

Read the instructions carefully before attempting questions from each group.

GROUP – A

Q.No. 1. Answer all questions selecting the right options. Each carries 1 Mark [1 X 10 = 10]

- i. _____ is a place where clerical and administrative functions are carried out.
(a) Factory (b) Office (c) Showroom (d) Production department
- ii. _____ correspondence refers to correspondence between the individuals, departments, sections, and branches of the same organization.
(a) External (b) Internal (c) Sales (d) Personalized
- iii. The letter written by the seller for collection of money for collection of money for the goods supplied to the buyer is called _____ letter.
(a) Recovery (b) Order (c) Quotation (d) Complaint
- iv. A _____ is someone who types what people or dictator says.
(a) Office Manager (b) Sales Executive (c) Stenographer (d) Supervisor
- v. _____ records are key sources of information and evidence used to prepare, verify and/ or audit financial statements.
(a) Correspondence (b) Accounting (c) Personnel (d) Legal
- vi. _____ filing is an arrangement of countries, towns, other areas in an alphabetical order.
(a) Alphabetical (b) Numerical (c) Geographical (d) Subject-Wise
- vii. The process of pointing out the proper location of files easily and quickly is known as _____.
(a) Filing (b) Indexing (c) Departmentation (d) Centralisation
- viii. _____ office comprises departments of financial services which ensure the profit flows.
(a) Front (b) Middle (c) Virtual (d) Back
- ix. Which one of the following is not an equipment of artificial ventilation?
(a) Exhaust fans (b) Coolers (c) Room Heaters (d) Water Purifier
- x. _____ Furniture provides greater desk areas and takes up the minimum floor space.
(a) Executive Desks (b) Special Purpose Desks (c) Clerical Desks (d) Modular

GROUP – B

Q.No. 2. Answer any 4 (four) questions each within 50 words. Each carries 5 marks [5 X 4 = 20]

- a) Briefly narrate about the different activities performed in an office.
- b) What do you mean by office work? Briefly write down the purposes of an office.
- c) Write the procedure of handling incoming mail.
- d) What are the factors to be considered while choosing office furniture?

- e) What are the purposes of records management?
- f) What is indexing? Explain the different types of indexing.

GROUP – C

Q.No.3. Answer any 4 (four) questions each within 200 words. Each carries 10 Marks [10 X 4 = 40]

- a) What do you mean by office? Briefly elaborate the different types of office.
- b) What is office management? Enumerate the elements of office management.
- c) What do you mean by office lighting? Discuss the different types of lighting system.
- d) Explain the different types of furniture used in an office.
- e) Briefly elucidate the different principles of record management.
- f) What are the characteristics of a good filing system?

GROUP – D

Q.No.4. Answer any 2 (two) questions each within 250 words. Each carries 15 Marks. [15 X 2 = 30]

- a) “No organization with its name can exist without an office”. Justify the sentence reflecting the importance of an office.
- b) What do you mean by departmentation? Narrate the different basis of departmentation.
- c) Explain the functions performed by an office manager in a business organization.
- d) What do you mean by filing? Narrate the different classification of filing system.

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