

BSC: 1101: OFFICE ADMINISTRATION

1.

- a) Describe the benefits/advantages of the use of office machinery. (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 uses of typewriters in general office work. What advantages have electric typewriters over manual typewriters. (10 mks)

2.

- a) Define a Dictation Machine. Describe the different types of dictating machines which are being used and the variety of purposes they are being used. (10 mks)
- b) Give Advantages of A Dictation Machine. (10 mks)

3.

- a) Give Disadvantages of A Dictation Machine. (10 mks)
- b) Describe the purposes for which the accounting machines are used. (10 mks)

4

- a) Outline the duties performed by:
 - Office Messenger/Assistant. (10 mks)
 - Receptionist. (10 mks)

5

- a. Describe effective reception procedures that are important to a receptionist.(10 mks)
- b. Outline the qualities that should prevail in judging the personality of a good receptionist.(10 mks)