

No. of Printed Pages : 4

BSSI-013

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

Term-End Examination

December, 2021

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 : $4 \times 1\frac{1}{2} = 6$

(i) Personal qualities which a secretary must possess include,,

P. T. O.

(ii) refers to the meaning of words and phrases in language used for transmitting messages.

(iii) An encounter or conversation between two people is referred as

(iv) is the outcome of mutual understanding.

(b) Tick the correct answer and write True/False : $1 \times 6 = 6$

(i) Report is a summary of information.

(ii) Humans get empowered because of their knowledge.

(iii) HTML means hypertext manual language.

(iv) Right to Information Act, was enacted by the Indian Parliament in 2004.

(v) Bank is a place from where the foreign currency could be obtained.

(vi) E-ticket is not a regular ticket.

Part—B

Note : Attempt any *five* questions.

2. Explain the Five (5) C's of communication rule.

[3]

BSSI-013

3. A manager catches his office clerk playing games on office computer. What form of communication : telephone, face to face meeting or written communication should he use to communicate the message. 4
4. Write short notes on any *two* of the following :
2 each
- (i) Salutation
 - (ii) Signature block
 - (iii) Reference initials
 - (iv) Complimentary close
5. What are the formatting styles used for a letter ?
Explain any *one*. 4
6. Briefly explain the functions of a public relation department. 4
7. What are the uses of Ready Reckoners ? 4
8. What points will you consider while selecting a good and reliable travel agent ? 4

P. T. O.

[4]

BSSI-013

Part—C

Note : Attempt any *three* questions.

9. What is Bank Reconciliation Statement ? When and why is it prepared ? 2+4
10. Write short notes on any *two* of the following :
3+3
- (a) Demand Draft
 - (b) Cheque
 - (c) Account payee cheque
11. What are the traditional forms of Media ?
Briefly explain any *two* forms of traditional media. 2+4
12. What are the duties of a secretary after the meeting ? 6
13. 'Listening Skills' are part and parcel of any organisation. Write down the techniques how one can improve the listening skills. 6

BSSI-013