CBSE | DEPARTMENT OF SKILL EDUCATION

OFFICE PROCEDURES AND PRACTICES (SUBJECT CODE 824)

CLASS XI (SESSION 2021-2022)
BLUE-PRINT FOR SAMPLE QUESTION PAPER FOR TERM -1

Max. Time Allowed: 90 Minutes (1½ Hrs.)   **Max. Marks: 30**

PART A - EMPLOYABILITY SKILLS (05 MARKS):

UNIT NO.	NAME OF THE UNIT	NO. OF QUESTIONS (1 MARK EACH)
1	Communication Skills-III	2
2	Self-Management Skills-III	2
3	Information and Communication Technology Skills-III	2
TOTAL QUESTIONS		**6 Questions**
NO. OF QUESTIONS TO BE ANSWERED		**Any 5 Questions**
TOTAL MARKS		**1 x 5 = 5 marks**

PART B - SUBJECT SPECIFIC SKILLS (25 MARKS):

UNIT NO.	NAME OF THE UNIT	NO. OF QUESTIONS (1 MARK EACH)
1	Introduction of Office, Office Manager, Organizational Charts and Manual	10
2	Office- Space & Environment Management	10
3	Office Forms and Stationery	10
4	Communication	1
TOTAL QUESTIONS		**31 Questions**
NO. OF QUESTIONS TO BE ANSWERED		**25 Questions**
TOTAL MARKS		**1 x 25 = 25 MARKS**

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Max. Time Allowed: 90 Minutes (1½ Hrs.)   **Max. Marks: 30**

General Instructions:

1. Please read the instructions carefully
2. This Question Paper is divided into 03 sections, viz., Section A, Section B and Section C.
3. Section A is of 05 marks and has 06 questions on Employability Skills.
4. Section B is of 20 marks and has 25 questions on Subject Specific Skills.
5. Section C is of 05 marks and has 07 competency-based questions.
6. Do as per the instructions given in the respective sections.
7. Marks allotted are mentioned against each section/question.
8. All questions must be attempted in the correct order

SECTION A

Answer any 5 questions out of the given 6 questions on Employability Skills   (1 x 5 = 5 marks)

1.	The sharing of information by using words is called ………... Communication. a. Visual b. Public c. Non-verbal d. Verbal	1
2.	Questions that can be answered with a 'Yes' or a 'No' are called ……… questions. a. Open b. Closed c. Small . **d.** Main	1
3.	The process of working together in a group is called ……… work. a. Company b. Sharing c. Group d. Team	1

4.	Which of the following is a good choice of clothes when you go out to meet friends socially?
	     a. School uniform
	     b. Formal Shirt & Pant
	     c. Casual Shirt and Jeans
	     d. Salwar Kameez
		1

5.	Which short cut key is used to create a new word document?
	     a. Ctrl+C
	     b. Ctrl+N
	     c. Ctrl+M
	     d. Ctrl+D
		1

6.	The menu bar is found at the ………. Of the LibreOffice window.
	     a. Top
	     b. Bottom
	     c. Left side .
	     d. Right side
		1

SECTION B

Answer any 20 questions out of the given 25 questions   **(1 x 20 = 20 marks)**

7.	Who quoted that, "Office is to be a business what the mainspring is to a watch".
	     a. R.C. Bhatia
	     b. L.R. Dicksee
	     c. Dr. G.D. Bisht
	     d. P.K. Ghose
		1

8.	Which of the following is not the function of Modern Office?
	     a. Record the information
	     b. Public relation function
	     c. To arrange the information
	   d. To arrange trips of staff
		1

9.	In which office the use of paper is eliminated or greatly reduced.
	     a. Paperless Office
	     b. Head Office
	     c. Traditional Office
	     d. Government Office
		1

10.	What is the full form of PDF?
	     a. Printed Document Format
	     b. Portable Document Format
	     c. Personal Document Format
	     d. Portable Document Folder
		1

11.	A ……………… office is business location that exists only in cyberspace
	    a. Modern
	    b. Virtual
	    c. Traditional
	    d. Personal
		1

12.	Office Manager is called the …………… man in the organization.
	    a. Key
	    b. First
	    c. Super
	    d. Common
		1

13.	When the office systems or procedures are reduced in writing in the form of a book they are called ………………
	    a. System
	    b. Office Manual
	    c. Organization file
	    d. Practice
		1

14.	Which of the following is the disadvantage of centralization of office services?
	    a. Economy .
	    b. Specialization
	    c. Possibilities of error
	    d. Standardization
		1

