



TECHNICAL UNIVERSITY OF MOMBASA

SCHOOL OF BUSINESS

BUSINESS ADMINISTRATION

UNIVERSITY EXAMINATION FOR:

DIPLOMA IN FRONT OFFICE OPERATIONS

BHC 2230: FRONT OFFICE AND TELEPHONE OPERATIONS.

END OF SEMESTER EXAMINATION

SERIES:DECEMBER, 2016

TIME:2HOURS

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. AttemptChoose instruction.

Do not write on the question paper.

QUESTION ONE (CUMPULSORY – 30 MKS)

- a) Define the term Office Forms and outline the advantages of using Office Forms. **(10 mks)**
- b) Describe the essentials of good Official Forms. **(10 mks)**
- c) Describe the steps one should take when answering the telephone. **(10 mks)**

SECTION B: ATTEMPT ANY TWO QUESTIONS – 40 MARKS

QUESTION TWO (20 MARKS)

- a) Describe the things a Receptionist should bear in mind expected for visitors without appointments. **(10 mks)**
- b) Outline the necessary qualities and general qualifications an Office Messenger should possess. **(10 mks)**

QUESTION THREE (20 MKS)

- a) 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 precautions that should be taken to safeguard computerized data. **(10 mks)**

QUESTION FOUR (20 MKS)

- a. Describe the three types of offices and differentiate between them. **(5 mks)**
- b. What are Advantages of the three types of offices. **(5 mks)**
- c. What are the disadvantages of the three types of offices. **(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)**