

This question paper consists of 18 questions and 4 printed pages.

Roll No.

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Code No. 53/VOC/O

Set

A

SECRETARIAL PROCEDURES

(Theory)

(412)

Day and Date of Examination

Signature of Invigilators 1.

2.

General Instructions :

1. Candidate must write his/her Roll Number on the first page of the question paper.
2. Please check the question paper to verify that the total pages and total number of questions contained in the paper are the same as those printed on the top of the first page. Also check to see that the questions are in sequential order.
3. Making any identification mark in the answer-book or writing Roll Number anywhere other than the specified places will lead to disqualification of the candidate.
4. Write your Question Paper Code No. 53/VOC/O, Set

A

 on the answer-book.

SECRETARIAL PROCEDURES

(Theory)

(412)

Time : 3 Hours]

[Maximum Marks : 70

Note : (i) All questions are compulsory.

(ii) Question Nos. **1** to **6** carry 2 marks each.

(iii) Question Nos. **7** to **11** carry 3 marks each.

(iv) Question Nos. **12** and **13** carry 4 marks each.

(v) Question Nos. **14** to **18** carry 7 marks each.

1. Deepak, who works as a private secretary to managing director, has to attend various types of duties in his office. Mention any two reception duties which he has to usually perform.
2. While preparing an itinerary for his/her executive, what points are usually considered by a private secretary? (Mention any two points)
3. "The easiest way of getting travel reservations done is through a travel agent." Justify the statement.
4. State any two merits of oral communication.
5. How is visa different from passport?
6. "A conference call can be considered an important business communication." How would you set up a conference call for your executive?
7. In case you are selected as private secretary to the managing director of a multinational company, what type of routine secretarial duties you are supposed to perform in the company? (Mention any three points)

8. If Ria has to schedule an appointment for her executive with a client, what important points she should bear in mind while scheduling appointments? (Mention any three points)
9. Write any three significant points highlighting good manners which you are supposed to observe in an office.
10. List any three factors which influence decision as to which specific reprography equipment should be used.
11. Make an imaginary itinerary for your executive (with three entries) who has to leave to USA for an official tour in third week of next month.
12. What do you understand by ethics and values? Illustrate with an example.
13. Explain any *two* of the following :
 - (a) Importance of written communication
 - (b) Demerits of face-to-face communication
 - (c) Factors while choosing various media of communication
14. Write short notes on any *two* of the following :
 - (a) Indented style of typing a business letter
 - (b) Use of postscript in a letter
 - (c) Official correspondence
15. (a) Why is it important to prepare minutes of a meeting?
(b) What duties are usually performed by a secretary before a meeting?

Or

In connection with meetings, explain any *two* of the following :

- (a) General meetings
- (b) Casting vote
- (c) Essentials of a valid meeting

16. Outline the routine to be followed for an effective and efficient handling of outgoing mail in a large organization.

Or

(a) Differentiate between postbox and postbag.

(b) Write the objectives of scrutinizing and sorting of incoming mail.

17. “Recording of appointment requires great care.” As a private secretary, write the various points which you would take into account while arranging appointments for your executive.

18. (a) Enlist any three facilities provided by postal department in connection with secured delivery of mail to the receiver.

(b) State the post office service which you would use in each of the following cases :

(i) Receiving of all postal articles in a bag which is delivered to the hirer at the counter of post office

(ii) Printing postage stamps on mail along with firms’ trademark or advertising message

(iii) Receiving a kind of bank draft drawn by one post office to another directing it to pay the value mentioned to specified person or organization

(iv) Transmitting an article against a bona fide order and realizing the specified sum from the receiver of the article

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