

**Sample Question Paper**  
**ELEMENTS OF BUSINESS**  
**Class-X**  
**Code-154**

**Summative Assessment-1**  
**October 2010**  
**Design of Question paper**

Time Allowed : 3 Hrs

Maximum Marks : 80

**01 Weightage to Form of Questions**

Type of questions	No. of Questions	Marks for each Question	Total Marks
1. MCQs	16	1	16
2. Short Answer Questions	16	3	48
3. Long Answer Questions	4	4	16
<b>Total</b>	<b>36</b>	<b>-</b>	<b>80</b>

**02 Weightage to Content Units.**

<b>Unit I</b>	<b>Office routine</b> : Different departments of a business establishment, handling inward and outward mail, filing and indexing methods, copying and duplicating methods	40 marks
<b>Unit II</b>	<b>Business correspondence</b> : Essential forms of a good business letter, writing of simple business letters of enquiry, quotations, order, reference, advice and complaints	40 marks

**Sample Question Paper - I**  
**ELEMENTS OF BUSINESS**  
**Class-X**  
**Code-154**

**Summative Assessment-1**  
**October 2010**

**Time Allowed: 3hours**

**Maximum Marks: 80**

**Instructions :**

1. The question paper has 36 questions in all. All questions are compulsory.
2. Questions from serial No. 1 to 16 are multiple choice questions. These are to be answered by writing the correct option in your answer sheet.
3. Answers to questions from serial number 17 to 32 carrying 3 marks may be of 50 to 70 words each.
4. Answers to questions from serial number 33 to 36 carrying 4 marks may be of about 150 words each.
5. Attempt all parts of a question together.

**Group A**

1. The letter through which the seller supplies relevant information about the articles enquired by the buyer is
  - (i) Enquiry letter
  - (ii) Recovery letter
  - (ii) Quotation letter
  - (iv) Advice letter

1
2. Which of the following statements is correct about a business enquiry letter
  - (i) Buyer asks information about the price of goods.
  - (ii) Writer of the letter does not give information about the quantity to be purchased
  - (iii) Seller gives information through this letter
  - (iv) The buyer cannot ask for sample through this letter

1
3. In a business letter if 'salutation' starts as Dear Mr. Prasad then which of the following will be a correct complementary close
  - (i) Yours faithfully
  - (ii) Yours very sincerely
  - (ii) Yours sincerely
  - (iv) Yours obediently

1

4. A letter written to the seller giving information about financial position of the buyer is
- |                        |                     |  |
|------------------------|---------------------|--|
| (i) Recovery letter    | (ii) Enquiry letter |  |
| (iii) Reference letter | (iv) Order letter   |  |
5. Which of the following filing system will be suitable for a small trader receiving not more than 10 letters in a month.
- |                |                       |   |
|----------------|-----------------------|---|
| (i) Wire file  | (ii) Folder file      |   |
| (iii) Box file | (iv) Pegion Hole file | 1 |
6. Index prepared in a book or register is known as
- |                       |                  |   |
|-----------------------|------------------|---|
| (i) Rotary index      | (ii) Fixed Index |   |
| (ii) Bound Book index | (iv) Strip Index | 1 |
7. Method in which large number of copies are obtained by using stencil and a machine is
- |                |                    |   |
|----------------|--------------------|---|
| (i) Copying    | (ii) Photo Copying |   |
| (iii) Computer | (iv) Duplicating   | 1 |
8. A written communication which maintains goodwill and serves as evidence is a
- |                      |                        |   |
|----------------------|------------------------|---|
| (i) Personal Letter  | (ii) Official letter   |   |
| (ii) Business letter | (iv) Religious letters | 1 |
9. Filing system in which letters are kept in folders with guide cards in vertical position is known as
- |                       |                        |   |
|-----------------------|------------------------|---|
| (i) Folder filing     | (ii) Horizontal filing |   |
| (iii) Vertical filing | (iv) Arch lever filing | 1 |
10. The best method of getting facsimile copy of a letter written is by
- |              |                    |   |
|--------------|--------------------|---|
| (i) Hand     | (ii) Press Machine |   |
| (iii) Carbon | (iv) Copier        | 1 |
11. A method of filing system useful for travelling agents is
- |                         |                    |   |
|-------------------------|--------------------|---|
| (i) Wire filing         | (ii) Folder filing |   |
| (iii) Guard book filing | (iv) Box index     | 1 |
12. Bound book index and loose leaf index are different types of
- |                        |                          |   |
|------------------------|--------------------------|---|
| (i) Visible card index | (ii) Vertical card index |   |
| (iii) Wire index       | (iv) Ordinary page index | 1 |

