

CBSE – DEPARTMENT OF SKILL EDUCATION
OFFICE PROCEDURES AND PRACTICES (SUBJECT CODE-824)
Sample Question Paper with Marking Scheme
Class XII (Session 2019–2020)

Time: 3Hours

Max. Marks: 60

General Instructions:

1. *This Question Paper consists of two parts viz. Part A: Employability Skills and Part B: Subject Skills.*

Part A: Employability Skills (10 Marks)

- i. Answer any 4 questions out of the given 6 questions of 1 mark each.*
- ii. Answer any 3 questions out of the given 5 questions of 2 marks each.*

Part B: Subject Skills (40 Marks):

- iii. Answer any 10 questions out of the given 12 questions of 1 mark each.*
 - iv. Answer any 5 questions from the given 7 questions of 2 marks each.*
 - v. Answer any 5 questions from the given 7 questions of 3 marks each.*
 - vi. Answer any 3 questions from the given 5 questions of 5 marks each.*
2. ***This question paper contains 42 questions out of which 30 questions are to be answered.***
3. ***All questions of a particular part/section must be attempted in the correct order.***
4. ***The maximum time allowed is 3hrs.***

PART A: EMPLOYABILITY SKILLS (10 MARKS)

Answer any 4 questions out of the given 6 questions of 1 mark each:

1.	Feedback does not play any role in Active Listening. (true/false) Answer -false	(1)
2.	_____ and _____ big and positive ideas motivates us to reach to our highest potential. Answer- Thinking and discussing	(1)
3.	The _____ feature of Calc allows you to fill a range of cells with a series of data without typing all of it. Answer - Auto fill	(1)
4.	A trading business, manufacture a product and then facilitates the act of bringing the finished goods to the buyer or customer. (true/false) Answer- false	(1)

5.	_____and _____ create at least 9 times more jobs than landfills and incinerators. Answer- Recycling, reuse	(1)
6.	_____ motivations can be guided by need for achievement and affiliation. Answer- Psychological	(1)

Answer any 3 questions out of the given 5 questions of 2 marks each:

7.	Your friend wants to apply for a Data Entry Operator Job. Suggest him the important headings for setting up the strong resume so that he would be shortlisted by the company. Answer- The important headings to be covered in the resume are: 1. Objective 2. Professional Summary 3. Relevant skills 4. Education	(2)
8.	How many personality types, traits and disorders are there? Answer - Personality types, traits and disorders – Paranoid. Antisocial. Schizoid. Borderline. Narcissistic. Avoidant. Dependent. Obsessive.	(2)
9.	Write down the steps to remove Animation Effects? Answer- The steps to remove an animation are as follows: 1. In the Custom Animation panel, click the animation effect you want to remove. 2. Click the Remove button	(2)
10.	Write any two questions an entrepreneur often thinks while starting and running a business. Answer- Any two of the following: 1. Idea: What should my business idea be? How do I know that this idea will work? 2. Money: How much money should be raised to start a business? 3. Acquiring material: From where to get the material and at what cost? 4. Manufacturing: How to manufacture (if it is a product business)? 5. Pricing: At what price should I sell the product so that I make enough profits? How do I know what price the customer is willing to pay? 6. Marketing and advertising: How would I tell my customers about business	(2)

	<p>which will attract them to come to me?</p> <p>7. Selling: How would the customer buy from me? Will the customer come to me or will I go to the customer?</p> <p>8. Accounting: How do I keep a track of the money I am spending and making? How do I know how much profit I am making?</p> <p>9. Standing out: How can I be better than what is already available in the market? How do I add value to my customer?</p> <p>10. Growing business: How can I grow my business?</p>	
11.	<p>Mention any four green jobs related to water conservation.</p> <p>Answer - (Any four of the following)</p> <ol style="list-style-type: none"> Water treatment specialist Water Auditor Water policy analyst Water resource planning manager Water quality monitoring Water conservation representative 	(2)

PART B: SUBJECT SKILLS (50 MARKS)

