

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

Term-End Examination

June, 2022

BSSI-013 : SECRETARIAL PRACTICE

Time : 2 hours

Maximum Marks : 50

Note :

Part A : Objective type questions.

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

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

PART A

1. (a) Fill in the blanks : 6×1=6
- (i) Communication is a _____ aspect of being human as contrasted with other life forms.
- (ii) The _____ block goes directly under the complimentary close.
- (iii) _____ is the outcome of mutual understanding.
- (iv) Organising conferences and social meetings/gatherings may be described as _____ function.

- (v) _____ are held by all the companies once a year.
- (vi) _____ thinking can be derived through factual and sound data.
- (b) State whether the following statements are *True* or *False* : 6×1=6
- (i) While writing a Report, use of active voice is recommended.
- (ii) A book which gathers information from all branches of knowledge is known as Ready Reckoner.
- (iii) TIM refers to Tourist Information Manual.
- (iv) There are three types of Cash Book.
- (v) A phrase book is useful if the boss is not familiar with the language of the country he/she is visiting.
- (vi) The RTI Act was enacted in the year 2005.

PART B

Attempt any **five** questions.

2. Write short notes on any **two** of the following : 2+2=4
- (a) Intrapersonal Communication
 - (b) 5 C's of Communication Rule
 - (c) Salutation
 - (d) Elements of Public Relations
3. Explain the Transactional Model of Communication. 4
4. What are the duties of a Secretary after the meeting? 4
5. Highlight the objectives of Report Writing. 4
6. Explain the importance of a Travel Agent. 4
7. What are the different types of Cash Book ? Explain any two. 4
8. Explain the process of "Cheque clearance". 4

PART C

Attempt any **three** questions.

9. Explain the functions of a Personal Secretary. 6
 10. Discuss the factors that influence the selection of channel. 6
 11. Explain the techniques and procedure for improving the listening skills for effective communication. 6
 12. What is the need for typing an inside address ? 6
 13. What are the types of Reports ? Explain. 6
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