

Diploma in Front Office Management Y1 S2

FRONT OFFICE OPERATIONS AND MANAGEMENT

BHC 2230

Time 2 hours

Answer Question 1 and any other 2 questions

1.

- a. Define a Dictation Machine. Describe the different types of dictating machines which are being used for a great variety of purpose some of which are: (10 mks)
- b. To remain in good working order, a typewriter needs to be cared for. Make a list of the ways in which, a typist can take care of their typewriter. (10 mks)
- c. Describe the benefits/advantages of the use of office machinery. (10 mks)

2.

- a) Describe the uses of typewriters in general office work. What advantages have electric typewriters over manual typewriters. (10 mks)
- b) Purposes for which the accounting machines are used. (10 mks)

3.

- a. Calls and messages should never be entrusted solely to memory. Give the important points that should be noted in taking messages. (10 mks)
- b. Outline the necessary Personalities of a good receptionist. (10 mks)

4.

- a. Describe the precautions that should be taken to safeguard computerized data. (10 mks)
- b. Outline the different ways how one can identify suspicious postal packets. (10 mks)

5.

- a. Give the advantage using of the telephone. (10 mks)
- b. Outline the duties performed by an Office Messenger. (10 mks)