Answer any 10 questions out of the given 12 questions:

12.	<p>Q. Why is it important for a PS to manage time in a better way?</p> <p>Ans. It is important for a PS to manage time in a better way because it is that resource which cannot be stored, is limited for each person and is highly perishable.</p>	(1)
13.	<p>Q. Mention any two advantages of using E Mail.</p> <p>Ans.</p> <ul style="list-style-type: none"> • Speedy delivery • Economy • Security • Feasibility of sending bulk mail • Possibility of use of pictures, demonstrations etc. • Automated records <p>(any two)</p>	(0.5+0.5=1)
14.	<p>Q. Name the high speed, time bound, express service for delivery of letters and documents offered by Department of Posts.</p> <p>Ans. Speed Post</p>	(1)

15.	<p>Two characteristics of a good filing system are _____ and _____.</p> <p>Ans. Two characteristics of a good filing system are <u>Compactness</u> and <u>Flexibility</u>.</p>	(0.5+0.5=1)
16.	<p>Chronological Classification of Filing means arranging records in _____.</p> <p>Ans. Chronological Classification of Filing means arranging records in <u>date order</u>.</p>	(1)
17.	<p>There are various ways to store our e-files. Name any two.</p> <p>Ans. a) USB Flash Drive b) Hard Disk</p>	(0.5+0.5=1)
18.	<p>An _____ is a programme of the items of the business to be discussed at a meeting in the order in which they are to be taken.</p> <p>Ans. An <u>Agenda</u> is a programme of the items of the business to be discussed at a meeting in the order in which they are to be taken.</p>	(1)
19.	<p>What is a "Casting Vote"?</p> <p>Ans. A vote usually allowed to the Chairperson, which is used only when there are equal numbers of votes 'for' and 'against' a motion.</p>	(1)
20.	<p>_____ is an entry in passport or other travel document made by a consular official of a government to indicate that the bearer has been granted authority to enter or re-enter the country concerned.</p> <p>Ans. <u>Visa</u> is an entry in passport or other travel document made by a consular official of a government to indicate that the bearer has been granted authority to enter or re-enter the country concerned.</p>	(1)
21.	<p>Which type of deposit account is usually maintained by a businessman to facilitate any number of deposits and withdrawals in a single day?</p> <p>Ans. Current Account.</p>	(1)
22.	<p>What do you understand by "Bearer Cheque"?</p> <p>Ans. It is a cheque payable by the drawee bank over the counter to the bearer or presenter of the cheque.</p>	(1)
23.	<p>Banks provide _____ facility to their customers so as to keep their valuables, such as gold and silver ornaments, important documents etc. for safe custody.</p> <p>Ans. Banks provide <u>locker facility</u> to their customers so as to keep their valuables, such as gold and silver ornaments, important documents etc. for safe custody.</p>	(1)

Answer any 5 questions out of the given 7 questions of 2 marks each:

24.	<p>Write any two points which indicate importance of a Private Secretary in an organization.</p> <p>Ans. a) A Private Secretary attends to the time-consuming details of the work of the executive and helps him/her to do his job in a better way.</p> <p>(b) It is the secretary who takes care of office mail, prepares the drafts, answers the phone calls, do record management, makes tour programmes, operates bank transactions, arranges meetings and prepares minutes of meeting.</p>	(1x2=2)
25.	<p>What is a Postal Franking Machine?</p> <p>Ans. A Postal Franking Machine is a stamping machine intended to stamp impressions of dies of approved design on postal articles for payment of postage fee.</p>	(2)
26.	<p>“Courier services are popular among the business organizations as they offer many solutions to their clients.” Mention any two solutions which are offered by Courier Companies in regard to mail delivery.</p> <p>Ans. a) Delivery of any type of article of any value or weight. (e.g. perishable commodities, medicines etc.) b) Speedy delivery as they follow stringent time schedules.</p>	(1x2=2)
27.	<p>What do you understand by Quorum of a Meeting?</p> <p>Ans. Quorum is the minimum number of members who must be present at a meeting as required by the constitution or rules and a meeting is not properly constituted if the quorum is not present and any business transacted at such a meeting will be invalid.</p>	(2)
28.	<p>Q. Why are meetings organized in a business organization?</p> <p>Ans. Meetings are organized in a business organization to transact official business, find solutions for problems. exchange ideas, opinions, etc. for growth of business. take decisions and make recommendations for the growth of business, plan new schemes, brief members on plans already made or work already done etc.</p>	(2)
29.	<p>When your officer plans an official tour, what points will you keep in mind to make his/her tour successful? (any two points)</p> <p>Ans. The success of our executive’s tour depends upon how well we plan the tour.</p> <p>a) When the executive gives you the full particulars of her/his tour, we should prepare an itinerary keeping in mind the date/time/place of departure/arrival of the executive, the mode of travel preferred, sequence of visits, hotel accommodation, appointments and engagements, etc. b) Do special preparations required in case of overseas tour. c) Before departure on tour, we should hand over all the related papers and other things. They may include transportation tickets and reservation slips,</p>	(1x2=2)

