CENTRAL BHARAT SEVAK SAMAJ

NATIONAL DEVELOPMENT AGENCY, ESTABLISHED IN 1952 BY PLANNING COMMISSION, GOVT. OF INDIA

CENTRAL BOARD OF EXAMINATIONS

BSS NATIONAL VOCATIONAL EDUCATION MISSION

OME001-BSS DIPLOMA IN OFFICE PRACTICE MANAGEMENT

ONE YEAR EXAMINATION NOVEMBER-2025

OME001-01 COMMUNICATIVE ENGLISH AND COMPUTER FUNDAMENTALS

TIME: 3 Hours **Marks: 100**

INSTRUCTIONS

* 43 questions are there in total
* Write answers to each question in proportion to the mark allotted
* During the first 15 minutes read the questions carefully

I. FILL IN THE BLANKS - ANSWER FOR ANY 10 QUESTIONS **1 x 10 = 10**

1) They _____ playing Cricket.

2) It is believed that _____ Apple _____ day keeps the doctor away.

3) 'WH' type word _____

4) Scanner is a _____ Device

5) www stand for _____

6) The World first Programmer is _____

7) _____ is a copy of the files on the computer typically it is stored o harddisk.(backup)

8) The tool bar contains _____ related to the _____

9) _____ are where the text is typed

10) In Windows _____ function key used to get help

11) Who is the father of computer _____

12) CPU stands for _____

13) I am _____ (eat) food.

14) The servant _____ (wait) on me all day.

15) He _____ swimming _____ the river

II. DEFINE THE FOLLOWING - ANSWER FOR ANY 10 QUESTIONS **2 x 10 = 20**

1) Define what is noun?
2) Define what is demonstrative pronoun?
3) What is meant by verb?
4) Define definite Article?
5) Define kinds of countable Nouns?
6) CPU
7) What are the types of data
8) Computer
9) MS office
10) Enter
11) Auto text
12) Active form
13) Define Conjunciton
14) What are Question tags?
15) Desk top

III. WRITE BRIEF ANSWER FOR ANY 5 QUESTIONS **5 x 5 = 25**

1) Explain few sentences using "shall, will"?
2) Explain few sentences using "should would"?
3) Explain types of computer
4) Classification of the computer
5) Tool menu
6) Calculator
7) Memory
8) Characteristic of the computer

IV. WRITE LONG ANSWER FOR ANY 3 QUESTIONS **15 x 3 = 45**

1) Write a letter to the station master requesting him to reserve two coaches for your school excursion party
2) Explain how you write a resignation letter
3) Write all Internal Commands in dos and explain it.
4) What are the advantages available in MS-WORD?
5) Describe the relevance of computerization in hospital field

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OME001-BSS DIPLOMA IN OFFICE PRACTICE MANAGEMENT

ONE YEAR EXAMINATION NOVEMBER-2025

OME001-02 SECRETARIAL PRACTICES

TIME: 3 Hours **Marks: 100**

INSTRUCTIONS

* 43 questions are there in total
* Write answers to each question in proportion to the mark allotted
* During the first 15 minutes read the questions carefully

I. FILL IN THE BLANKS - ANSWER FOR ANY 10 QUESTIONS **1 x 10 = 10**

1) Name four types of typewriters _____

2) _____ is the most liquid form of asset

3) _____ is used to record petty cash transactions

4) The various types of indexes are also known as _____

5) Punched card operation involves (any two) _____

6) Where the departmentation is done on the basis of _____

7) Flexibility can be there in _____ of office services

8) Secrecy cannot be possible in _____ of office service

9) The emotional response of a workers better if the _____ is good

10) What are the guiding rules for reports?

II. DEFINE THE FOLLOWING - ANSWER FOR ANY 10 QUESTIONS **2 x 10 = 20**

1) What are the requirements of good filing equipment
2) What are the conventional (old) methods of filing system
3) Write the advantages of vertical filing system
4) What are the office stationery
5) Write the essentials of record management system
6) Define filing
7) What are the objectives of filing as per the record management
8) What are the importance of filing system
9) What are the advantages of geograpghical classification of filing system
10) Write the disadantages of numerical filing system

III. WRITE BRIEF ANSWER FOR ANY 5 QUESTIONS **5 x 5 = 25**

1) What are the principles of record management
2) What are the functions of filing system
3) Write what are the modern filing methods
4) Write the disadvantages of typing pool
5) Write about stenographic services in modern office
6) What are the purpose of reports
7) How many types of reports are there
8) What are the guiding rules for reports

IV. WRITE LONG ANSWER FOR ANY 3 QUESTIONS **15 x 3 = 45**

1) Write six point philosophy for all business letter
2) What is letter writing process
3) What are the Forms and Styles of office correspondence (any five)
4) What are principles of drafting
5) What are the production of correspondence

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OME001-BSS DIPLOMA IN OFFICE PRACTICE MANAGEMENT

ONE YEAR EXAMINATION NOVEMBER-2025

OME001-03 OFFICE MANAGEMANT

TIME: 3 Hours **Marks: 100**

INSTRUCTIONS

* 43 questions are there in total
* Write answers to each question in proportion to the mark allotted
* During the first 15 minutes read the questions carefully

I. FILL IN THE BLANKS - ANSWER FOR ANY 10 QUESTIONS **1 x 10 = 10**

1) Sales invcicing refers to the _____

2) To negotiate the delivery dates and other terms & conditions is one of the function of _____

3) _____ book records individual transactions of receipts and payments of cash on daily basis

4) The ringing of the telephone is the source of., _____ noise

5) Kinds of lightings are _____

6) Types of lighting systems are _____

7) M.B.O means _____

8) The process of delegation involves _____

9) What are the purpose of reports?

10) The ringing of the telephone is the source of., _____ noise

II. DEFINE THE FOLLOWING - ANSWER FOR ANY 10 QUESTIONS **2 x 10 = 20**

1) Write 6 lines as office as a co-ordinator
2) What are the office acitivites
3) Write the definition and meaning of office management
4) Write briefly how the directing as a function of management
5) What is the relation between managment versus organization
6) How many types of staffs are there as per the office managment
7) What is the planning as per the office management
8) What are the principles of organization
9) Define organization any (any six points)
10) What is the relation between administration versus management

III. WRITE BRIEF ANSWER FOR ANY 5 QUESTIONS **5 x 5 = 25**

1) What are the principles of management
2) What are the characteristics of an organization
3) What are the types of organizational chart?
4) What are the advantages of O&M (organisation and methods)
5) What are the guide lines for using chart and manuels
6) State the objectives of communication
7) What do you mean by formal communication
8) What do you mean by oral or verbal communication

IV. WRITE LONG ANSWER FOR ANY 3 QUESTIONS **15 x 3 = 45**

1) What are the advantages of communication
2) State the methods of channels of communication
3) State any seven barriers to effective communication
4) What are the inter-personal skill in effective communication
5) State the basic elements of communication