13. Which of the following does not relate to pigeon hole index systems
- |                 |            |   |
|-----------------|------------|---|
| (i) Folders     | (ii) Box   |   |
| (iii) Docketing | (iv) Spike | 1 |
14. Which of the following is the outer quality of a business letter
- |                 |                |   |
|-----------------|----------------|---|
| (i) Designation | (ii) Envelope  |   |
| (iii) Relevance | (iv) Reference | 1 |
15. The body of the letter is usually divided into
- |                 |                  |   |
|-----------------|------------------|---|
| (i) One part    | (ii) Three parts |   |
| (iii) Two parts | (iv) Four Parts  | 1 |
16. A letter written by seller to buyer informing him about the despatch of goods is known as
- |                      |                       |   |
|----------------------|-----------------------|---|
| (i) Reference letter | (ii) Quotation letter |   |
| (iii) Order letter   | (iv) Advice letter    | 1 |
17. State the meaning of business letter in your own words. 3
18. Give any three importance of writing a business letter. 3
19. Give a format of business letter. 3
20. Explain in brief the meaning of enclosures, copy circulation and post script. 3
21. Complaint letters should be written immediately after receiving the defective goods. Justify the statement and give two more points to be considered while writing a complaint letter. 3
22. You want to buy a Business Studies book written by Amrita and published by AR Publication, Hospital Road Agra (UP). Write a letter ordering your requirement. 3
23. Explain any three inner qualities of a business letter. 3
24. What are the points to be kept in mind while writing a letter of enquiry? (any three) 3
25. State three purposes of indexing. 3.
26. Describe the method of preparing a copy of a letter by carbon using type writer. 3
27. Computer is important for an office these days, Justify the statement by giving three reasons. 3
28. Distinguish between copying and duplicating on the following points. 3
- |                   |                  |
|-------------------|------------------|
| (1) Objective     | (2) No of copies |
| (3) Machines used |                  |
29. State any three objective of filing. 3
30. Give three merits of centralised filing. 3

31. Explain in brief loose leaf index. 3
32. Explain the method of preparing copies through stencil duplicator. 3
33. Explain Heading, Reference and Body of letter as a part of business letter. 3
34. M/s GR Fans, G Block, Sector 18 received a parcel of fans against order placed. On opening the parcel they found that 3 fans of super activity and two fans of standard are missing. You are required to write the body of the complaint letter. 4
35. Give two merits and two demerits of Horizontal filing system. 4
36. What is vertical card index? Give any three advantages. 4

**Marking Scheme**  
**ELEMENTS OF BUSINESS**  
**Code 154**  
**Summative Examination I**  
**Class X**

1. (iii)
2. (i)
3. (i)
4. (iii)
5. (i)
6. (iii)
7. (iv)
8. (iii)
9. (iii)
10. (ii)
11. (iv)
12. (iv)
13. (iii)
14. (ii)
15. (ii)
16. (iv)

17. Business letter is a written communication between two parties. Business letters may be defined as means through which views are expressed and ideas or information are communicated in writing in the process of business activities.

3

18. Importance of writing business letters : Any three of following with brief explanation :

1. Writing business letters helps in maintaining proper relationship
2. It is an Inexpensive and convenient mode.
3. It helps in creating and maintaining goodwill
4. It serves as evidence

	5. It helps in expansion of business	1x3 = 3									
19.	<table border="0"> <tr> <td>Tel.</td> <td>Name of the firm</td> <td>E-mail</td> </tr> <tr> <td>Fax.</td> <td>PostalAddress</td> <td>Website</td> </tr> <tr> <td>Ref.</td> <td></td> <td>Dated :</td> </tr> </table>	Tel.	Name of the firm	E-mail	Fax.	PostalAddress	Website	Ref.		Dated :	1/2
Tel.	Name of the firm	E-mail									
Fax.	PostalAddress	Website									
Ref.		Dated :									
	To,										
	Name and address of the person to whom letter is sent										
	Subject:	1/2									
	Salutation,	1/2									
	Opening part .....										
	Main part .....										
	Concluding part .....	1									
	Complimentary close	1/2									
	Signature										
	Name										
	Designation										
	Enclosures										
	CC										
	PS										

20. Enclosures : This is required when some documents like cheque, drafts, bills receipts, lists, invoices etc. are attached with the letter.

- **Copy circulation :** This is required when the copies of the letter are also sent to other persons in addition to addressee. 1
- **Post script :** This is required when the writer wants to add something which is not included in the body of the letter. 1

21. After justifying the statement give any two of the following  
1x3 = 3

- (a) Mistakes should be mentioned clearly
- (b) Proposal to correct the mistakes should be made

(c) Suggestions on how the complaint should be dealt with

3

22.

**Letter of order**

Tele - 2502990

Amrita

Fax - 390220

B-10, Sector 35

NOIDA

2/06/2010

M/s A.R. Publication

Hospital Road,

AGRA (UP)

Subject : Your letter of Quotation

½

Dear Sir,

Many thanks for your prompt reply for my letter at 23/5/10. I request you to kindly send 2 books of business studies written by KM Prasad by post at the above address.

½

A demand draft No. MF/5/05562 of SBBJ for the required amount is enclosed.

