

V.V.M'S
Ramacrisna Madeva Salgaocar Higher Secondary School
Margao-Goa

SECOND TERM EXAM, MARCH 2025

STD: XI OM

Date: 10/03/2025

Subject: OFFICE ADMINISTRATION

Duration: 2 Hrs

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 allotted to each question.
5. Write the number of each question clearly on the answer book.

SR.NO.	SECTION A	MARKS
1	A motion passed by the requisite majority of votes by the members is called as _____. a) Meeting b) Voting c) Amendment d) Resolution	1
2	Form used on computers and other data processing machines is called as _____. a) Single copy form b) EDP form c) Non EDP form d) Multiple copy form	1
3	When a visitor arrives without an appointment, the receptionist should: a) Ignore them b) Politely ask about their purpose and check availability c) Ask them to leave immediately d) Let them enter without verification	1
4	What is the purpose of office forms? a) Waste paper b) Standardize record-keeping c) Increase workload d) Create confusion	1
5	Who is responsible for greeting visitors at an office?	1
6	An expression of a wish or opinion in an authorized formal way for or against a proposal.	1
7	What are office forms?	1
8	What are minutes of the meeting?	1

SECTION B		
9	State any two purpose of forms.	2
10	Explain any two qualifications of a receptionist.	2
11	Explain any two essentials of a valid meeting.	2
12	Explain any two types of forms.	2
13	State any two important points a receptionist should keep in mind while receiving a visitor.	2
14	Explain any two advantages of office forms.	2
SECTION C		
15	Explain any three principles of form designing.	3
16	Explain the following terms : 1. Quorum 2. Notice of a Meeting 3. Motion of a Meeting	3
17	Explain any three duties a receptionist.	3
18	Explain any three methods of purchasing stationery.	3
19	Explain any three factors affecting reception room.	3
20	Distinguish between Voting by Poll and Voting by Ballot. (Any 3 Points) OR Distinguish between Ordinary Resolution and Special Resolution. (Any 3 Points)	3
SECTION D		
21	Distinguish between Postponement of Meeting and Adjournment of Meeting. (Any 4 Points)	4
22	Explain any four methods of voting.	4
23	Explain any four qualities of a receptionist. OR Explain any four skills of the receptionist.	4

ALL THE BEST