
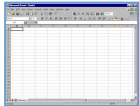

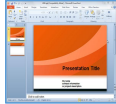




Sample QB- Office Assistant (Theory)

| S.no | Question | Option 1 | Option 2 | Option 3 | Option 4 | Answer |
|------|--|---|--|--|---|--------|
| 1 | <p>What is the full form of CPU?</p>  | Central Processing Unit | Computer Power Unit | Cross Processing Unit | Cable Processing Unit | 1 |
| 2 | <p>Select the option that can be used to create and edit presentations for a group of people:</p> |  |  |  |  | 3 |
| 3 | <p>Which of the following is an electronic spreadsheet application?</p> | Microsoft office word | Microsoft office excel | Microsoft office powerpoint | none of these | 2 |
| 4 | <p>Whom would you notify about the unavailability of materials or supplies required to operate each piece of equipment at the workplace?</p> | Accounts manager | Supervisor | Security guard | HR manager | 2 |
| 5 | <p>You have received a call from customer. What etiquette will you follow while interacting with customer?</p> | Ask him to share his query immediately as you have to attend another call | Greet the customer and listen to query patiently | Share your contact number and ask him to call you after official hours as you are busy | Office assistant should not attend customer calls | 2 |

| | | | | | | |
|----|---|--|--|--|---|---|
| 6 | A new employee wants to understand standards, policies, procedures and guidelines of organisation. what steps would you take to help a new employee ? | Address queries within your area of competence | Ignore as it is not your responsibility | Ask your colleague to help | Ask him to contact your supervisor | 1 |
| 7 | Option highlighted in below image is used for what purpose?  | To rectify typographical errors | To save the file | To do basic formatting | To get help on a topic | 1 |
| 8 | As an Office Assistant, which document would you consult to comprehend organizational standards? | Company Policy | Manufacturer's instructions | HR guidelines | QC guidelines | 1 |
| 9 | You have completed work assigned to you at workplace. What should you do next? | Leave for home | Focus on self - learning and improvement | Take rest in rest room | Sit idle till next work is assigned | 2 |
| 10 | You realised that you have not captured all the points in Minutes of Meeting. What will be your next step? | Record all points in appropriate format | Leave the work place as your shift is over and complete next day | Request your supervisor to add the pending point | Ask your colleague to add the pending point | 1 |

Sample QB: Office Assistant (Viva)

| S.no | Viva Question | Answer |
|------|--|---|
| 1 | List any two computer peripheral devices? | <ul style="list-style-type: none">• Mouse• Keyboard• Webcam• Printer• Headphones• Computer speaker |
| 2 | Name any two equipments that may require basic troubleshooting by office assistant at workplace. | <ul style="list-style-type: none">• Computer• Printer• Scanner• Projector |
| 3 | List an two key steps in developing a work plan? | <ul style="list-style-type: none">• Define Activities• Sequence Activities• Estimate Activity Resources• Estimate Activity Durations• Develop work plan |
| 4 | Mention any two appropriate behaviour that should be maintained by an employee at workplace. | <ul style="list-style-type: none">• Working well as part of a team or group• A positive attitude toward co-workers, the workplace and the tasks of the job• Respect for others and respect for individual differences• Be on time for work• Be polite and helpful |

Sample QB: Office Assistant (Practical)

| S.no | Practical Scenario | Rubrics |
|-------------|--|--|
| 1 | Demonstrate the steps of operating computer and related components | <ul style="list-style-type: none">• Connect, turn on and off the computer properly and run computer applications• Use different input/ output devices• Connect and dismantle projector, cords, cables and input/output devices |