

SECRETARIAL PROCEDURES

(Theory)

(412)

Time : 3 Hours]

[Maximum Marks : 70

Note : (i) All questions are compulsory.

(ii) Question Nos. **1** to **6** carry 2 marks each.

(iii) Question Nos. **7** to **11** carry 3 marks each.

(iv) Question Nos. **12** and **13** carry 4 marks each.

(v) Question Nos. **14** to **18** carry 7 marks each.

1. A Professional Secretary has to perform certain miscellaneous duties besides routine work. Write any *two* such miscellaneous duties.
2. Mention the services offered by a Travel Agent (any *two*).
3. Enlist the names of any *four* airlines which offer international flight services.
4. Mention *two* demerits of oral communication.
5. What do you understand by FAX?
6. Write the details you would include while preparing tour programme for your boss.
7. Is computerization of engagement diary more advantageous than recording appointments manually? Give *two* reasons in support of your answer.
8. While building healthy relationships among colleagues, what points would you keep in mind?

9. List the factors you would take into account while choosing a specific reprographic equipment (any *three*).
10. "A secretary is no longer viewed as a clerk." In the light of this statement, mention any *three* reception duties performed by a PS.
11. Imagine that your boss is planning to visit USA in connection with an international conference. Make a list of steps that you think you need to take to make his journey and stay trouble-free.
12. Explain the following in the context of personality development :
- (a) Physical appearance
 - (b) Etiquettes and manners
13. Describe any *four* factors to be considered while choosing the most effective means of communication.
14. Discuss the various jobs to be performed by a Private Secretary before and after a meeting.
- Or*
- (a) What do you understand by Minutes of Meeting?
 - (b) Explain the requisites of a valid meeting.
15. What points should be kept in mind by a PS while fixing appointments for his/her executive?
- Or*
- (a) List the various particulars which are entered in an appointment register.
 - (b) Enumerate the duties to be performed by a PS after a visitor, who has been given an appointment, arrives.
16. Outline the procedure of handling of inward mail.

17. Explain the various parts of a business letter.

Or

Differentiate between block style and indented style of display of letters.

18. (a) "A post office discharges certain agency functions." Mention any *three* agency services offered by a post office to its customers.

(b) What post office service may be used in each of the following cases?

- (i) Receiving all postal articles against an allotted number and collecting the same at a later date from post office through an authorised person.
- (ii) Replying on post cards from the customer who need not bear the expenses of paying postage.
- (iii) Receiving documentary proof by sender for having sent a letter.
- (iv) Mailing letter having postal stamps printed with the help of a machine.