	<p>hotel reservation confirmation, Laptop, a copy of itinerary, financial resources viz. Cash, credit cards, traveller's cheques etc., all letters, memoranda, reports and programmes required during the tour, etc. (any two)</p>	
30.	<p>Write the full form of: (a) RTGS (b) NEFT</p> <p>Ans. (a) Real Time Gross Settlement (c) National Electronic Funds Transfer</p>	(1x2=2)

Answer any 5 questions out of the given 7 questions of 3 marks each:

31.	<p>"It is important for a Secretary to cope with pressure, deadlines and multitasking." In view of the statement, discuss any three personal qualities which are important for a Secretary in the world of work?</p> <p>Ans. (a) Adaptability: If Private Secretary has got the quality of adaptability, adjustment under all the situations in office becomes easy and less straining, it is important that a Private Secretary should be adaptable to all kinds of people, situations and problems. (b) Cooperative Attitude: In an organization, cooperativeness means assisting every member with a courteous and helpful attitude including exercising self-control at times of extra pressure. (c) Courtesy: A Secretary should show proper consideration for all members of the organization as well as to outside callers. Courtesy may be shown in greeting each member and visitor pleasantly, offering a seat, etc. and with use of words such as 'Please' or 'Thank you', whenever required. (d) Punctuality: Punctuality means available to the executive for work at the desired time and also to finish the assigned job at the proper time. One must not be a 'Late Starter' or 'Early Stopper'. (e) Tactfulness: Tact enables one to act in a particular fashion under particular situations. It is the personal skill in saying or doing what is required by the circumstances, the ability to handle a difficult situation in a right and positive manner. It has been called the "Fine art of avoiding offence". (any three)</p>	(1x3=3)
32.	<p>Write any three advantages of using Mail Room Equipment and Machines.</p> <p>Ans. (a) Increase in the speed of operations- Hand Operated Sealing Machines can seal about 100 envelopes a minute while electrically operated ones can operate at a speed of 15000 envelopes in an hour.</p>	(1x3=3)

