



TECHNICAL UNIVERSITY OF MOMBASA

SCHOOL OF BUSINESS

BUSINESS ADMINISTRATION

UNIVERSITY EXAMINATION FOR:

DIPLOMA IN FRONT OFFICE OPERATIONS

BHC : 2230: FRONT OFFICE OPERATIONS MANAGEMENT.

END OF SEMESTER EXAMINATION

SERIES:DEC, 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

- a) Describe the different Telephone Tones. (10 mks)
- b) Give and explain duties of a Switch Board Operator in an organization. (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) Outline security measures that should be taken in an organization. (10 mks)
- b) What is meant by office safety? Discuss the causes of accidents. (10 mks)

QUESTION THREE (20 MKS)

- a) Executives travel a lot for business trips the principle methods of travel are road, train and air. Describe how these methods of travel should be dealt with. (2 mks)
- b) Prepare an itinerary that you would use to guide you and your boss while travelling.(10 mks)
- c) In booking hotel accommodation for the executives outline the criteria to be used.(10 mks)

QUESTION FOUR (20 MKS)

- a) Directing callers in an organization is done by the Receptionist. Give a list of visitors calling the reception.
(10 mks)
- b) Describe the steps one should take when answering the telephone.(10 mks)

QUESTION FIVE

- a) Discuss how you would deal with suspicious postal packets when at the University or while at work.
(10 mks)
- b) Describe what you regard as the main qualities and abilities necessary for a receptionist.(10 mks)