

VIDYA VIKAS MANDAL'S
RAMACRISNA MADEVA SALGAOCAR HIGHER SECONDARY SCHOOL

PRELIMINARY EXAM DECEMBER 2024

STD: XII OFFICE MANAGEMENT (VOC)

DATE: 21 /12/2024

TIME: 1.30 pm to 4.30 pm

SUB: OFFICE ADMINISTRATION

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 question clearly on the answer book.

No. of pages:-02

SECTION A

1. The formal written complaint of employee is called _____ interview. 1
 - Grievance
 - Selection
 - Problem
 - Reprimand

2. The style of leadership saves time in decision making. 1
 - Transformational
 - Autocratic
 - Participative
 - transactional

3. An employee who handles the financial transaction of a company. 1
 - Cashier
 - Accountant
 - Manager
 - Superintendent

4. Who has published forming storming norming performing model of team development 1
 - Dr. Henry Fayol
 - Dr. F.Y. Taylor
 - Dr. Bruce Tuckman
 - Dr. Max Webler

5. State the full form of AIDA. 1

6. A person act as a liaison between the board of directors and shareholders. 1

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|--|---|
| 7. Define Leadership | 1 |
| 8. What are tertiary activities? | 1 |
| SECTION B | |
| 9. State any two factors influencing leadership style. | 2 |
| 10. Explain any two sets of appeals used by the writers of sales letter. | 2 |
| 11. Explain any two task of team leader in team development. | 2 |
| 12. Explain psychological preparation before an interview | 2 |
| 13. State four different purpose of sales letter. | 2 |
| 14. Write a short note on panel interview. | 2 |
| SECTION C | |
| 15. Explain any three responsibilities of accountant. | 3 |
| 16. State and explain the three types of consumer grievances. | 3 |
| 17. Explain any three qualities of a leader. | 3 |
| 18. Explain Democratic leadership style. State any two advantages. | 3 |
| 19. state any six essentials of good 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

SECTION D

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|---|---|
| 21. Explain functions of manager. | 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 types of customer service
