

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

Term-End Examination

December, 2024

BSSI-013 : SECRETARIAL PRACTICE

Time : 2 Hours

Maximum Marks : 50

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

(ii) **Part-B** : Attempt any **five** questions out of seven questions.

(iii) **Part-C** : Attempt any **three** questions out of five questions.

(iv) All questions to be attempted serially.

Part—A

1. (a) Fill in the blanks : 1×6=6
- (i) becomes more important as we rise higher in our career and take on leadership and management roles.

- (ii) The 5 C's of communication rule are clear, correct, concise, complete and
 - (iii) 'Yours' is appropriate while addressing superiors in official correspondence.
 - (iv) Elements of Public Relations include human relations, empathy, and
 - (v) Office reports are regarded as the of communicating information to those who need that information.
 - (vi) is considered as an essential companion to a dictionary.
- (b) Write True or False : 1×6=6
- (i) A Demand Draft does not get dishonored (bounced).
 - (ii) PIO is the abbreviation of Public Information Officer.
 - (iii) Agenda means things to be discussed in the meeting.
 - (iv) Public relations promotes mutual understanding in the organization.

- (v) The Interactive Model has the same 7 elements only as that of basic linear model.
- (vi) Judgmental listening is not a barrier to open mind listening.

Part—B

Note : Attempt any *five* questions.

2. Explain any *four* ways in which listening skills can be improved. 4
3. Explain 'complimentary close' as a part of letter. 4
4. What do you mean by minutes of narration and minutes of resolution ? 4
5. Why is report writing important ? 4
6. What are the features of a Bank Account ? 4
7. How does physical noise act as a barrier to communication ? 4
8. What are the contents of an office manual ? 4

Part—C

Note : Attempt any *three* questions.

9. What are the types of cash book ? 2+2+2=6

10. What are the duties of a secretary after the meeting ? 6
11. What are the parts of a letter ? Explain any *two*. 6
12. Describe the ways in which the writing skills can be improved. 6
13. Name the traditional source of information through media. Explain any *one*. 6

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