	<p>(b) Simplification of fixing of postage and avoidance of misuse of postage stamps- With Postal Franking Machine, there is less risk of misappropriation of postal stamps, avoidance of errors in stamping and simplification in keeping the account of stamps used.</p> <p>(c) Improvement in efficiency and accuracy- A Letter Opening Machine operates manually or electrically at a great speed and can open 100 to 500 letters per minute and work of opening of mail can be efficiently managed.</p> <p>(d) Saving of time: An Automatic Numbering & Dating Machine is used for stamping on the incoming mail. In this machine, the next serial numbers and date automatically changes after every use with the help of self-inking stamp pad thus saving a lot of time.</p> <p>(any three)</p>	
33.	<p>Describe any two indexing techniques which are used for locating records efficiently.</p> <p>Ans. (a) Card Index: It consists of a number of cards of a standard size, each concerned with one item of index. The heading is written on the top edge of the card and the remaining space is used to indicating the place where the corresponding record is kept. This lower portion of the card also carries certain essential information.</p> <p>(b) Loose Leaf Index: In this type of index, the pages on which the index is prepared are not bound. Here the pages are fitted on to a metal hinges and screwed. Thus, wherever required some pages can be taken out and/or additional pages can be inserted.</p> <p>(d) Bound Book Index: In this form of index, a bound book or a register is divided into various sections. Each section is allotted an alphabet. Names of the parties and the persons starting from a particular alphabet are written in the concerned section. At the outer margin of the page letter groups are shown by cut outs so that the initial letters of all the sections are visible at a glance. All entries relating to a particular letter of the alphabet are arranged in the same section or pages reserved for the same letter of the alphabet in a strict alphabetical order.</p> <p>(any two)</p>	(1.5x2=3)
34.	<p>Discuss the role of a PA/PS during a meeting.</p> <p>Ans. (a) To obtain signatures of the members present in the Attendance Book or on Attendance Sheets.</p> <p>(b) To help the Chairperson in ascertaining the quorum.</p> <p>(c) To keep before the Chairperson the necessary papers, files and documents for ready reference and to distribute papers and documents, if any, to the members.</p> <p>(e) To read the notice of the meeting, apologies for absence, minutes of the last meeting and Auditors' Report etc., if directed by the Chairperson to do so.</p> <p>(e) To see that tea/coffee/snacks etc. are served.</p> <p>(f) To take notes of the proceedings of the meeting.</p> <p>(any three points)</p>	(1x3=3)

35.	<p>What documents are necessarily needed for an overseas business tour?</p> <p>Ans. (a) Passport: Passport is an official document issued by a component public authority or official; the sovereign head of the country.</p> <p>(b) Visa: Visa "Visitors Intended Stay Abroad" is an entry in passport or other travel document made by a consular official of a government to indicate that the bearer has been granted authority to enter or re-enter the country concerned.</p> <p>(b) Health documents: Most of the countries have made it mandatory for visitors to get vaccinated prior to their visit as a precautionary measure.</p> <p>(c) Travel Insurance Policy: Travel insurance policy is taken by almost all the visitors during travelling abroad. It covers several risks associated with travel viz. Loss of luggage, legal and medical expenses, travel delays etc.</p> <p>(d) Currency: This includes details of how much currency can a passenger bring into the country and how much foreign exchange can a passenger carry out of a country.</p> <p>(any three)</p>	(1x3=3)
36.	<p>Explain the difference between the terms - Overdraft and Demand Draft.</p> <p>Ans. Overdraft: An Overdraft allows a person to borrow money for short time through current account. Having overdraft facility from a bank helps an individual or businessmen to meet with short term cash flow problems.</p> <p>Demand Draft: It is a cheque or a document stating to pay the amount written on this document on demand. This document is issued by the bank requesting to pay the specified amount to the person in whose name this demand draft is issued.</p>	(1.5x2=3)
37.	<p>Mention the utility of ECS and ATM in banking transactions.</p> <p>Ans. Electronic Clearing System (ECS): It helps to credit the funds faster. Under this system, the account holder can make payment to other parties having their account in the same bank without issuing any proper instrument. This system is restricted or limited to the accounts maintained in one or different branches of the same bank within or outside the city. The computer system allows the transfer of funds to the other party after verifying the details from the account.</p> <p>b) Automated Teller Machine (ATM): It is installed by almost all the banks to facilitate the customers to withdraw money at any time as per their convenience on all the days of the year. For this, an ATM card is issued which has a PIN number. When this card is used on the machine, a password is to be typed or set before the transaction is carried on. It gives the amount punched by the customer after taking into account the balance of the customer's account and the money is released.</p>	(1.5x2=3)

Answer any 3 questions out of the given 5 questions of 5 marks each:

