

CBSE Question Paper – 2010

OFFICE COMMUNICATION

(Theory) paper III

Class – XII

Time allowed: 3 hours

Maximum Marks: 60

Instructions: Attempt all questions.

1. State the objectives of tabulation of data. 2
2. What are the 'primary' sources of data collection?
3. When is a false base line used in constructing a graph? 2
4. Briefly state any two types of graphic charts. 2
5. What is meant by a Letter of Credit?
6. What precautions should be kept in mind while writing an "enquiry letter"? 2
7. Distinguish between 'Primary' and 'Secondary' Data 3
8. Briefly explain the bases of classification of data.

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9. State any three advantages of using line charts for presentation of data. 3
10. Draw a pie diagram assuming suitable data. 3
11. Explain in brief any four essential elements of office correspondence. 3
12. Briefly explain any five characteristics of a good questionnaire. 4
13. Prepare a simple bar diagram from the following data and comment : 5
- | <u>Years</u> | <u>Sales (in Rs.)</u> |
|--------------|-----------------------|
| 2004 | 8, 00,000 |
| 2005 | 8, 50,000 |
| 2006 | 7, 00,000 |
| 2007 | 8, 30,000 |
| 2008 | 8, 60,000 |
14. What is meant by Demi Official (D.O) letter? When is it used? How is it different from other official letters? 5
15. Explain in brief the advantages of office communication through correspondence rather than orally. 5
16. What are the Dunning letters? Why is it difficult to write them? Suggest the points to remember while writing a dunning letter. 6

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OR

Write an Enquiry letter to M/s Hema Traders of Shahadara (Delhi) to know at what price and upon what conditions of payment they are able to deliver the following goods:

- (i) Executive Tables – 10
- (ii) Executive chairs - 10
- (iii) Computer Tables -10
- (iv) Easy Chairs – 15

6

17. Explain the stages through which an incoming letter passes in a Government office.

6

OR

Your firm has been requested by a business friend of yours to introduce him to M/s Bankey Behari & sons of Brindavan, for business transactions. Write a letter to introduce your business friend in this connection

6

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