

VIDYA VIKAS MANDAL's  
RAMACRISNA MADEVA SALGAOCAR HIGHER SECONDARY SCHOOL

PRELIMINARY EXAM JANUARY 2024

STD: XII OFFICE MANAGEMENT (VOC)

DATE: 24 /01/2024

SUB:OFFICE ADMINISTRATION

TIME: 2.30 pm to 4.30 pm

MAX MARKS: 50

**INSTRUCTIONS:**

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 question.
5. Write the number of each questions clearly on the answer book.

No. of pages:-02

**SECTION A**

1. The type of interview where the interviewer should try to find out the cause of poor performance instead of merely scolding or indulging in destructive criticism is \_\_\_\_\_ 1
  - Panel Interview
  - Appraisal Interview
  - Reprimand Interview
  - Job Promotion Interview
2. Managerial leadership style is also known as \_\_\_\_\_ 1
  - Transactional leadership
  - Laissez- Faire leadership
  - Transformational leadership
  - Autocratic leadership
3. A person who is in charge of work done in a particular department or office is known as \_\_\_\_\_ 1
  - Clerk
  - Accountant
  - Manager
  - Superintendent
4. The stage of team development where the roles and responsibilities of each of the team members are decided and accepted by all team members is \_\_\_\_\_ 1
  - Performing
  - Norming
  - Forming
  - Storming
5. What is S.E.C as an essential to excellent customer service? 1
6. Name the person who is responsible for keeping building or place in good condition. 1



7.	Define Leadership	1
8.	What is customer service?	1
<b>SECTION B</b>		
9.	State ant two advantages of Autocratic leadership style.	2
10.	Explain any two sets of appeals used by the writers of sales letter.	2
11.	Write a short note on forming stage of team development.	2
12.	Explain any two types of selection interview.	2
13.	State four different purpose of sales letter.	2
14.	Write a short note on job promotion interview.	2
<b>SECTION C</b>		
15.	Explain any three functions of manager.	3
16.	State and explain the three types of consumer grievances.	3
17.	Explain any three qualities of a leader.	3
18.	Explain any three factors influencing leadership style.	3
19.	Explain any three skills for excellent customer service	3
20.	Explain the procedure to be followed to obtain information under the right to information act of 2005.	3
Or		
Explain the procedure for redressal of consumer grievance in India		
<b>SECTION D</b>		
21.	Explain any eight duties and responsibilities of Chief Executive Officer	4
22.	Distinguish between teamwork and work group (four points)	4
23.	Explain any four characteristic of good customer service.	4
Or		
Enumerate any four functions of customer service		

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