<p>38.</p>	<p>Explain various routine and miscellaneous duties which a PS of a multi- national company is usually required to perform.</p> <p>Ans. Routine Office Duties:</p> <ul style="list-style-type: none"> i) Take dictation and transcribe the same on computer. ii) To tabulate data and prepare charts, make simple calculations etc. iii) Correspondence with other organizations on the instructions of the boss or take initiative for briefing the information to the executive. iv) Handling inward and outward mail both physical mail and e mail. v) Locating information from various sources on internet vi) Maintaining both incoming and outgoing; whether physically files or by doing e filing vii) Operation of office machines and their maintenance. viii) Maintaining appointment diary, memory aids, etc. ix) Locating information from various sources including internet such as rail time table, dictionary, tourist guide, ready reckoner, etc. <p>Miscellaneous duties:</p> <p>Private Secretary has to do some miscellaneous duties like to-</p> <ul style="list-style-type: none"> i) prepare Power Point Presentations on various topics. ii) work as Data Entry Operator. iii) present the concise information when the officer has to sit for an interview. iv) draft the reports and speeches for meetings and workshops, etc. v) supervise the junior employees and their training, etc. vi) act as a liaison officer between the employer and the employees. vii) advise the executive on personnel and other matters in relation to office machine, equipment and stationery, etc. 	<p>(2.5x2=5)</p>
<p>39.</p>	<p>Suggest a routine usually followed for an efficient handling of incoming physical (paper) mail in a large organization.</p> <p>Ans. The following procedure is usually followed in handling of incoming paper mail if received physically:</p> <p>1. Receiving Mail</p> <p>Mail is delivered once or twice a day by a Postman while mail from special messengers or courier companies keep pouring throughout the day.</p> <p>2. Sorting Mail</p> <p>After receiving the mail, it is necessary to sort the received mail so that mail marked as Private, Personal, Secret, Confidential etc. are not opened.</p> <p>This type of mail is directly delivered to the person concerned unopened. Important mail viz. court summons, tenders, confidential reports etc. is sorted out from the routine mail to accord priority in opening. Routine mail consisting of sales letters, catalogues, product literature etc. are opened at last.</p>	<p>(5)</p>

3. Opening Mail

A paper knife is generally used for opening envelopes. In case of large mail, a Letter Opening Machine is helpful as it improves efficiency and opens the mail neatly. While opening an envelope, it should be ensured that:

- contents of the envelope are not damaged.
- before disposing off the envelope, nothing is left inside the envelope.
- enclosures are fastened if they are not properly tagged.

4. Examining Contents and Stamping Mail

After opening the mail, a Secretary should briefly examine its contents. Examining of contents is done to again sort out the mail which needs immediate action so as to accord priority.

All the mail received is date-stamped to authenticate receiving of the same

in the organization. It can be done with the help of a Rubber Stamp or an Automatic Numbering & Dating Machine. A specimen of date stamping is:

M/s Concept Technology, New Delhi

Date _____ Time _____

Diary No. _____

Signature _____

5. Recording Mail

Incoming Mail Register is also called Diary Register or Dak Register. Recording of mail helps in tracing out any received letter at a later date. The Incoming Mail Register also has a column viz. Date of Reply to ensure that all the received mail has been attended to.

Specimen of Incoming Mail Register

S.No./ Diary No.	Date	Ref. No. of letter	Name & Address of Sender	Brief Subject	Deptt./Official referred	Initials of Receiver	Date of Reply

6. Distributing Mail

The recorded mail is segregated department-wise and immediately distributed to the concerned departments by a peon or messenger.

7. Follow-up Action

Every incoming mail which needs a follow up action should be quickly attended to by the concerned official. In business houses, it is ensured that every mail received should be disposed- off within maximum 3-4 days, wherever possible.

