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OFFICE ADMINISTRATOR LEVEL 5

BUS/OS/OA/CR/02/5/A

MANAGE OFFICE MAIL

July/August 2024



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

WRITTEN ASSESSMENT

3 HOURS

INSTRUCTIONS TO CANDIDATES

1. The paper consists of two section; **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 indicated
5. Do not write on the question paper

This paper consists of THREE (3) 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. Stamping is a process of ensuring postage payment of dispatched mail. List **two** methods of stamping. (2 Marks)
2. Most business concerns receive at least two mail deliveries a day. State **three** means of collecting mail from the Post Office. (3 Marks)
3. Mail room equipment is used for processing large volumes of mail. Highlight **four** equipment used for receiving mail. (4 Marks)
4. Mail is any written correspondence coming in and out of an organization and is vital evidence in a legal dispute. List **four** correspondences received in the organization. (4 Marks)
5. Sorting is a key step in mail handling. Name **three** rules for sorting. (3 Marks)
6. Distributing incoming mail is an essential step in mail handling. Identify **four** rules that should be observed to facilitate fast distribution of mail. (4 Marks)
7. A messenger is an important person in the general office. List **four** qualities of an office messenger. (4 Marks)
8. A record of all stamped and franked out-going mail is important to an organization. List **three** items of information of an outward mail register. (3 Marks)
9. Mail is received and sent out of the organization to enhance the business growth. List **three** classes of mail that may be received in an organization. (3 Marks)
10. In order to facilitate the sorting of mail in the organization aid is needed. Outline **two** equipment used in sorting mail. (2 Marks)
11. Organizations keep records for future use. State **four** steps to be followed in filing incoming mail. (4 Marks)
12. Out-going mail is always classified before dispatch. Highlight **four** methods of classification. (4 Marks)

SECTION B: (60 MARKS)**Answer question 13 (Compulsory) and any other TWO.**

13. (a) Non-personal incoming mail is recorded in the mail register book. Design an inward mail register and enter the following items.

Letter from John Karanja P O Box 8021, THIKA, enquiring non delivery of goods, Invoice received from Sammy Enterprises P O Box 19241, KISUMU, Inquiry letter from Joymax Training College P O Box 85, NAIVASHA, regarding the purchase of assorted office equipment. All the above were received today by Book Centre Office Equipment Co. Ltd NAIROBI.

(12 Marks)

- b) Mail is distributed to the respective departments and owners at regular intervals to enhance mail handling in the organization. Explain **four** rules that should be observed to facilitate fast distribution.

(8 Marks)

14. a) Mail handling involves incoming and outgoing correspondence in an organization. Discuss **five** steps of handling incoming mail.

(10 Marks)

- b) Stamping is the final step of handling outgoing mail. Describe **five** conditions that users of a franking machine should adhere to.

(10 Marks)

15. a). Outgoing mail means mail, packages, or similar items prepared to be sent through the postal service, private courier services, or other courier services. Explain **eight** processes of handling out-going mail

(16 Marks)

- b). Large organizations use a franking machine to stamp mail. Explain **two** advantages of a franking machine.

(4 Marks)

16. a) All correspondence sent out of the organization should be recorded to confirm postage or dispatch. Suggest **five** items of information in the postage book.

(10 Marks)

- b) Efficient and effective handling of mail helps a company to boost its business and have better image of the organization. Describe **five** equipment used when handling outgoing mail.

(10 Marks)

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