

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

Term-End Examination

December, 2020

BSSI-013 : SECRETARIAL PRACTICE

Time : 2 Hours

Maximum Marks : 50

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

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

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

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

Part—A

1. (a) Fill in the blanks : 1×6=6

(i) A secretary should have sound knowledge, secretarial skills, organizational skills and skills.

- (ii) Communication comes from the Latin word
 - (iii) Communication through helps you reach dispersed audiences and convey messages with minimum
 - (iv) Ancient way of knowledge transfer was through
 - (v) could be obtained from an embassy.
- (b) Tick the correct answer and write True/False : 1×6=6
- (i) A secretary means confidential office.
 - (ii) Communication is not a process.
 - (iii) A writer opens the letter with a salutation.
 - (iv) The executive who convenes the meeting usually acts as chairman of the meeting.
 - (v) A formal report is prepared by a technocrat.
 - (vi) Thesaurus is an initial form of a dictionary.

Part—B

Note : Attempt any *five* questions.

2. What are the different modes of communication ? Explain any *one*. 4

3. What is meant by Report ? Briefly write the objectives of writing a report. 4
4. Write short notes on any *two* of the following :
2 each
- (i) Memo
 - (ii) Form letter
 - (iii) Circular and notices
 - (iv) Confirmation letter
5. What is the difference between a Bearer cheque and Account payee cheque ? Explain. 4
6. What do you mean by Petty Cash Book ? Explain. 4
7. How can Media be used as a source of information ? Briefly explain. 4
8. Discuss the purpose of a receptionist in an office. 4

Part—C

Note : Attempt any *three* questions.

9. What personal traits are required to become an efficient and effective secretary ? 6

10. What are the standard parts of a letter ?
Explain any *two* briefly. 2+4
11. What are the main functions of a P. R. O.
department? 6
12. Define Minutes. What does a minute
contain? 3+3
13. How can you treat 'HUMANS' as a source of
information? Explain. 6