

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

Term-End Examination

June, 2025

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.

Part—A

1. (a) Fill in the blanks : 6×1=6

(i) To act as a liaison officer is an example of level secretarial duties.

- (ii) Preparation of annual report is the key function of public relations
 - (iii) Reports provide information for making
 - (iv) The ancient way of knowledge transfer was through
 - (v) Bad reports are generally not
 - (vi) is the place from where the foreign currency could be obtained.
- (b) State whether the following statements are True or False : 6×1=6
- (i) Secretariat means confidential office.
 - (ii) Effective communication means that the sender is not able to produce the desired action or result in the reader or the audience.
 - (iii) Meetings hold for special purpose are called adhoc meetings.

- (iv) Reports clarify the relationship between input and output.
- (v) Basic sources of information have been classified into five categories.
- (vi) Visa could be obtained from the embassy.

Part—B

Note : Attempt any *five* questions. 5×4=20

2. Write short notes on any *two* of the following : 2+2
 - (a) Active listening
 - (b) Minutes
 - (c) Formal and Informal report
 - (d) Statutory and Non-statutory report
3. “A Secretary is a link between an executive and the people.” Comment. 4
4. Discuss the elements of the communication model. 4
5. Why and when is an annual general meeting held ? 4
6. What are the uses of ready reckons ? 4
7. Write in detail about the main modes of travelling. 4
8. State the reasons when a cheque can be dishonored. 4

Part—C

Note : Attempt any *three* questions. 3×6=18

9. Explain the essential skills and qualities that are needed to become a successful secretary. 6
10. “Public relation work requires a great diversity of skills and experience in communication.” Discuss. 6
11. What are the reference materials which provide information in different areas ? 6
12. What are the important questions you need to ask your travel agent before you book a trip ? 6
13. Discuss the role of business correspondence in promoting goodwill. 6

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