

MODEL QUESTION PAPER

SUBJECT :- Office Secretaryship/Stenography English CLASS : 12TH

Time Allowed: 3 Hours

Max. Marks : 60

SECTION - A

1 X15 =15

Note :- Multiple choice questions. All carry equal marks.

1. The post office guide is published by the _____ department. 1
A) Telephone book B) Postal C) Diary D) None
2. There aremajor functions of an office. 1
A) 3 B) 4 C) 2 D) 5
3. In computer _____ is used to check the Date and Time. 1
A) Calendar B) Notepad C) Paint D) Document
4. The word is underline by 1
A) Ctrl B B) Ctrl C) Ctrl U D) Ctrl I
5. There are diphthongs in Pitman Shorthand. 1
A) 26 B) 12 C) 4 D) 06
6. Circle S or Z is written _____ the angel. 1
A) Inside B) Outside C) Below D) None

Note :- Fill in the blanks :-

7. _____ is a book of information regarding postal services. 1
8. Money orders are the means of remitting _____ by post. 1
9. _____ is more powerful than word Pad. 1
10. Date and time are entered by using the _____ menu. 1
11. There are qualities of a good Phrase. 1
12. Full form of RAM is _____. 1

Note :- Answer the following :-

13. Write the full form of PA. 1
14. Who is called father of computer ? 1
15. How many diphthongs of 2nd places ? 1

SECTION B

Note :- Very Short Answer Type Questions. Attempt any 6 questions. 2 x 6 = 12

16. What do you know about office Stationery ? 2
17. Write a short note on Proxy. 2
18. How do you open a new File ? 2
19. Explain calculator under computer accessories? 2
20. Define the stroke S or Z used in English Shorthand. 2
21. Explain meaning & No. of Consonants. 2
22. Write a Short note on Notice. 2
23. Define Gramalogues in Eng. Shorthand. 2

SECTION C

Note :- Short Answer Type Questions. Attempt any 6 questions. 3 x 6 = 18

24. Write down the meaning and importance of meeting? 3
25. Explain the different kinds of post office services. 3
26. Write Cut, Copy, Paste options in Word Pad. 3
27. Define the Introduction to MS-Word. 3
28. What are the best qualities of a good phraseogram? 3
29. Write uses of upward and downward form of H. 3
30. Define Circle S/Z in Eng. Shorthand 3
31. Define Header & Footer in MS Word. 3

SECTION D

Note :- Long Answer Type Questions. Attempt any 3 questions. 5x3 = 15

32. Define Telephone Directory with its specimen copy. 5
33. How do you insert table in document in M.S. Word. 5
34. State the use of downward and upward form 'R' giving examples? 5
35. Define Office Stationery meaning, uses & Types. 5
36. Explain the Input Unit, Output Unit & CPU with diagrams 5

Marking Instruction & Answers

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Note :- Multiple choice questions & Fill in blank Answer Key. 1 x 15 = 15

- 1 B) Postal
- 2 C) 2
- 3 A) Calendar
- 4 C) Ctrl U
- 5 C) 4
- 6 A) Inside
7. Post Office Guide Book
- 8 Money
- 9 MS Word
- 10 Insert
- 11 3
- 12 Random Access Memory
- 13 Personal Assistant
- 14 Charles Babbage
- 15 None

SECTION B

Note :- Very Short Answer Type Questions Answer Key 2 x 6 = 12

16. The items used for office routine work are called Office Stationery such as paper, pen, pencil, pin, tags, file cover, etc. There is not possible to work in office without Stationery items.
- 17 Proxy:- Proxy is a document or authority a person to act on the behalf of other person.
18. Open :- To open a new file click on the file & select open option. Choose any file name from the list to open that file.
19. Calculator :- The User use the simple calculator to perform simple calculations as addition subtraction, multiply, or divide. The result is displayed in the result window.
20. Where ever there is an initial or a final vowel sound, S or Z must be written by a stroke consonant, to provide a place for the vowel sign. The stroke s must be written when a vowel precedes initial S.
21. Consonants are the result of audible friction or stopping of breath in some part of mouth or throat. There are 26 consonants in Pitman shorthand. These are divided into six classes.
22. A notice of meeting letter is a document that informs a group of people when and where their company is holding an assembly or meeting.
23. Grammalogues:- In English shorthand a sign or symbol representing a word.

SECTION C

Note :- Short Answer Type Questions Answer Key 3 x 6 = 18

24. Meeting is defined as gathering, assembling or coming together of two or more persons. -1

Meeting is the most important part of human activity. There is always a meeting between persons, groups, friends etc. for certain purpose. -1

The members of a company or organization or association meet together from time to time to take decisions. Therefore, meetings are essential for any person/ company/ organization. -1

25. There are many kinds of post office services such as :-

(A) Book post:- Under this system printed material such as invitation cards, greeting cards etc. may be sent at reduced rate -1

(B) Certificate of posting:- Many person wish to have a proof of posting of any article. Under this service proof is given to the person. -1

(C) Registration:- Under this service postal articles are sent safely. Letter cards, post cards and documents can be sent under this service. After registration the sender receives a receipt -1

26. a) Cut :- It is used to cut or delete any letter, word or paragraph. -1

b) Copy :- It is used to copy any matter. It is also 1st step of Paste command. -1

c) Paste :- We can paste the cut/copy matter at the cursor position in the document. -1

27. MS- Word is the widely used word processing package developed by a company named Microsoft. -1

MS-Word is a window based application software. MS Word is a software package that can process the word -1

you can create a document, edit it, modify it and save it. -1

28. Qualities of Phrase :- When two or more words is written together without lifting the pen or pencil is called a phraseography. - 1

The obtained outline is called phraseogram. -1

There are 3 qualities of a good phraseogram such as Legibility, Facility & Lineality. -1

29. Stroke H is used in both forms means Upward and Downward in English Shorthand. The upward form of 'H' is used in the great majority of cases. e.g.

