

STD:-XI

Stream: - OM

Sub: - Office Administration

Marks:-40

Dur:-2 hr

Date:-25/10/24

Exam:-FIRST TERM EXAM OCTOBER 2024

No. of Printed pages: - 2

**INSTRUCTIONS:**

1. All questions are compulsory.
2. Figures to the right indicate full marks.
3. There are four sections in the question paper section
4. Section A consists of two multiple choice questions. Two question to be answered in a word, phrase or figure and four questions to be answered in a sentence.
5. Section B consist of six questions of two marks each to be answered in 20-30 words.
6. Section C consist of four questions of three marks each to be answered in 50-60 words.
7. Section D consists of two questions of four marks to be answered in 80-100 words.

**SECTION A**

- 1 The process of overseeing day to day operations of an office is known as \_\_\_\_\_ 1
  - a) Office Management
  - b) Office Administration
  - c) Office Environment
  - d) Office Procedure
- 2 A \_\_\_\_\_ is a chain of sequential steps in the office work. 1
  - a) Coordination
  - b) Cooperation
  - c) Procedure
  - d) process
- 3 The term refers to formal greetings to the letter reader. 1
- 4 Expels the air from the room. 1
- 5 Define correspondence. 1
- 6 What is filing? 1
- 7 State the meaning of an office. 1
- 8 What is ventilation? 1

**SECTION B**

- 9 State the objectives of office procedure. 2
- 10 State and explain any two characteristics of an office. 2
- 11 Explain the importance of correspondence. (two points) 2
- 12 Discuss the importance of an office. (two points) 2

- 13 Explain any two secondary functions of an office. 2  
14 State and explain kinds of artificial lighting. 2

SECTION C

- 15 State and explain the advantages of office procedure. (three points) 3  
16 Explain any three primary functions of an office. 3  
17 Describe any three principles of correspondence. 3  
18 Explain the sanitary requirements of an office. (three points) 3

SECTION D

- 19 State and explain parts of office correspondence. 4  
20 Explain the procedure to handle inward mail. 4  
Or  
Explain the procedure to handle outwards mail

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