

**VIDYA VIKAS MANDAL'S
RAMCRISNA MADEVA SALGAOCAR HIGHER SECONDARY SCHOOL
MARGAO- GOA
SECOND QUARTERLY TEST**

Std. XI OM

Date: 25/02/2022

SUB: OFFICE ADMINISTRATION

Max. Marks:20

Duration: 1hr

General instructions:

- i. All questions are compulsory.
- ii. There are three sections in this question paper (A, B, C)
- iii. In section A there are four question of which number 1&2 are multiple choice questions. Question number 3 is to be answered in a word, phrase, or figure and question number 4 to be answered in one sentence only.
- iv. Figures to the right indicate marks allotted to each question.
- v. Write the number of questions clearly on your answer book.

SECTION A

Select the correct alternative from those given below:

1. The specimen of goods is known as a ____ (quotation, description, sample, inspection)(1)
2. The art of informing or criticizing without hurting people's feeling is called as _____ (tact, discretion, loyalty, reliability) (1)

Answer the following in a word or a phrase:

3. A person in an office administration and support position . (1)

Answer the following in one sentence:

4. What is a form? (1)

SECTION B

Answer the following in about 20 to 30 words:

5. Write any two advantages of office forms. (2)
6. Give the classification of forms. (Two points) (2)
7. State the purpose of office forms. (Two points) (2)
8. Explain why a receptionist is important to an organisation. (Two points) (2)
9. State any four communication skills of a receptionist. (2)

SECTION C

Answer the following in about 50 to 60 words:

10. State and explain any three principles of form designing. (3)
11. State and explain any three factors to be considered related to the reception room. (3)
