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Time : 2 Hours**Office Administration****Subject Code**

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Total No. of Questions : 5**(Printed Pages : 2)****Maximum Marks : 50**

- INSTRUCTIONS :**
- (i) Answer each question on a fresh page.
 - (ii) Write the number of question and sub-question clearly.
 - (iii) All questions are compulsory.
 - (iv) Figures to the right indicate full marks.

1. A) Choose the correct alternative and re-write the statement : [1]
A collection of people who interact with one another, accept rights and obligations as a member and who share a common identity is called as
a) leader b) team c) group d) teamwork
- B) Answer the following in a word or a phrase. [1]
A person who works in an office, dealing with records or performing general office duties.
- C) State and explain any three qualities of a good leader. [3]
- D) What are the duties and responsibilities of a chief executive officer ? (Ten Points) [5]

OR

State and explain five functions of an office manager.

2. A) Answer the following in a word or a phrase. [1]
Name the type of leadership which is also known as 'Free Reign' leadership.
- B) What is 'Service' ? [1]
- C) State and explain any three qualities of an ideal team. [3]
- D) Distinguish between 'Work group' and 'Team'. (Five points) [5]

3. A) Answer the following in a word or a phrase. [1]
 A letter of which many copies are made and sent out.
- B) Choose the correct alternative and re-write the statement. [1]
 A person who buys (or hires) goods or services for a consideration which has been fully or partly paid is known as
 a) consumer b) seller c) client d) customer
- C) What is the procedure to be followed to obtain information under the Right To Information Act ? (six points) [3]
- D) State and explain any five skills required for excellent customer service. [5]

OR

State and explain the types of customer service. (five points)

4. A) Answer the following question in **one** sentence [1]
 What is 'Leadership' ?
- B) State and explain any two factors influencing leadership style. [2]
- C) What are the different purposes of a sales letter ? (four points) [2]
- D) Explain the types of "Selection Interviews".(four points) [2]
- E) State and explain the responsibilities of an Accountant. (three Points) [3]
5. A) Answer the following in a word or a phrase. [1]
 The type of Job Interview where an applicant answers questions from a group of people who make the hiring decision.
- B) Explain the importance of "Sales letter" in business. [2]
- C) Write a short note on "Appraisal Interview". [2]
- D) State four important Redressal Laws Passed in India for Consumer Protection. [2]
- E) State and explain the three categories of services. [3]