

041305T40AD

OFFICE ADMINISTRATION LEVEL 5

BUS/OS/OA/CR/01/5/A

MANAGE FRONT OFFICE OPERATIONS

July/August 2024



**TVET CURRICULUM DEVELOPMENT, ASSESSMENT AND CERTIFICATION
COUNCIL (TVET CDACC)**

WRITTEN ASSESSMENT

3 HOURS

INSTRUCTIONS TO CANDIDATES

1. This paper has two sections; **A** and **B**.
2. Answer **ALL** the question as guided in each section.
3. You are provided with a separate answer booklet.
4. Marks for each question are as indicated in brackets.
5. Do not write on the question paper.

This paper consists of THREE printed pages.

Candidates should check the question paper to ascertain that all pages are printed as indicated and that no questions are missing.

SECTION A (40 MARKS)

Answer all questions in this section.

1. Organizations receive visitors at any given time of the day who must be attended to. Identify **four** traits that a person must have to meet the needs of the visitors. (4 marks)
2. Most organization's uses feedback as per the workplace policy to gauge their visitor's satisfaction. State **four** benefits of feedback to an organization. (4 Marks)
3. An organization's reception area should always be laid as per the Standard Operating Procedures. Identify **four** factors to consider when having a reception area layout. (4 Marks)
4. Appointments in an organization are very crucial. Give **four** steps an organization can take to ensure that appointment requests are received consistently and in line with standard operating procedures. (4 Marks)
5. Most organization's creates a visitors register as per the workplace policy. State **four** details that are common in a visitors register. (4 Marks)
6. Visitors register is created according to the organization policies. Give **four** benefits of a visitors register. (4 Marks)
7. Internal directory should be kept up to date. List FOUR methods of updating an internal directory. (4 Marks)
8. Official diary of an organization should at all times be safeguarded. State **four** advantages of safeguarding the diary. (4 Marks)
9. Entertainment resources are very necessary in any given organization. Give **four** types of these resources that should be available for visitors. (4 Marks)
10. The reception area of many organizations are usually titled with signs which guides visitors. Give **four** types of signage commonly found in reception areas as per Occupation Safety and Health Administration (OSHA). (4 Marks)

SECTION B: (60 MARKS)

Answer questions 11 (compulsory) and any other TWO in this section.

11. Marjan Corporation is a rapidly growing business firm with multiple departments and a large workforce. The company provides various services to clients, including consultations, project updates, and sales meetings. However, the current appointment scheduling process has become inefficient, leading to delays, missed appointments, and frustrated clients. As the newly appointed Operations Manager, your task is to improve the appointment scheduling system. You need to analyze the existing challenges, propose solutions, and implement changes to enhance efficiency and client satisfaction.
- a) Explain **four** types of appointments that you would include in the business as a solution to the challenges as per the workplace policy. (8 Marks)
 - b) Discuss **six** details that should be included in a visitors' appointment entry. (12 marks)
12. (a) An organizational chart is an example of a reference material commonly used in many organizations. Describe **five** uses of an organization chart to an organization. (10 Marks)
- (b) Mr Otieno and two of his friends are opening a business unit in their locality. Suggest **five** ways in which the business can obtain reference materials for use within the company. (10 Marks)
13. (a) Most visitors make inquiries about an organization before doing any business with them. Elaborate **four** procedural steps for receiving visitors' inquiries in an organization. (8 Marks)
- (b) Mary has been hired as a Receptionist in a busy office environment. Describe **six** good communication skills that she should possess to work effectively in the new station. (12 Marks)
14. (a) Keeping a diary in an organization is very necessary as the information serves as primary source of data. Discuss **four** steps in analyzing the content of a diary. (8 Marks)
- (b) Feedback to unsuccessful job applicant is usually very necessary. Explain **six** reasons for this approach. (12 Marks)

THIS IS THE LAST PRINTED PAGE.