



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) CUMPULSORY

- The position of an Office Manager is very important in any organization. Define a manager and outline the necessary characteristics that a manager should have. **(10 mks)**
- Outline and explain exhaustively the office etiquette that professionals or workers in any organizations should have. **(10 mks)**
- Discuss the various cadres of office staff found in an organization. **(10 mks)**

SECTION B: ATTEMPT ANY TWO QUESTIONS – 40 MARKS

QUESTION TWO (20 MARKS)

- An Office Messenger is very important in any organization. Outline things relevant in the position of an Officer Messenger. **(10 mks)**
- Receptionist direct callers. Outline things that the receptionist should bear in mind when directing callers without appointments with the Executives. **(10 mks)**

QUESTION THREE (20 MKS)

- In using postal services, outline the general objectives for learning the use of postal services. **(10 mks)**

- b) Outline the measures that employees should take in case a fire broke out and how to prevent fire in offices. **(10 mks)**

QUESTION FOUR (20 MKS)

- a) What is meant by office security?. Explain various security measures to be taken by an organizations' management. **(10 mks)**
- b) Give and explain the Advantages & Disadvantages of using telephones in offices. **(10 mks)**

QUESTION FIVE (20 MKS)

- a) Describe the various telephone tones one can hear when using a telephone as a means of communication **(10 mks)**
- b) 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)**