

CBSE Question Paper – 2010
BUSINESS PROCESS OUTSOURCING SKILLS
BIOLOGY (Theory)
Class – XII

Time allowed: 3 hours

Maximum Marks: 70

PART A

1. What is exception handling? 1
2. What do you understand by phonetic language? 1
3. What does P.A. C .T stands for? 1
4. What is a disaster? 1
5. What is CTQ? 1

PART B

Other Educational Websites:

ICSEGuess.com | NIOSGuess.com | IGNOUGuess.com | IITGuess.com | MagicSense.com | AIPMTGuess.com | AIEEEGuess.com | IndiaGuess.com

6. What is the expanded form of KPO? Why is KPO gaining importance in India? 2
7. Differentiate between vowel and consonant sounds. 2
8. What is instructor led training? 2
9. Describe the process of preparing an Invoice. 2
10. What is benchmarking? 2

PART C

11. What skills are required to succeed in LPO job? 3
12. Write a short note on the importance of documentation. 3
13. What is a syllable stress? Explain with examples. 3
14. What is the difference between listening hearings? Explain with examples. 3
15. State a few steps that can be taken to improve customer service . 3
16. Why is communication important ? What tips will you give to your junior colleague for improving communication ? 3
17. Explain advantages that can be gained by an organization by documenting text, video and audio files . 3

Other Educational Websites:

18. Write short notes on Process Ramp-up / Ramp-down. 3
19. What do you understand by standard operating procedures ? What are the key objectives that you will keep in mind while establishing SOPs? 3
20. Write short notes on (a) Transition Budget (b) Process performance Matrics. 3

PART D

21. 'BPO – a boon or bane for India'. Discuss. 5
22. What is active listening ? What points would you like to emphasize to guide somebody for active listening ? 5
23. You are a team leader in a BPO company. You are required to implement a new process. How will you manage the change and take steps to implement the new process ? 5

Other Educational Websites: