



# TECHNICAL UNIVERSITY OF MOMBASA

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SCHOOL OF BUSINESS

DEPARTMENT OF BUSINESS ADMINISTRATION

UNIVERSITY EXAMINATION FOR:

CERTIFICATE IN FRONT OFFICE OPERATIONS

BSC 1102: FRONT OFFICE MANAGEMENT & TELEPHONE OPERATIONS

END OF SEMESTER EXAMINATION

SERIES: DECEMBER, 2016

TIME: 2 HOURS

DATE:

## Instructions to Candidates

You should have the following for this examination

-Answer Booklet, examination pass and student ID

This paper consists of Choose No questions. Attempt Choose instruction.

**Do not write on the question paper.**

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## QUESTION ONE (CUMPULSORY) 30 MKS

- Define the term organization. Outline **five (5)** examples of Formal Organization and Informal Organizations found in Kenya. **(10 mks)**
- Technical University of Mombasa is a Formal Organization. Give **five (5)** (advantages of formal organizations. **(10 mks)**
- Describe the duties of the Switch Board Operator. **(10 mks)**

## SECTION B: ATTEMPT ANY TWO QUESTIONS – 40 MARKS

### QUESTION TWO (20 MARKS)

- Describe the steps one should take when answering the telephone. **(10 mks)**
- Outline the necessary personalities of a good receptionist. **(10 mks)**

### QUESTION THREE (20 MKS)

- An Office Manager is an important person in any organization. Outline and explain five (5) duties that an office manager carries out. **(10 mks)**

- b) Describe the Office Etiquette that workers working in any organizations should have so as service its customers professionally. Explain your points exhaustively. **(10 mks)**

**QUESTION FOUR (20 MKS)**

- a) Outline the guidelines for the security of valuables. **(10 mks)**
- Cash **(10 mks)**
  - Office Machines and other Equipments. **(10 mks)**

**QUESTION FIVE (20 MKS)**

- a. Outline and explain the Disadvantages of using telephone. **(10 mks)**
- b. Outline the different ways how one can identify suspicious postal packets or suspicious luggage. **(10 mks)**