

OFFICE ADMINISTRATION

1.

- a) Define an organizational chart?What Purpose does it serve? (10 mks)
- b) Draw the Technical University of Mombasa Organizational chart. (5 mks)
DRAW TUM ORG CHART
- c) Describe the three types of offices and differentiate between them. What are the advantages and disadvantages of each? (10 mks)

2.

- a) Describe the safety and security measures designed to protect the office environment. (10 mks)
- b) Describe the safety precautions with office equipments while one is at work.(10 mks)

3.

- a) In order to fulfill his duties effectively, what organizational skill and qualities that an office manager need to have to perform his duties diligently. (10 mks)
- b) Discuss the advantages and disadvantages of the centralization of the clerical work. (10 mks)

5.

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)

5.

- a) Describe what you regard as the main qualities and abilities necessary for a receptionist. (10 mks)
- b) Why do we file? What are the requirements of a filling system?. (10 mks)