

041306T4OAD

OFFICE ADMINISTRATOR LEVEL 6

BUS/OS/OA/CR/02/6

MANAGE OFFICE MAIL

July/August 2024



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

WRITTEN ASSESSMENT

3 HOURS

INSTRUCTIONS TO CANDIDATE

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

This paper consists of FOUR (4) 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. In an office set up there are several office personnel who work on various sections. Give **four** reasons you would consider assigning the office messenger the duties of handling office mails. (4 Marks)
2. The Manager of ABC Ltd has been complaining to his junior office employees on matters concerning lost incoming mails. Highlight **five** methods you would advise the company to use to prioritize and sort incoming office mails. (5 Marks)
3. The Principal of Torino TVC asked her Office Administrator for a mail from the Ministry of Education which had been delivered the previous week. The Office Administrator was struggling to find the mail due to their poor date stamping and record keeping. Outline **four** reasons how date-stamping incoming mail contribute to efficient record-keeping. (4 Marks)
4. Makena is an Internal Auditor at Kauni TVET Institution. Lately she has been having difficulties to complete her auditing process of the institution business department due to lack of comprehensive details of its mails. Outline **four** benefits of maintaining a detailed record of incoming and outgoing mails. (4 Marks)
5. Wanjiru works as an Office Administrator in your organization and has been having challenges in matching records with relevant files and attachments. Advise her on **four** appropriate steps she should follow to match incoming emails with the appropriate files and attachments. (4 Marks)
6. Folios are often labeled or categorized with titles or identifiers to distinguish them from one another and help users quickly locate the information they need. Give **four** steps of assigning folios to incoming mail in an organization. (4 Marks)
7. A mail register is a document or system used to keep track of incoming and outgoing mails within an organization. Outline **four** items of information of a mail register. (4 Marks)
8. The process of sorting mails is conducted in the mail room of organizations to ensure efficient delivery and handling of mails. Highlight **four** processes of sorting outgoing mails in an institution. (4 Marks)
9. Classification of outgoing mails refers to categorizing or organizing outgoing mail items based on various criteria. Outline **four** criteria used to classify outgoing mail in an organization. (4 Marks)

10. Jambo Ltd deals with clothes production and wish to send mail to their suppliers and clients. List **three** methods they may use to dispatch the outgoing mail. (3 Marks)

SECTION B: (60 MARKS)

Answer Question 11 and any other TWO Questions in this Section.

11. Lolyne Enterprises is a large corporate office that handles a significant volume of outgoing mail daily. Prior to implementing automated systems, the process involved manual sorting of mail, which was prone to errors. This led to delays in dispatching important documents due to labor-intensive processes. After recognizing these challenges, the company decided to invest in automated mail sorting and dispatching systems. These systems utilize advanced technologies such as bar-code scanning, optical character recognition (OCR), and sorting algorithms to efficiently process outgoing mail.
- (a) Explain **five** benefits that resulted in the implementation of these automated systems. (10 Marks)
 - (b) Highlight **five** challenges Lolyne Enterprises may have experienced as a result of not automating their office services. (10 Marks)
12. Mail routing refers to the process of directing incoming and outgoing mail within an organization or office environment. In large office environments, where there may be numerous departments, floors, or even multiple buildings, efficient mail routing is crucial for ensuring timely communication and smooth operations.
- (a) Describe **four** steps on how mail routing works in large office environment. (8 Marks)
 - (b) Explain **six** reasons why in large office environments, efficient mail routing is essential. (12 Marks)
13. (a). Commitment can be a powerful force in helping individuals stay motivated and focused on tasks like affixing postage stamps, even in the face of distractions or interruptions. Elaborate **five** values that employees should adapt to stay motivated in their work. (10 Marks)
- (b). Emails are often preferred over physical mail for dispatching information in various circumstances. Discuss **five** of these circumstances. (10 Marks)
14. (a). Explain **five** factors that should be considered when designing a filing system for incoming correspondence, to ensure its effectiveness and efficiency. (10 Marks)
- (b). Auditing and monitoring recorded outgoing mail is crucial for maintaining security and preventing misuse or unauthorized access. Discuss **five** best practices to consider in ensuring this activity is done appropriately. (10 Marks)

THIS IS THE LAST PRINTED PAGE