



TECHNICAL UNIVERSITY OF MOMBASA

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:sept 2017

TIME:2 HOURS

DATE:sept 2017

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. AttemptChoose instruction.

Do not write on the question paper.

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)

- a) 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.
- 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)