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Time : 2 Hours

OFFICE ADMINISTRATION

Subject Code

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| V | 4 | 2 | 1 | 6 |
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Total No. of Questions : 23 (Printed Pages : 4)

Maximum Marks : 50

INSTRUCTIONS : (i) There are *four* sections in the question paper (A, B, C, D) consisting of 23 questions.

(ii) In section A there are eight questions of which question nos. 1 to 4 are multiple choice questions, question nos. 5 and 6 are to be answered in one word, phrase or figure and question nos. 7 and 8 are to be answered in one sentence each.

(iii) Attempt *all* the questions, however, internal choice is given for question nos. 20 and 23.

(iv) Figures to the right indicate the total number of marks allotted to each question.

(v) Write the number of each question clearly on the answer-book.

SECTION A

1. An employee who handles the financial transaction of the company is 1
- Accountant
 - Superintendent
 - Cashier
 - Manager
2. A job interview where an applicant answers the questions from a group of people who make the hiring decision is called as 1
- Appraisal interview
 - Panel interview
 - Stress interview
 - Grievance interview
3. The activities such as farming, mining of coal and minerals from the earth, fishing, hunting etc. are the examples of 1
- Secondary activities
 - Tertiary activities
 - Primary activities
 - Marketing activities
4. Democratic Leadership is also known as 1
- Autocratic Leadership
 - Laissez fair Leadership
 - Participative Leadership
 - Situational Leadership

5. Top executive responsible for a firm's overall operations and performance. 1
6. The new style of leadership under which leaders are generally energetic, enthusiastic and passionate about their work. 1
7. What is Multiple letter ? 1
8. What is Customer service ? 1

SECTION B

9. State any *four* purposes of sales letter. 2
10. Explain the importance of Team work in today's business environment. (2 points) 2
11. State any *four* stages in planning a sales letter. 2
12. Explain any *two* types of selection interview. 2
13. State any *two* advantages of Laissez fair leadership style. 2
14. Write a short note on problem interview. 2

SECTION C

15. Explain the *three* types of consumer grievances under Consumer Guidance Cell. 3
16. Explain the qualities of a good leader. (*three* points) 3
17. What are the duties of Superintendent (6 points) 3
18. Explain any *three* types of customer service. 3

19. Distinguish between work group and team. (three points) 3
20. Describe the procedure for redressal of consumer grievances in India. (3 points)

3

Or

Describe the procedure to be followed to obtain information under the Right to Information Act of 2005. (6 points)

SECTION D

21. Explain any four responsibilities of Accountant in detail. 4
22. Explain any four qualities of an ideal team. 4
23. Explain the skills for excellent customer service. (4 points) 4

Or

Explain the characteristics of a good customer service. (4 points)

SECTION C

16. Explain the three types of consumer grievances under Consumer Guidance Cell. 4
18. Explain the qualities of a good leader. (4 points) 4
17. What are the duties of Superintendent? (4 points) 4
18. Explain any three types of customer service. 4