




Office Operations Executive QP Code: MEP/Q0207 Version: 3.0 NSQF Level: 4

S.No.	NOS Name	Nos Details	PC used	English Question	English Ans1 Choice	English Ans2 Choice	English Ans3 Choice	English Ans4 Choice	Correct Answer	Marking	
1	1.MEP/N0204	Manage routine office activities	PC2. greet callers/visitors as per organisational protocol	A caller contacts the office to inquire about the services offered by the organization. How should the Office Operations Executive handle the call?	Politely greet the caller and ask specific questions to understand their needs	Put the caller on hold and never return to the call.	Transfer the call to a random department.	Provide detailed information immediately without asking any questions.	1	7	
2			PC3. Listen carefully to callers/visitors and ask appropriate questions to understand the nature of queries	A visitor arrives at the office reception and seems unsure about which department to approach for their query regarding the company's services. What should you do first to help the visitor?	Direct them to the HR department	Give them a company brochure	Listen carefully to understand their query	Ask if they have an appointment	3	10	
3			PC14. coordinate organization of meetings	What is the first step in organizing a meeting?	Send out the meeting minutes	Book a venue or meeting room	Organize refreshments	Confirm the meeting date and time with all participants	4	5	
4	2.MEP/N0216	Use Computers to store, retrieve and communicate information	PC2. navigate computer drives, directories, folders and software applications to access specified file locations and search for specified file types, files and data using various options	How can an Office Operations Executive access specified file locations quickly?	By guessing file locations	By using the search function and file paths	By randomly clicking folders	By checking the control panel	2	5	
5			PC4. input, edit and save specified data or information in the form of letters, report or table using word-processor and spreadsheet applications	You are required to create a table summarizing the monthly sales figures for different products. What tool should you use to input, edit, and save the sales data in the form of a table?	Presentation software	Web browser	Project management software	Spreadsheet application	4	7	
6			PC6. use basic formulas and data tools and techniques for presenting the data using spreadsheet application	All formulas in Excel must begin with	an equal sign (=)	a greater than (>) sign	a multiplication (*) sign	a less than (<) sign	1	10	
7	3.MEP/N0224	Check forms and applications for completeness as per norms	PC1. obtain guidelines or norms for checking the forms or applications from authorized person	You are assigned to review several employee leave request forms and need to ensure accuracy and compliance with company policies. How should you proceed with reviewing these forms?	Approve all forms immediately	Check each form according to last year's policy	Obtain the latest guidelines or norms for checking the forms from the authorized person	Request help from a colleague who is also unsure	3	10	
8			PC10. maintain workplace confidentiality standards	How should you handle confidential waste such as documents with sensitive information?	Share them with coworkers.	Shred them before disposal.	Store them in an unlocked cabinet.	Leave them in the open recycling bin.	2	7	
9			PC19. ensure computer, printer, scanner and other equipment are switched off when not in use	Identify the following equipment		Photocopier	Scanner	Printer	Projector	3	5
10	4.MEP/N0225	Coordinate with internal and external agencies to complete operational requirements	PC1. obtain workplan and schedule from the agencies	When reviewing a work plan and schedule from an agency, what should you focus on?	The deadlines and milestones outlined.	The agency's holiday schedule.	The agency's office layout.	The agency's marketing strategies.	1	5	
11			PC3. check planner and schedule for tasks not completed and require follow-up	You find that a crucial meeting preparation task has not been completed as scheduled. What is the best way to handle this situation?	Cancel the meeting	Assign the preparation task to another person immediately	Check the planner and schedule to follow up on the incomplete task.	Reschedule the task for next week	3	7	
12	5.MEP/N9903	Apply health and safety practices at the workplace	PC8. use appropriate personal protective equipment (PPE) where required	Identify the following personal protective equipment (PPE).		Respirator	Face Shield	Gloves	Nose Mask	1	5
13			PC14. follow fire safety practices	What does the following sign mean?		Assembly area	Fire Exit	Parking area	Washrooms	2	5
14	6.MEP/N9912	Apply principles of professional practice at the workplace	PC15. recognize unethical conduct and report to an appropriate person	During a team meeting, you overhear a colleague discussing confidential client information with someone outside the company. What should you do to handle this situation?	Join the conversation to gather more information	Ignore the conversation and continue working	Confront the colleague in front of everyone	Report the unethical conduct to HR or a supervisor	4	7	
15			PC26. recognize, avoid and/or address any conflict of interest	What should you do if you recognize a conflict of interest in your work?	Address it immediately following company policies.	Post it on social media	Discuss it with colleagues without taking action.	Consult with legal advisors.	1	5	
Nos Total										100	