

**VIDYA VIKAS MANDAL'S  
RAMCRISNA MADEVA SALGAOCAR HIGHER SECONDARY SCHOOL  
MARGAO- GOA  
FIRST TERM EXAMINATION**

Std. XI OM  
Date 17/10/2021

SUB: OFFICE ADMINISTRATION

Max. Marks: 20  
Duration: 1hr

**Instructions:**

1. All questions are compulsory.
2. Figures to the right indicate full marks.
3. Write the no. of questions correctly.

**SECTION A**

Select the correct alternative from those given below:

1. Determining what is to be done, who is to do it and where it is to be done is considered as \_\_\_\_\_ (scheduling, planning, coordination, direction) 1mk
2. Combination of politeness, warmth of heart and sincerity is known as \_\_\_\_\_ (Clarity, conciseness, competence, courtesy) 1mk

Answer the following in a word or a phrase:

3. Writer of the letter mentally places himself in the position of the letter reader. 1mk

Answer the following in one sentence:

4. What do you understand by interior decoration? 1mk

**SECTION B**

Answer the following in about 20 to 30 words:

5. Explain the following terms.  
i. Receiving the mail      ii. Sorting the mail 2mks
6. State and explain the importance of an office. (Two points) 2mks
7. State and explain the importance of business correspondence. (Two points) 2mks
8. State and explain any two benefits of a good lighting. 2mks
9. State any four objectives of office procedure. 2mks

**SECTION C**

Answer the following in about 50 to 60 words:

10. State and explain any three types of office. 3mks
11. State and explain any three sanitary requirements. 3mks

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