

No. of Printed Pages : 3

BSSI-013

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

Term-End Examination

June, 2024

BSSI-013 : SECRETARIAL PRACTICE

Time : 2 Hours

Maximum Marks : 50

Note : **Part-A :** Attempt all objective type questions.

Part-B : Attempt Five questions out of Seven questions.

Part-C : Attempt Three questions out of five questions. All questions to be attempted serially.

Part-A

1. (a) **Fill in the blanks :** $1 \times 6 = 6$
- (i) The of communication is the initiator and developer of a message.
- (ii) The transactional model shows that the elements in communication are to each other.

P.T.O.

[2]

BSSI-013

- (iii) A writer begins the letter with a
- (iv) are the gist/summary of the proceedings of a meeting.
- (v) report justifies a particular course of action.
- (vi) A digest of correct information is called as
- (b) **True or False :** $1 \times 6 = 6$
- (i) The party who receives the amount mentioned in the cheque is called a payee.
- (ii) A Savings Bank account is opened by Individuals.
- (iii) A phrase book is quite useful when a language of another country is unfamiliar.
- (iv) URL stands for Unified Resource Location.
- (v) TIM is a trusted name in the Railway Travel Industry.
- (vi) Physical noise is not a barrier to communication.

Part-B

Attempt any five questions :

2. Explain small group communication as a mode of communication. 4
3. Explain any two types of Internal correspondence. $2+2=4$

4. Briefly discuss the work profile of a receptionist at the reception.
5. Explain the objectives of Report-Writing. 4
6. What are the uses of a Ready Reckoners ? 4
7. Under what circumstances should a secretary use the services of a Travel agent for booking purpose ? 4
8. Describe “Heading” as one of the parts of a letter. 4

Part–C

Attempt any three questions

9. Explain the duties of a Personal secretary. 6
10. What are the different ways in which a letter can be styled ? 6
11. Explain the role of a secretary before the meeting.
12. Reports can be ordinary reports and special reports. Discuss. 6
13. What is reference material ? Discuss its features and types. 6
