

6. (a) Briefly explain the models of e-commerce. 6
(b) What do you understand by computer networks ?
Explain. 6
7. (a) Explain the major functions used in MS Power
Point. 6
(b) What is slide transition Power Point ? Explain. 6
8. (a) What is the objective of indexing ? 6
(b) What are the advantages and disadvantages of
indexing ? 6

Total Pages : 6

Roll. No. :

Examination Session June-2022

(First Semester)

CVEOM / DVEOM-102

C. Voc. / D. Voc.

(Soft Skill & E-Office Management)

[Introduction to E-Office Management - I]

Time : 2 Hours]

[Max. Marks : 100

Note : This paper is of hundred (100) marks divided into two (02) sections A and B. Attempt the questions contained in these sections according to the detailed instructions given therein.

SECTION—A

(Long Answer Type Questions) 2×26 = 52

Note : Section 'A' contains Five (05) long answer type questions of Twenty Six (26) marks each. Learners are required to answer any Two (02) questions only.

1. (a) What is the modern concept of Office ? State its characteristics. 10
- (b) Why the office is sometimes called the service department ? 8
- (c) 'The office is the nerve center of business.' Explain. 8
2. (a) Explain the need and importance of management information system. 8

- (b) Discuss the importance and applications of E-Commerce. 6
2. (a) Define the functions of banks. What do you mean by e-banking ? 6
- (b) List the benefits of e-banking services. 6
3. (a) Explain the steps for managing incoming mail and outgoing mails. 6
- (b) Write down the steps to managing external mails. 6
4. (a) Define Management. Also, explain the characteristics of management. 6
- (b) What do you understand by filing ? 6
5. (a) Explain the filing system and functions of filing system. 6
- (b) Explain classification of filing. 6

- (b) How information plays an important role in the resource management ? 8
- (c) With the help of suitable example, explain the role of information in competitive advantage. 10
3. (a) What do you understand by 'Agenda' ? What are the essential elements of a notice ? 10
- (b) Define the term minutes of meeting. Explain the resolution by circulation. 8
- (c) Discuss the types of meeting in details. 8
4. (a) What do you mean by range of cells and cell referencing ? What are different types of referencing ? 8
- (b) Explain various types of charts available in MS Excel. 8

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4. (a) What do you mean by range of cells and cell referencing ? What are different types of referencing ? 8
- (b) Explain various types of charts available in MS Excel. 8

(c) Explain the major functions used in MS Excel. 10

5. (a) Discuss various types of text formatting in a word document. 10

(b) Discuss the steps of applying paragraph formatting. 8

(c) How to create and edit hyperlinks in a Word document ? 8

SECTION—B

(Short Answer Type Questions) 4×12 = 48

Note : Section ‘B’ contains eight (08) short answer type questions of Twelve (12) marks each. Learners are required to answer any four (04) questions only.

4×12 = 48

1. (a) Define e-commerce. Explain features of e-commerce. 6

(c) Explain the major functions used in MS Excel. 10

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