



TECHNICAL UNIVERSITY OF MOMBASA

SCHOOL OF BUSINESS

BUSINESS ADMINISTRATION

UNIVERSITY EXAMINATION FOR:

DIPLOMA IN FRONT OFFICE & TELEPHONE OPERATIONS

BSC 2102: 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.

QUESTION ONE(30 MKS)

- Define Front Office and explain the duties of receptionists in organizations. **(10mks)**
- 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)

- Outline the importance of Front Office Manager and other personnel found in an organization.**(10 mks)**
- The use of telephones has made communication in organizations efficient. Outline Telephone Services available through the telephone. **(10 mks)**

QUESTION THREE (20 MKS)

- What do you mean by Office Safety?. Discuss the causes of accidents in offices. **(10 mks)**
- 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) What is meant by office security?. Explain various security measures to be taken by office management. **(10 mks)**
- b) Executives of organizations travel a lot for business prospects. Outline the necessary preparations their assistant should do before and during the travel. **(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)**
- c) A Receptionist or Switch Board Operator needs to have a good telephone personality and office etiquette. Outline the necessary telephone personality required and etiquettes. **(10 mks)**