

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

Term-End Examination

June, 2023

BSSI-013 : SECRETARIAL PRACTICE

Time : 2 Hours

Maximum Marks : 50

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.

Part—A

1. (a) Fill in the blanks : 1×6=6
- (i) “Secretarius” means “confidential office” or “.....”.
- (ii) A is the pathway selected to carry the message between the sender and receiver.

- (iii) refers to the written communication within an organisation among individuals, departments, sections or branch offices.
 - (iv) Full form of 'bcc' is
 - (v) The three elements of public relations are human relations, empathy and
 - (vi) Every company having a share capital is required to hold meeting.
- (b) State True *or* False : 1×6=6
- (i) A mere expression of opinion without any supporting factual data is not a report.
 - (ii) The basic sources of information have been classified into three categories.
 - (iii) Blogs, message boards, podcasts and video sharing are all forms of internet media.
 - (iv) A passport must be valid for at least 15 days after the return.

- (v) Savings Bank Account can be opened by businessmen or companies.
- (vi) Salutation and complimentary close do not correspond to each other.

Part—B

Note : Attempt any *five* questions.

2. Differentiate between physical noise and physiological noise. 4
3. Write short notes on the following : 2+2
- (a) Public speaking
- (b) Mass communication
4. What is Travel Information Manual ? Explain its utility. 4
5. Explain what is Petty Cash Book. 4
6. What is Notice ? Draft a notice for the annual general meeting of a company. 4
7. What are the 5 C's of communication rule ? Explain. 4
8. What is meant by Public Relations ? Discuss its importance. 4

Part—C

Note : Attempt any *three* questions.

9. When is Bank Reconciliation Statement prepared ? 6
10. What are personal qualities required to become a successful secretary ? 6
11. What are the standard parts of a letter ? Explain any *two*. 6
12. What do you mean by 'Agenda' ? What are the guiding principles to be kept in mind while preparing 'Agenda' ? 6
13. Write short notes on the following : 3+3
 - (i) Assistant Public Information Officer
 - (ii) Appeals