This Question Paper consists of **18** questions and **3** printed pages.

Roll No. | | | | | | | | | | | | | **Code No.** **64/VOC/O**

Set - A

SECRETARIAL PROCEDURES

(Theory)

(412)

Day and Date of Examination _____

Signature of Invigilators 1. _____

2. _____

General Instructions :

1. Candidate must write his/her Roll Number on the first page of the Question Paper.

2. Please check the Question Paper to verify that the total pages and total number of questions contained in the question paper are the same as those printed on the top of the first page. Also check to see that the questions are in sequential order.

3. Making any identification mark in the answer-book or writing Roll Number anywhere other than the specified places will lead to disqualification of the candidate.

4. Write your Question Paper Code No. **64/VOC/O**, Set **A** on the answer-book.

SECRETARIAL PROCEDURES

(Theory)

(412)

*Time allowed : **3** Hours]* *[Maximum Marks : **70***

Note : *(i)* ***All*** *questions are* ***compulsory****.*

(ii) Questions no. ***1*** *to* ***6*** *carry 2 marks each.*

(iii) Questions no. ***7*** *to* ***11*** *carry 3 marks each.*

(iv) Questions no. ***12*** *and* ***13*** *carry 4 marks each.*

(v) Questions no. ***14*** *and* ***18*** *carry 7 marks each.*

1. Enlist the qualifications of a Private Secretary. *2*

2. How many types of meetings are there ? *2*

3. Enlist the important points to be remembered while booking Hotel Accommodation. *2*

4. What do you mean by 'FAX' ? *2*

5. What are merits of Oral Communication ? *2*

6. What is the importance of Time Management ? *2*

7. What are the powers of the Chairman of a meeting ? *3*

8. Which questions are generally asked by the Executive (Boss) to his PS while handing over the tickets of a tour ? *3*

9. Enlist the features of Offset Duplicating. *3*

10. What do you understand by EPABX ? *3*

11. Which points should be taken into consideration for managing stress ? *3*

12. What is the need for scheduling appointments ? *4*

13. Explain in detail the commonly used telephone services. *4*

14. Describe the qualifications of a Private Secretary. *7*

15. Explain the services offered by the Post and Telegraph Department. *7*

16. Enlist the secretarial duties of a Private Secretary before and after the meetings. *7*

17. Explain in detail the points to be kept in mind while scheduling appointments. *7*

18. What do you understand by Ethics and Values ? Illustrate with examples. *7*