



TECHNICAL UNIVERSITY OF MOMBASA

School of Business

DEPARTMENT OF BUSINESS ADMINISTRATION

ORDINARY UNIVERSITY EXAMINATION FOR: BACHELOR OF BUSINESS AND OFFICE MANAGEMENT BSC 4402: SECRETARIAL DUTIES AND PRACTICE

SERIES: DECEMBER^{Picky}2024

TIME:2HOURS

DATE:Pick DateDec2024

Instructions to Candidates

You should have the following for this examination

-Answer Booklet, examination pass and student ID

This paper consists of five questions. Attempt question ONE (Compulsory) and any other TWO questions.

Do not write on the question paper.

Question ONE

- a) Explain the origin and meaning of the term "Secretary." (10 marks)
- b) Describe how the role of a secretary has evolved in today's world. (10 marks)
- c) What is the secretary's role in managing customer complaints and inquiries for the sales department? (10 marks)

Question TWO

- a) Discuss why a secretary is considered the backbone of an organization. (10 marks)
- b) How does a secretary contribute to the success of an executive? (10 marks)

Question THREE

- a) Differentiate between a Private Secretary and a Secretary to a Club or Association. (10 marks)
- b) What are the key responsibilities of a Company Secretary? (10 marks)

Question FOUR

- a) Explain some routine duties performed by a Private Secretary. (10 marks)
- b) What are some miscellaneous duties that a Private Secretary may be required to perform? (10 marks)

Question FIVE

- a) What educational and vocational qualifications are essential for a senior-level Secretary? (10 marks)
- b) Describe three important personal qualities a secretary should possess and explain why they are significant. (10 marks)