<p>40.</p>	<p>Explain Geographical System of Classification of Files along with its advantages and disadvantages.</p> <p>Ans. This system is suitable for organization which has its business spread in different geographical regions. Under this system the files are grouped on country, states, towns or district basis, according to the area of operation. Various geographical groups of records are arranged alphabetically. The following steps may explain the system for better understanding:</p> <p>For adopting geographical system of filing, firstly, the whole area, lets it a country, is divided into different zones. There may be north zone, south zone, east and west zone. The areas converted under each zone are clearly identified. Then, zones are further divided into states: North Zones: Haryana, Himachal Pradesh, Punjab, Uttar Pradesh South Zone: Andhra Pradesh, Karnataka, Kerala, Orissa, Tamil Nadu. With each state district wise or town wise classification is made in an alphabetical manner: District Wise: Haryana: Ambala District, Karnal District, Rohtak District Town wise: Punjab: Amritsar, Hoshiarpur, Jalandhar, and Ludhiana Then as per convenience, individual classification for different parties is done.</p> <p>Advantages:</p> <ol style="list-style-type: none"> I. It assists in speedy location of the files in organizations where business is spread in many geographical regions. II. It is simple and advantageous to study comparatively the progress made in different areas. <p>Disadvantages:</p> <ol style="list-style-type: none"> I. Geographical knowledge of the whole country must be known to the person or department responsible for filing. In the absence of such knowledge his system will fail. II. This system alone cannot help much. It must be combined with other methods, viz. alphabetical, numerical, etc. <p>(2 marks for explanation of Geographical System of Classification, 1.5 marks for advantages and 1.5 marks for disadvantages)</p>	<p>(2+1.5+1.5=5)</p>
<p>41.</p>	<p>Write short notes on:</p> <ol style="list-style-type: none"> a) Types of Meetings b) Minutes of Meeting <p>Ans. a) Types of Meetings:</p> <ul style="list-style-type: none"> • Public meetings • Business meetings. <p>Public Meetings are those meetings which are open to the members of the public in general. These are generally held at some public place like a park or public hall. The purpose of these meetings may be to propagate some knowledge or belief. Notice of such meetings is served by announcements in the newspapers or by posters etc. Civic reception meetings, political meetings etc are examples of the public meetings.</p> <p>Business Meetings are those meetings which are held by private bodies or associations of persons and in which affairs or business of the private body</p>	<p>(2.5x2.5=5)</p>

	<p>concerned are discussed. These are open to those persons only who are the members of that body or those who have been invited to attend. Business meetings may be classified as:</p> <ol style="list-style-type: none"> i) General Meetings ii) Committee or Sub-committee meetings <p>General Meetings are those meetings which are open to all the members of the body or organization concerned. At such meetings, the general business of the organization is transacted and discussed. These meetings could be Ordinary (Annual General Meeting) or Extra Ordinary or Emergency (in case of emergency or contingency). It is mandatory for all the business organizations to have an Annual General Meeting (AGM) in which annual accounts are presented and passed, past activities are reviewed and future plans are approved.</p> <p>Committee Meetings are the meetings in which only concerned or elected members are invited. Governing Body Meeting, Board of Directors or Specific Committees (like Sales Committee, Canteen Committee or Finance Committee etc.) are examples of such meetings.</p> <p>b) Minutes of Meeting: The term 'Minutes' in literal sense means a note to preserve the memory. In relation to meetings, minutes may be defined as a record of the proceedings of the meeting and are kept to preserve a brief, accurate and clear record of the business transacted.</p> <p>The minutes of any meeting serves as an official record of what took place i.e. the points discussed and decisions taken during any meeting. One must be very accurate in doing so.</p>	
42	<p>Outline step by step procedure for booking online train reservation from Delhi to Amritsar in Shatabadi Express.</p> <p>Ans.</p> <ul style="list-style-type: none"> • Log in to your IRCTC account using your credentials. • Select e-ticket (electronic ticket) option. • Click on Book Ticket and fill in details for plan my travel i.e. enter the details including the origin- Delhi, destination-Amritsar, date of travel. • Select the train - Shatabadi and class. • Check for the seat/berth availability. • Use existing passenger list or add passengers. • Check the status - "AVAILABLE". • Once again check electronic reservation form. • Scroll down to the "Payment Option" section at the bottom of the page. Choose how you want to pay and click on "Make Payment" 	(5)