

## QUESTION BANK IN OFFICE ADMINISTRATION – STD XII (VOCATIONAL)

### Chapter -1 (1+3+5=9 marks)

#### Office Organisation

1. Who is an office Manager?
2. State and explain five functions of a Manager.
3. State and explain five duties of a Manager in the workplace.
4. Who is an Accountant?
5. State and explain ten job duties of an Accountant.
6. State and explain five responsibilities of an Accountant.
7. Who is a Superintendent?
8. Explain ten duties of Office Superintendent.
9. Who is a Chief Executive Officer?
10. Explain ten duties and responsibilities of a Chief Executive Officer.
11. Who is a Cashier?
12. Explain six duties and responsibilities of a Cashier.
13. Who is an Office Clerk?
14. Explain six duties and tasks of an Office Clerk.

### Chapter II (1+1+2+3=7 marks)

#### Leadership

1. Define Leadership.
2. State and explain any three qualities of good leader.
3. State and explain any three factors influencing leadership styles.
4. What are the four advantages of Autocratic Leadership Style?
5. What are the three disadvantages of Autocratic Leadership Style?
6. What are the four advantages of Laissez-Faire Leadership Style?
7. What are the four disadvantages of Laissez-Faire Leadership Style?
8. What are the four advantages of Participative Leadership Style?

9. What are the two disadvantages of Participative Leadership Style?
10. Write a short note on 'Autocratic Leadership Style'.
11. Write a short note on 'Laissez-Faire' Leadership Style'.
12. Write a short note on 'Participative Leadership Style'.
13. What is 'Situational Leadership Style'?
14. What is 'Transformational Leadership Style'?
15. What is 'Transactional Leadership Style'?

### **Chapter III (1+3+5=9marks)**

#### **Team Work**

1. What is 'Team'?
2. What is 'Group'?
3. What is 'Team Work'?
4. Distinguish between 'Work Group and Team'? (five points)
5. Explain the importance of 'Team Work". (five points)
6. Explain the task of the Team Leader.
7. State and explain the stages in Team Development.
8. Write a short note on 'Forming Stage' in team development.
9. Write a short note on 'Storming Stage' in team development.
10. Write a short note on 'Norming Stage' in team development.
11. Write a short note on 'Performing Stage' in team development.
12. State and explain any five qualities of an 'Ideal Team'.

#### **Chapter IV (1+2+2=5 marks)**

##### **Sales Letters**

1. What is 'Sales Letter'?
2. Explain the importance of sales letters in business.
3. What is the full form of 'AIDA'?
4. What is meant by 'Star-Chain-Hook method in drafting a sales letter.?
5. State and explain two common sets of appeals used by the writers of sales letter.
6. Explain any four different purposes of writing a sales letter.
7. Explain any four stages in planning a sales letter.
8. What is a 'Circular'?
9. Write a short note on 'Circulars and Multiple Letters'.

#### **Chapter V (1+2+3=6 marks)**

##### **Consumer Guidance Cell**

1. State and explain the three types of Consumer Grievances?
2. Who is a 'Consumer'?
3. Explain the procedure for 'Redressal of Consumer Grievances'?
4. State any six 'Important Consumer Redressal Laws' in India for Consumer protection.
5. What is the full form of R.T.I.?
6. What is 'Information' under the R.T.I. Act?
7. Explain the procedure to be followed to obtain information under the R.T.I. Act.

## **Chapter VI (1+2+2=5 marks)**

### **Interview**

1. What is Interview?
2. Write short note on "The Telephone Interview"
3. Write short note on "Job promotion"
4. Write short note on "Appraisal Interview"
5. Write short note on "Stress Interview"
6. Write short note on "Panel Interview"
7. Write short note on " Online Interview"
8. Write short note on "Grievance Interview"
9. Write short note on " The Exit interview"
10. Write short note on Problem interview""
11. Write short note on "Selection interview"
12. State and explain the types of Selection interview
13. Write short note on Reprimand Interview.
14. As a Candidate, how will you prepare yourself for an interview.
15. How will you prepare psychologically for an interview.

## **CHAPTER VII (1+3+5=9 marks)**

### **Customer Services**

1. What is Service?
2. What is customer Service?
3. State and explain the categories of Services.
4. State and explain the classification of Tertiary Services (five points) OR How are the services classified?(five points)
5. State and explain the characteristics of good customer service.(any fivepoints)
6. State and explain the types of customer service.(any five points)
7. State and explain the functions of customer services.
8. Explain the essentials to excellent customer service.(any six points)
9. What is the full form of S.E.C in customer service? OR What is meant by S.E.C. as an essential to excellent customer service?
- 10.State and explain any five skills for excellent customer service.