

Diploma in Front Office

BSC 1102: FRONT OFFICE AND TELEPHONE OPERATIONS

1.

- a) Describe the steps one should take when answering the telephone. **(10 mks)**
- b) Calls and messages should never be entrusted solely to memory. Give the important points that should be noted in taking messages. **(10 mks)**
- c) Describe what you regard as the main qualities and abilities necessary for a receptionist. **(10 mks)**

2.

- a) Describe effective Reception Procedures. **(10 mks)**
- b) Outline the necessary Personalities of a good receptionist. **(10 mks)**

3.

- a. **Outline the safeguards for maintain confidentiality. (10 mks)**
- b. **Describe the precautions that should be taken to safeguard computerized data.(10 mks)**

4.

- a. **Describe the procedures for ensuring Security of Premises at the Technical University of Mombasa. (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 Disadvantages using of the Telephone. (10 mks)**