

FRONT OFFICE MANAGEMENT & TELEPHONE OPERATIONS

CFOO – BSC:1102

1.

- 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)
- c. Describe the three types of offices and differentiate between them. (10 mks)

2.

- a. What are Advantages of the three types of offices. (10 mks)
- b. What are the disadvantages of the three types of offices. (10 mks)

3.

- 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)

4.

What use would you, as a receptionist, make use 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 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)