

BSC 2102: FRONT OFFICE OPERATIONS AND TELEPHONE OPERATIONS

1.

- a) Outline the safeguards for maintain confidentiality. (10 mks)
- b) Describe the precautions that should be taken to safeguard computerized data.(10 mks)
- c) Calls and messages should never be entrusted solely to memory. Give the important points that should be noted in taking messages. (10 mks)

2.

- a. Define an organizational chart? What Purpose does it serve? (10 mks)
- b. Describe the steps one should take when answering the telephone.(10 mks)

3.

a. Outline the guidelines for the security of valuables.

- i. Cash (10 mks)
- ii. Equipment. (10 mks)

3.

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. Outline the different ways how one can identify suspicious postal packets. (10 mks)

4.

a. Describe how you would deal with a suspicious package at the University. (10 mks)

b Give the advantage of the telephone. (10 mks)

5.

a. Outline the Disadvantages of the Telephone. (10 mks)

b. Give the duties of the switchboard operator. (10 mks)