



# TECHNICAL UNIVERSITY OF MOMBASA

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School of BUSINESS

BUSINESS ADMINISTRATION

## UNIVERSITY EXAMINATION FOR:

CERTIFICATE IN FRONT OFFICE OPERATIONS

BSC 2102 FRONT OFFICE MANAGEMENT AND TELEPHONE OPERATIONS

## END OF SEMESTER EXAMINATION

**SERIES:** DECEMBER, 2016

**TIME:** 2 HOURS

**DATE:** Pick Date Select Month Pick Year

### 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 – 30MKS)

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

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

#### QUESTION TWO (20 MARKS)

- Write short notes on the following: (15 mks)
- Explain the importance of telephone as a tool of communication. (5 mks)

#### QUESTION THREE (20 MKS)

- Discuss atleast five (5) advantages and Disadvantages of using telephone in an organization.

**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 various duties carried out by an Office Messenger in an organization.(10 mks)
- b) Give and explain duties of a Switch Board Operator in an organization. (10 mks)