½

Thanking you,

Yours faithfully

- sd -

(Amrita)

Encl - D.D.

23. Any three inner qualities from the following with brief explanation

(i) Simplicity

(ii) Clarity

(iii) Accuracy

(iv) Completeness

(v) Relevance

(vi) courtsey

(vii) Neatness

1x3 = 3

24. Points - (any three)

(i) Enquiry should clearly state the information required

(ii) Write specifically about the design, size, quality, quantity etc. about the product.

- (iii) Period or date within which information is required. 1x3 = 3
25. Any three of the following
- (i) Easy location of file and documents
  - (ii) Speedy cross referencing
  - (iii) Saving of time and effort in locating records.
  - (iv) Efficiency in record keeping
  - (v) Reducing the operating cost of records management. 1x3 = 3
26. While preparing a copy the following material is required: 1x3 = 3
- (i) Typing paper
  - (ii) Typing carbon
  - (iii) Typing Machine
- Explain the method 1½+1½ = 3
27. **Reasons for justification** : A computer can perform a variety of operations - Arithmetical calculations, comparison of data, storage of information, analysis of data, preparation of diagrams. Main component is the memory unit, Programmes are fed and remain available for reproduction. High speed, flexibility and accuracy are other advantages. 3
- 28.
- |               | <b>Copying</b>               | <b>Duplicating</b>                       |       |
|---------------|------------------------------|--|-------|
| Object        | Official record and evidence | General circular                         |       |
| No. of copies | Unlimited copies<br>1-5      | Large number<br>100 to 1000              |       |
| Machines      | Hand press type machine      | Stencil duplicator<br>Gelatin duplicator | 1x3=3 |
29. Any three of the following:
- (1) Safety of the letters & documents
  - (2) Future reference
  - (3) Helps in increasing sales
  - (4) Helps in business analysis
30. Any three merits of the following :
- (1) No duplication of filing equipment and work
  - (2) Better utilisation of storage space is possible
  - (3) Saving in the cost of record management
  - (4) Ensures uniformity and standardisation of filing operations.
  - (5) Better supervising and control etc. 1x3 = 3
31. In this type of index single sheets are bunched to fit in between metal hinges with the help of a metal screw. Pages are loose so that any page can be taken out or additional pages inserted. To insert or remove pages metal hinges have to be unscrewed. The binder with the

loose index sheet can be locked so that no sheets are taken out without proper authority. 3

32. This is the most commonly used method of duplicating. Stencil, duplicating Ink, duplicating paper and a duplicating machine are needed. Stencil paper is fibrous paper which is coated with a wax like substance, The stencil is cut by the type face or stylus pushing aside the stencil coating to permit the ink to flow through & fibrous tissue. This stencil is inserted in the duplicator and fixed over the drum. The duplicating paper is fed manually or automatically by rotation of drum. The paper receives the ink through the cuts in the stencil. Nearby 1000 to 5000 copies can be prepared through this process.

33. Explanation of

**Heading :** Contains the name and postal address of the business, e-mail, address, website address, telephone numbers, Fax number, trade mark or logo of the company (if any) 1

**Reference :** It indicates letter number and the department from where the letter is being sent and the year. It helps in future reference.

**Body of the letter :** This is the main part of the letter and contains the actual message of the sender. It is divided into three parts:

**(a) Opening part -** Attention of the reader is drawn to the previous correspondence

**(b) Main part -** Contains the subject matter of the letter which should be precise and written clearly.

**(c) Concluding part -** It contains the sender's intentions, hopes/expectations etc.  $1+1+2 = 4$

34. Body of the complaint letter-

I would like to draw your attention to the fact that some fans have been found missing in the parcel despatched by you, which was received to day. It appears that the following items were not included.

Marathan Fan Super Quality (Three)

Marathan Fan Standard Quality (Two)

We will appreciate if the above fans are sent to us or the amount credited to our bank account . 4

35. Any two merits of the following

(1) Simple to understand, easy to operate and economical to maintain.

(2) Letters can be referred to in a file without removing them from it.

(3) As letters are chronologically arranged, it becomes very easy to locate them.

(4) The files are well protected from dust and moisture as thick cover and cardboards are used.

Any two demerits of the following

(1) It is not very flexible

(2) It is difficult to remove papers from files lying at the bottom or middle of the heap.

(3) This system can't be profitably used by large office.

(4) The equipments used are space consuming 4

36. **Vertical card index** - Each subject, document or customer is allotted a separate card on which necessary information appears. These cards are classified and arranged alphabetically, geographically, numerically or subject wise. The cards may be of small size or as per need. 1

Any three merits of the following

- (1) Flexibility as the number of cards can be increased or decreased without disturbing arrangement.
- (2) It is economical to operate.
- (3) It is simple and easy to understand
- (4) This system can be used for different purposes
- (5) Dead records can be withdrawn at any time
- (6) Cards can be arranged in any order
- (7) It can be used by several persons at the same time 4