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Time : 2 Hours

OFFICE ADMINISTRATION

Subject Code

V	4	2	1	6
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Total No. of Questions : 23 (Printed Pages : 4)

Maximum Marks : 50

- INSTRUCTIONS :**
- (i) There are *four* sections in the question paper (A, B, C & D) consisting of **23** questions.
- (ii) In Section A there are eight questions of which question nos. 1 to 4 are Multiple Choice Questions, question nos. 5 & 6 are to be answered in one word, phrase or figure and question nos. 7 & 8 are to be answered in one sentence each.
- (iii) Attempt all the questions however internal choice is given for question numbers **20** and **23**.
- (iv) Figures to the right indicate marks allotted to each question.
- (v) Write the number of each question clearly on the answer book.

SECTION A

1. A person who is responsible for keeping building or place in good condition is 1
- Cashier
 - Accountant
 - Superintendent
 - Chief Executive Officer
2. An interview which can be a very unpleasant experience for a candidate is 1
- Appraisal interview
 - Panel interview
 - Stress interview
 - Grievance interview
3. The full form of S.E.C. is 1
- Smile eye contract comment
 - Small eye conduct comment
 - Small eye comment contact
 - Smile eye contact comment
4. The new style of leadership where rewards and punishments are divided based on the performance of the followers is 1

- Situational leadership
 - Participative leadership
 - Transformational leadership
 - Transactional leadership
5. A letter which addresses an individual personally and attempts to change the person into an interested potential buyer. 1
 6. A person who answer telephone direct calls and takes messages. 1
 7. What is Service ? 1
 8. What is Leadership ? 1

SECTION B

9. State *four* stages in planning a sales letter. 2
10. Explain any *two* qualities of an ideal team. 2
11. As a candidate how will you prepare your mind before an interview. 2
12. Write a short note on circular and multiple letters. 2
13. State *two* advantages of Autocratic leadrship style. 2
14. Explain any *two* types of Selection Interview. 2

SECTION C

15. Explain the importance of team work in a competitive business environment.
(3 points) 3
16. Explain any *three* factors influencing leadership style. 3

17. What are the job duties of an Accountant ? (6 points) 3
18. Explain the characteristics of good customer services. (Any 3 points). 3
19. Mention *six* important redressal laws passed in India for consumer protection. 3
20. Explain the procedure to be followed to obtain information under the Right to Information Act of 2005. (6 points). 3

Or

Explain the procedures for redressal of consumer grievances in India (*three* points). 3

SECTION D

21. Enumerate any *four* functions of a Manager. 4
22. Distinguish between Work Group and Team (*four* points). 4
23. Explain the types of customer services provided by business. (*four* points). 4

Or

Explain *four* functions of customer services. 4