

VIDYA VIKAS MANDAL'S
RAMCRISNA MADEVA SALGAOCAR HIGHER SECONDARY SCHOOL

Margao Goa

STD:- XI OM
SUBJECT:- OFFICE ADMINISTRATION

DATE :-26/3/2024
DURATION:-2 HRS
MAX MARKS:-50

SECOND TERMINAL EXAMINATION MARCH 2024

No. of Printed pages: - 2

INSTRUCTION

1. There are four sections in the question paper(A, B, C & D) consisting of 23 questions
2. In section A there are eight questions of which question no. 1 to 4 are multiple choice questions, question no. 5 & 6 are to be answered in one word, phrase or figure and question no. 7 & 8 are to be answered in one sentence each
3. Attempt all the questions however internal choice is given for question number 20 and 23
4. Figures to the right indicate marks allocated to each questions
5. Write the number of each questions clearly on the answer book

SECTION A

- | | | |
|---|--|---|
| 1 | The quorum required for general meeting of public company is _____
<ul style="list-style-type: none">• 5• 4• 2• 3 | 1 |
| 2 | The art of informing or criticizing without embarrassing or hurting people's feelings _____
<ul style="list-style-type: none">• Punctuality• Tact• Reliability• sincerity | 1 |
| 3 | Forms which are sent to the customers, creditors and other persons outside the business are known as ____
<ul style="list-style-type: none">• Multiple forms• Outside contract forms• Internal office forms• EDP forms | 1 |

- | | | |
|---|--|---|
| 4 | A small portion of goods which represent the whole lot is known as _____ | 1 |
| | <ul style="list-style-type: none"> • Specimen • Sample • Pattern • Description | |
| 5 | Person in office administration and support position. | 1 |
| 6 | Any alteration or modification made in a motion before meeting. | 1 |
| 7 | What are office forms? | 1 |
| 8 | Who is proxy? | 1 |

SECTION B

- | | | |
|----|--|---|
| 9 | Explain any two advantages of office forms. | 2 |
| 10 | State and explain any two factors affecting reception room. | 2 |
| 11 | Give the difference between ordinary resolution and special resolution(two point) | 2 |
| 12 | Explain the importance of proper form designing. | 2 |
| 13 | Explain any two principles of proper form designing. | 2 |
| 14 | Explain any two duty of receptionist. | 2 |

SECTION C

- | | | |
|----|---|---|
| 15 | State and explain the qualities of receptionist.(any three) | 3 |
| 16 | Explain the essentials of a valid meeting. | 3 |
| 17 | Describe the qualification of a receptionist. | 3 |
| 18 | State and explain any three methods of purchasing stationery. | 3 |
| 19 | Give the skills of receptionist in detail.(any three) | 3 |
| 20 | What is quorum? State the requirement of quorum. | 3 |

Or

Differentiate between voting by poll and voting by ballot.

SECTION D

- | | | |
|----|--|---|
| 21 | Differentiate between Postponement of meeting and Adjournment of meeting.(four points) | 4 |
| 22 | Mention the important points the receptionist should keep in mind while receiving a visitor. | 4 |
| 23 | Explain any four methods of voting | 4 |

Or

What are the rights of the chairman?(any four)
