

2025 II 13

0930

Seat No.

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Time : 2 Hours

OFFICE ADMINISTRATION

Subject Code

V	4	2	1	6
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Total No. of Questions : 23 (Printed Pages : 4)

Maximum Marks : 50

INSTRUCTIONS : (i) There are *four* sections in the question paper (A, B, C, D) consisting of **23** questions.

(ii) In section A there are eight questions of which question nos. **1** to **4** are multiple choice questions, question nos. **5** and **6** are to be answered in one word, phrase or figure and question nos. **7** and **8** are to be answered in one sentence each.

(iii) Attempt *all* the questions, however, internal choice is given for question nos. **20** and **23**.

(iv) Figures to the right indicate the total number of marks allotted to each question.

(v) Write the number of each question clearly on the answer-book.

SECTION A

1. An employee who handles the financial transaction of the company is 1
 - Accountant
 - Superintendent
 - Cashier
 - Manager
2. A job interview where an applicant answers the questions from a group of people who make the hiring decision is called as 1
 - Appraisal interview
 - Panel interview
 - Stress interview
 - Grievance interview
3. The activities such as farming, mining of coal and minerals from the earth, fishing, hunting etc. are the examples of 1
 - Secondary activities
 - Tertiary activities
 - Primary activities
 - Marketing activities
4. Democratic Leadership is also known as 1
 - Autocratic Leadership
 - Laissez fair Leadership
 - Participative Leadership
 - Situational Leadership

5. Top executive responsible for a firm's overall operations and performance. 1
6. The new style of leadership under which leaders are generally energetic, enthusiastic and passionate about their work. 1
7. What is Multiple letter ? 1
8. What is Customer service ? 1

SECTION B

9. State any *four* purposes of sales letter. 2
10. Explain the importance of Team work in today's business environment.
(2 points) 2
11. State any *four* stages in planning a sales letter. 2
12. Explain any *two* types of selection interview. 2
13. State any *two* advantages of Laissez fair leadership style. 2
14. Write a short note on problem interview. 2

SECTION C

15. Explain the *three* types of consumer grievances under Consumer Guidance Cell. 3
16. Explain the qualities of a good leader. (*three* points) 3
17. What are the duties of Superintendent (6 points) 3
18. Explain any *three* types of customer service. 3

19. Distinguish between work group and team. (*three* points) 3
20. Describe the procedure for redressal of consumer grievances in India. (3 points) 3

Or

Describe the procedure to be followed to obtain information under the Right to Information Act of 2005. (6 points)

SECTION D

21. Explain any *four* responsibilities of Accountant in detail. 4
22. Explain any *four* qualities of an ideal team. 4
23. Explain the skills for excellent customer service. (4 points) 4

Or

Explain the characteristics of a good customer service. (4 points)