

Diploma in Front Office Y2S2

Front Office Operations and Management

BHC 2230

1.

- a. Describe the three types of offices and differentiate between them. (10 mks)
- b. What are Advantages of the three types of offices. (10 mks)
- c. What are the disadvantages of the three types of offices. (10 mks)

2.

- a) Describe the safety precautions with office equipments while one is at work.(10 mks)
- b) Discuss how you would deal with suspicious postal packets when at the University or while at work. (10 mks)

3.

What use would you, as a receptionist, make of the following:

- a) Message Book: 5 mks)
- b) Callers' Register:. (5 mks)
- c) An Internal Telephone Directory – 5 mks)
- d) Reading Material – (5 mks)

4.

- a) Describe what you regard as the main qualities and abilities necessary for a receptionist.(10 mks)
- b) Security at the University is key, describe ways of identifying a suspicious postal packets.(10 mks)

5.

- a.Describe the safeguards for maintaining confidentiality. (10 mks)
- b. outline special precautions take to safeguard computerized data against loss or corruption and this may entail. (10 mks)