15.	What is the other name of front office …………………
	    a. Private Office
	    b. Window Office
	    c. Front room
	    d. Reception
		1

16.	Favourable working conditions in the office increases the …………… of the workers.
	    a. Salary
	    b. Efficiency
	    c. Power
	    d. Right
		1

17.	Instead of many supervisors only one person will be appointed for better supervision in …………..system of office services
	    a. Decentralization
	    b. Online
	    c. Traditional
	    d. Centralization
		1

18.	What would be the impact on workers if there is an improper ventilation in the office?
	    a. Lowers the efficiency
	    b. Reduces fatigue
	    c. High morale
	    d. More concentration
		1

19.	There are two types of Office noise …………… and ……………
	    a. Open and close
	    b. Internal and external
	    c. Front and back
	    d. Office Machines and talking employees
		1

20.	The concept of 'Open Office' is not suitable for the work which requires ………………
	and concentration of work.
	    a. Result
	    b. Secrecy
	    c. Flexibility
	    d. Supervision
		1

21.	Physical verification of stock helps in …………
	    a. Inaccuracy of Stock Register
	    b. Reduces the possibility of fraud
	    c. Hides the weakness of the system
	    d. Helpful for overstocking
		1

22.	A large room where all the departments, staff and equipment are accommodated
	without partition wall is known as …………….
	    a. Back Office
	    b. Big Office
	    c. Open Office
	    d. Personal Office
		1

23.	Free flow of natural light and air is possible in a/an …………… office.
	    a. Small
	    b. Big
	    c. Front
	    d. Open
		1

24.	A register which is used to keep the record of receipt and issue of stock items is
	called …………….
	    a. Stock Register
	    b. Account Book
	    c. Record Book
	    d. Maintenance Diary
		1

25.	To avoid overstocking of stionery items, which document is used to track every
	stationery item in the store room?
	    a. Stationery Bills
	    b. Inspection Book
	    c. Bin Card
	    d. Requisition slips
		1

26.	There are generally two types of stock registers that are maintained in an organization, consumable stock register and ………………
	     a. Stationery Register
	     b. Permanent Stock Register
	     c. Bill book
	     d. Purchase Register
		1

27.	Stationery items issued should be recorded in the …………… register.
	     a. Record
	     b. Personal
	     c. Stock
	     d. Store
		1

28.	Certain ………… are to be observed at the time of designing Office Forms.
	     a. Principles
	     b. Style
	     c. Examples
	     d. Sequence
		1

29.	Filling up of …………….form is a computer version of paper form.
	     a. Manual
	     b. Electronic
	     c. Admission
	     d. Passport
		1

30.	With the help of office forms, information can be collected, processed and supplied in a ……… way.
	     a. Machine
	     b. Printed
	     c. Systematic
	     d. Common
		1

31.	The word communication has been derived from the Latin word ……………. which means 'common understanding or opinion'.
	     a. 'Common'
	     b. 'Communis'
	     c. 'Communique'
	     d. 'Info'
		1

SECTION C
(COMPETENCY BASED QUESTIONS)

Answer any 5 questions out of the given 7 questions '   **(1 x 5 = 5 marks)**

32.	Which is the most suitable method of collecting information from customers in Paperless office concept?
	     a. e-forms
	     b. Paper forms
	     c. Personal meeting
	     d. Phone call
		1

33.	Your boss/executive wants your suggestion on – 'which type of organizational chart will be suitable for mentioning duties of employees.'
	    a. Personnel Organization Chart
	    b. Sketch Book
	    c. Functional organization chart
	    d. Flow Chart
		1

34.	Where should be the room of the officer or executive located whom outsiders have to visit often?
	    a. Inside building
	    b. Top floor
	    c. Near reception
	    d. Near store room
		1

35.	Which type of office will be suitable for top executives of your organization.
	    a. Open
	    b. Back
	    c. Private
	    d. Work from home
		1

36.	As a Stock Incharge of your organization, how can you put control on over-consumption of office stationery?
	    a. Fixing responsibility
	    b. Consumption without supervision
	    c. Issue stationery without requisition slip signed by department head
	    d. Without keeping record on Bin Card
		1

37.	What will you do when you find that the stock of stationery item has reached at the minimum level?
	    a. No stock notice will be hanged
	    b. Lock the store room
	    c. Start the purchasing process
	    d. Inform staff use less stationery
		1

38.	As a Manager which type of communication is helpful to know the reaction of your subordinate?
	    a. Formal Communication
	    b. Informal Communication
	    c. Diagonal Communication
	    d. Wheel Communication
		1