Hang..... Happy -1

The downward form of 'H' is used when it stands alone. e.g.

Hay He -1

The downward form of 'H' is used when it is followed by K and G. e.g.

Haig Hockey -1

30. Define Circle S/Z in Eng. Shorthand

Circle S or Z :- Stroke S or Z can be written by a small circle. -1

A small circle which is used for the light sound of 'S' may be written initially . -1

e.g. Soap Fees

A small circle is written Inside the curve. -1

e.g. Safe Less

31. Define Header & Footer in MS Word.

In MS Word there are the major options of Header & Footer. -1

A header is text that is placed at the top of a page. Typically these areas are used for inserting document information -1

A footer is placed at the bottom, or foot, of a page. -1

SECTION D

Note :- Long Answer Type Questions Answer Key

5 x 3 = 15

32. Telephone Directory is a book of information and instruction of different telephone numbers. It helps us to know about the various S.T.D. Code and Telephone number of different places. We can find any important telephone number in this book such as School, College, ITI, Hospital, Police Station, Railway Station, Air Port and Secretariat etc. It is also contains the various STD Code of various towns and cities such as Delhi, Mumbai, Haryana, Punjab etc. It helps us to know about the different charges of STD Call.

The specimen of Telephone Directory is as under:-

Sr. No.	Name and Address	Telephone Number	
		Office	Residence
1	Principal GSSS Panchkula	229500	230415
2	Deputy Commissioner Panchkula	229603	229456
3	SDM Panchkula	229516	229362
4	Principal ITI Panchkula	229701	229605

33. Insert Table :- MS-Word offers a number of facilities to its users. Few of them are following:- i) Creation of a new document. ii) Saving the document iii) Printing a document. -1
iv) Editing a document. v) Insertion of a line, character, word or paragraph in document vi) Deletion / Move / copy / cut / paste a row, character, word, paragraph and image. -1
vii) Adjust the left, right, top, bottom margin of a document Change the text font and style viii) Spell check -1

To insert table in document first click on 'Table' menu then click on 'insert' then click on 'Table', Insert table dialog box appears, in insert table dialog box select table size (No. of columns and rows), then click on ok Button. -1

A table with specified no. of columns and rows will insert in document. For example:- (Table With 5 columns and 7 rows) Column1, Column2, Column 3, Column 4, Column 5 Vertical lines in a table are called columns and horizontal lines are called Rows. -1

34 R consonant is provided with two different forms i.e. upward and downward. The use of upward and downward form of R is as under: - -1

Downward R : - The downward R is used in the following cases:

a) Initial R is written downward when it is preceded by a vowel sound.

e. g. Arab Oar - 1

b) Final R is written downward, when it is not followed by a vowel sound.

e.g. Par Bar - 1

c) R is always written downward before the stroke M . e.g.

Room Roam -1

Upward R : - Beside the downward R, the upward R is used. e.g.

Rich Sorry - 1

35. Stationery :- The material used in offices for doing clerical work is called stationary. It may include items such as paper sheets, stencils, carbon papers, envelops, office forms, pens, pencils, stamp pads etc. These are essential items for the smooth working of an office . -1

Office stationery has great importance for any office . As a person can not see without his eyes so that office also can not do its work without stationery. As if a clerk want to write a letter , if he has not paper and pen, he can not write that letter. Stationery should be superior in quality because all office work depends on it . Various types of stationery items are used in the office. A few of them are explained below. -1

1 Ordinary sheets:- These are used for typing letters, reports etc. These are various sizes, but the standard sizes which are commonly used are as under:- Letter size A4 Size Legal size. -1

2 Letter heads:- The sheets of paper, on the top of which name , address and other business particulars of an office are printed are called letter heads. These are used for writing business letters. -1

3 Demi-official (D.O.) papers:- These are used when a government officer has to write a letter to another officer. -1

36. Computer :- A computer system is an electronic device which stores and processes raw information to give useful information in a particular order. It can also be defined as an electronic machine , designed to accept data and instructions, process the data according to the instructions to produce desired results. -1

1 Input Unit:- Data and instructions plays a important role in the working of computer. Without data and instructions no computation can take place. Hence, data and instruction must be entered into computer. This task is performed by the input unit. There are so many devices which are used as input unit – (a) Keyboard (b) Mouse (c) Punched card (d) Light pen (e) Joystick (f) Scanner (g) Disk Drive. -1

2. Central Processing Unit (CPU):- Central processing unit (CPU) is the main component or 'Brain' of a computer which performs all the processing of input data. In a computer system, all major calculations and comparisons are made inside the CPU . It has three components. (i) Arithmetic and logic unit (ALU), (ii) Control Unit (CU) -1

3. Memory Unit :- MU is that component of a computer system, which is used to store data, instruction, information before, during and after the processing by ALU. The memory of computers is classified into two types. (a) Primary memory:- It is also known as main memory It is used for the storage of program instructions, data, result related to current executing program. RAM and ROM are primary memory. (b) Secondary memory:- It is used for the storage of program instructions, data, information of the task on which the computer system is not currently working . HARD DISK DRIVE is an example of secondary memory. -1

4. Output Unit:- It supplies the information obtained from data processing to the user . It covert the result into human acceptable form. There are so many devices which are used as output unit for the computer such as (a) Monitor/ visual display unit (VDU) (b) printers (c) Plotters (d) Speakers -1

