

VVM's

RAMACRISNA MADEVA SALGAOCAR HIGHER SECONDARY SCHOOL

Margao Goa

STD: -XI
Stream: - OM
Sub: -Office Administration

Marks: -40
Dur: -2 hr
Date: -10/10/25

Exam: -FIRST TERM EXAM OCTOBER 2025

No. of Printed pages: - 2

INSTRUCTIONS

All questions are compulsory.

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

SECTION A

1. The register in which the details of letters received by the organisation is recorded _____
 - a) Outward Mail register
 - b) Inward Mail register
 - c) Stock register
 - d) Minutes register
2. A _____ is a chain of sequential steps in the office work.
 - a) Coordination
 - b) Cooperation
 - c) Procedure
 - d) Process

- 3 _____ refers to the concluding part of the letter 1
- a) Enclosure
 - b) Complementary close
 - c) Salutation
 - d) Post Script
- 4 Supply of clean and fresh air in the right amount at the right temperature and of the right humidity is called _____ 1
- a) Artificial lighting
 - b) Office Environment
 - c) Exhaust fans
 - d) Ventilation
- 5 Documents attached to the letter are called? 1
- 6 Scientific and systematic storage of documents. 1
- 7 State the meaning of an office. 1
- 8 What is Office Environment? 1

SECTION B

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