) List of grocery items |

6(vi). An agreement between a customer and a bank in which the bank lends money to buy a house, after which money has to be paid back with interest over a long period of time and the house is also kept as collateral is called _____.

- | | |
|------------------|--------------|
| (A) Contract | (B) Loan |
| (C) Contribution | (D) Mortgage |

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. What is a Sentence ? How is it different from a paragraph ?

8. What is Personality ? Explain any two of the Big Five Factors that describe an individual's personality.

9. What is a Presentation Software ? How can a presentation be printed for distribution to the audience ?

10. What is a Startup ? Explain.

11. Describe Waste Exchange as a means of minimizing waste and pollution.

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

12. What is Time Management ? List any two techniques that help in better management of time.

13. Which machine is used to affix postage stamps on outgoing letters ? Explain with its working.

14. What is Passport ? Mention its different types.

15. Explain the Minutes of a Meeting.

16. Explain dishonour of a cheque.

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

17. Explain any three types of Secretaries.

18. Define the term filing. Also discuss various essentials of an efficient filing system.

19. Explain the requisites of a valid meeting.

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

20. Explain any four services offered by the Post Office.

21. Define Index. Explain any three types of Indexing.

22. Explain any two duties before, during and after a meeting, that a secretary has to perform.

23. What is the procedure for booking a railway ticket ?

24. Explain any four general utility services provided by Banks.

- End of Question Paper -