




6	While resolving the issues, what needs to be accessed:	Internet	Organization's knowledge base	Guidelines prescribed by the manager	Help from colleagues	2
7	Which component of a computer is depicted in the image: 	CPU	RAM	Hard disk	Montior	1
8	Before uploading documents like blogs, pictures etc. to social media, they can be edited on:	Safari	Google chrome	MS Office	PC paintbrush	3
9	While creating a document, a secretary wants to update the multimedia settings. It can be updated by using:	Help and support	Google chrome	Calculator	Control panel	4
10	Name the device which is not a periphery for a computer:	Mouse	Keyboard	CPU	UPS	3

**Sample QB: Secretary (Viva)**

<b>S.no</b>	<b>Viva Question</b>	<b>Answer</b>
1	What are the scope of shorthand or stenography? Give any two points.	1. Efficiency in Note-Taking 2. Confidentiality in Communication 3. Specialized Application in Legal and Medical Fields 4. Professional Development and Training Opportunities
2	What are the uses of abbreviations? Give any two points.	1. Efficiency in Writing 2. Quick & clear Communication 3. Standardization 4. Ease of Reading 5. Professionalism
3	What is the use of memory devices in computers? Give any two.	1. Data Storage 2. Quick Access 3. Processing Support 4. Multitasking
4	What is the role of control panel in any computer? Give any two.	1. Setting management 2. System Maintenance 3. User Interface

**Sample QB:Secretary (Practical)**

<b>S.no</b>	<b>Practical Scenario</b>	<b>Rubrics</b>
1	Mr. Sharma is a secretary of the General Manager. He started taking dictations using shorthand during an official meeting with the board members. The discussions was extremely important and confidential so to match the pace he used varied shorthand techniques like Logograms, Gramalogues and contractions. Mr. Sharma also checked accuracy and edited the meeting points in an appropriate manner. Demonstrate the steps.	<p>Was the candidate able to use shorthand, can he prepare the text from shorthand and do corrections, if required.</p> <p>Was the candidate aware when and where to use punctuations, alternative forms of R &amp; L and different types of vowels?</p> <p>Was the candidate able to justify the use of vowels in his dictations?</p>