

**DIPLOMA IN MODERN OFFICE  
PRACTICE (DMOP)  
Term-End Examination  
December, 2022**

**BSSI-013 : SECRETARIAL PRACTICE**

*Time : 2 Hours*

*Maximum Marks : 50*

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**Note :** (i) *Part A : Attempt all objective type questions.*

(ii) *Part B : Attempt any **five** questions out of seven questions.*

(iii) *Part C : Attempt any **three** questions out of five questions.*

(iv) *All questions to be attempted serially.*

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**Part—A**

1. (a) Fill in the blanks : 1×6=6

(i) Knowledge and professional skills are the ..... skills required to become an efficient secretary.

- (ii) Communicare means “to make common” or .....
  - (iii) A meeting is considered to be the best mode of .....
  - (iv) ..... is a summary of information.
  - (v) ..... is an example of reference book.
  - (vi) A ..... A/c is opened by more than one person.
- (b) State whether the following statements are True or False : 1×6=6
- (i) The Bank which pays the amount on behalf of drawer is called payer.
  - (ii) Full form of PIO is Public Information Officer.
  - (iii) URL stands for Uniform Resource Link.
  - (iv) Technical Reports are prepared by Technocrats.
  - (v) Salutation and complimentary greetings are antonyms.
  - (vi) Minutes are the gist of proceedings of a meeting.

**Part—B**

**Note :** Attempt any *five* questions.

2. Differentiate between Psychological Noise and Semantic Noise. 4
3. Write short notes on the following : 2+2
  - (a) Form letter
  - (b) Customer service letter
4. How are minutes of narration different from minutes of resolution ? 4
5. Explain why report writing is valuable and useful. 4
6. Explain the importance of Travel Agent. 4
7. What do you mean by Petty Cash Book ? Explain. 4
8. Write the correct salutations for the following :4
  - (a) The Editor of a Newspaper
  - (b) Your close friend, "XY"
  - (c) Branch Manager of a company
  - (d) Government official

**Part—C**

**Note :** Attempt any *three* questions.

9. “Secretary’s profile is changing rapidly.”  
Comment on the statement in the light of high level duties of a secretary. 6
10. “Listening is hearing with thoughtful attention with the purpose of understanding.” Explain how one can develop good listening skills. 6
11. Explain the different formatting styles which are common to letters. 6
12. What is the significance of office manual ?  
Explain the information that is provided in it. 6
13. What are the points to be considered while preparing the Itinerary ? 6