

**PRELIMINARY EXAM DECEMBER 2025**

STD: XII OFFICE MANAGEMENT (VOC)

DATE: 18 /12/2025  
TIME: 1.30 pm to 3.30 pm  
MAX MARKS: 50

SUB: OFFICE ADMINISTRATION

**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 applicant is put under intentional so that his reaction can be observed 1  
  - Panel Interview
  - Stress Interview
  - Problem Interview
  - Exit Interview
2. The type of leadership to be followed when the team members are lacking 1  
motivation and the required skill \_\_\_\_\_
  - Autocratic leadership style
  - Democratic leadership style
  - Laizze fair leadership style
  - Transformational leadership style
3. A Qualified person who is trained in Book keeping and in preparation, 1  
Auditing and analysis of account. \_\_\_\_\_
  - Cashier
  - Manager
  - Superintendent
  - Accountant
4. The stage of team development where the roles and responsibilities of each 1  
of the team members are decided and accepted by all team members is \_\_\_\_\_
  - Performing
  - Norming
  - Forming
  - Storming
5. People like to have things their neighbours cannot possess. 1
6. An employee who handles the financial transactions of a company. 1

7. Explain any one factor affecting leadership style. 1
8. Define Customer Service. 1
- SECTION B**
9. Explain any two advantages of Democratic leadership style. 2
10. Explain the following appeals used by the writers of sales letter. 2
- i. Testimonials
  - ii. Fear
11. Distinguish between teamwork and work group (two points) 2
12. What is a Panel interview 2
13. State four different purpose of sales letter. 2
14. Write a short note on Appraisal 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 Autocratic leadership style. State any two advantages. 3
19. state any three functions of 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**
21. Explain the functions of a manager. 4
22. Explain any four qualities of a teamwork. 4
23. Explain any four types of customer services. 4
- Or
- Enumerate any four types of tertiary activities. 4

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