

**DIPLOMA IN MODERN OFFICE  
PRACTICE (DMOP)**

**Term-End Examination**

**December, 2023**

**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.

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**Part—A**

1. (a) Fill in the blanks : 1×6=6
- (i) A secretary can be compared to the ..... of an organisation.
- (ii) ..... and ..... are the two new elements of the Interactive model.
- (iii) Decoding is the opposite of the ..... process.

- (iv) A company having share capital have to hold ..... meeting.
  - (v) Reports should always be written in ..... voice.
  - (vi) A ..... is a summary of information.
- (b) State whether the following statements are True or False : 1×6=6
- (i) Cheques which are payable only to a bank are Account Payee Cheque.
  - (ii) A Bank does not collect charges from the customers when they issue a new cheque book.
  - (iii) Passport is necessary to travel abroad.
  - (iv) Ready Reckoners is not a reference book.
  - (v) Report should always be written in first person when written by an individual.
  - (vi) Reception is the back office area.

### Part—B

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

2. Explain the category in which the duties of a secretary may be classified. 4

3. Write short notes on any *two* of the following :  
2+2
- (i) Interviewing
  - (ii) Mass Communication
  - (iii) Confirmation letter
  - (iv) Signature Block
4. Explain the importance of Reception Area. 4
5. Write the correct salutation for the following : 4
- (i) Addressing a relative
  - (ii) Manager of a Bank
  - (iii) Addressing a Judge
  - (iv) Addressing an unknown women
6. Distinguish between a full block and block. 4
7. What are the contents of an office manual ? 4
8. Differentiate between Dictionary and Thesaurus. 4

### Part—C

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

9. What do you mean by Bank Reconciliation Statement ? When is BRS prepared ? List out the causes of difference as shown in the cash book and pass book ? 2+2+2

10. What points should be considered while preparing the Itinerary ? 6
11. Explain any *two* traditional forms of Media. 3+3
12. What are the duties which a secretary has to perform on the day of the meeting ? 6
13. What do you mean by public relations ? What are the functions of the public relation deptt. ?

2+4