

**MODEL QUESTION PAPER  
OFFICE ADMINISTRATION**

**CLASS XII**

**TIME : 2 HRS.  
MARKS : 50**

Total Number of questions 5

Instructions:

1. Answer each question on a fresh page.
2. Write the number of questions and sub questions clearly
3. All questions are compulsory
4. Figure to the right indicate full marks.

Q. 1 A) Choose the correct alternatives and re-write the statement. (1)

A group of people who come together and work to achieve a common goal or purpose is called as \_\_\_\_\_

- a) Leader b) Team c) Manager d) Chief Officer

B) Answer in a word . (1)

A person who's job is responsible for the organization of the work of an office

C) Mention any Six duties of a cashier (3)

D) State and explain Five functions of an office manager . (5)

OR

Explain any ten duties and responsibilities of a Chief Executive Officer?

Q.2 A) Name the new styles of Leadership which is also known as Managerial Leadership? (1)

B) Define Leadership. (1)

C) State and explain any three qualities of a good leader. (3)

D) Explain the difference between Work group and a Team. (any five points) (5)

Q.3 A) Answer in a word . (1)

Name the type of Business letter which attempts to change the person into an interested, potential buyer.

B) Choose the correct alternatives and re-write the statement. (1)

A person who buys goods or services for consideration which has been fully or partly paid is known as \_\_\_\_\_.

- a) Consumer b) Client c) Customer d) Seller

C) State any six tasks of the Team leader. (3)

D) State and explain any five types of Customer Service. (5)

OR

State and explain any five characteristics of a good customer service.

Q. 4 A) Answer in a word . (1)

Name the type of interview where an applicant answers questions from a group of people who make the hiring decision?

B) Write a short note on " Transformational Leadership" (2)

C) Explain any four purposes of sales letters. (2)

D) Explain any four stages in planning a sales letter. (2)

E) State and explain the types of consumer grievances. (3)

Q. 5 A) Answer in a word .

An activity or benefit that one party can offer to another that is essentially intangible and does not result in ownership or anything. (1)

B) Write a short note on " Right to Information". (2)

C) Explain the following types of interview. (2)

a) Stress interview

b) The telephone interview

D) Write a short note on Psychological preparation of a candidate before the interview. (2)

E) State and explain any three functions of Customer Services. (3)