

041304T4OAS

OFFICE ASSISTANCE LEVEL 4

BUS/OS/OA/CR/03/4

Handle Customer Care Duties

March/ April 2025



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

WRITTEN ASSESSMENT

INSTRUCTIONS TO CANDIDATES

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

This paper consists of FOUR (4) printed pages.

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

SECTION A (10 MARKS)

Attempt all questions in this section. Each question carries one mark.

1. _____ refers to the process of formally requesting a service or item using a form.
 - A. Supplies form
 - B. Purchase form
 - C. Requisition
 - D. Re-order
2. When providing office refreshments, which of the following should be available to accommodate variety of preference.
 - A. A selection of only black coffee
 - B. A selection of tea, coffee and water
 - C. A selection of just water and black coffee
 - D. A selection of only sugar, tea and sweeteners
3. What is the best way to clean kitchen equipment after use.
 - A. Wiping it down with a dry cloth and soap
 - B. Leave it out to dry without
 - C. Use a small amount of detergent and then store immediately
 - D. Wash it with soap, water and dry it thoroughly
4. In an office setting what is the best practice for serving snacks alongside beverages during a meeting.
 - A. Serve only packaged snacks with different dietary needs
 - B. Offer variety of snacks that cater to different dietary needs
 - C. Provide snacks for a long meeting only
 - D. Limit snacks to coffee flavoured treats
5. When a delivery is received at the office what is the first step to ensure it is handled properly.
 - A. Open the package immediately
 - B. Record the delivery details immediately
 - C. Ignore the package until later
 - D. Leave the package unopen on the desk

6. Identify a factor to be considered when maintaining a professional tone while speaking to a client.
 - A. Speaking very quickly to get through the conversation
 - B. Use formal language and avoid slang or informal phrases
 - C. Sounding uninterested and distracted including slang phrases
 - D. Interrupting a client to get your point across the conversation
7. After cleaning kitchen equipment select the main step to ensure it is safe for use.
 - A. Leave it wet so it can dry naturally and store it
 - B. Use only proper towels to dry it before storing
 - C. Ensure all items are completely dry before storing
 - D. Ensure to store it while it's still wet
8. When handling a client enquiry select the most important action to take.
 - A. Responding with a common response when addressing the client
 - B. Listening carefully and addressing the clients' specific needs
 - C. Asking the client to call back later so to address other clients
 - D. Ignoring their request until you have more time to handle their needs
9. Identify an item of information
 - A. Approved by
 - B. Good received
 - C. Delivery note
 - D. Delivered by
10. What should an employee do if they cannot resolve a visitor's query.
 - A. Immediately transfer the visitor without any explanation
 - B. Apologize for the inability to resolve the issue
 - C. Ignore the visitors concerns and proceed with regular tasks
 - D. Direct the visitor to a random colleague for help

SECTION B: (40 Marks)

Attempt ALL questions in this section

11. Define the following terms. (3 Marks)
 - i. Office deliveries
 - ii. Office etiquette
 - iii. Customer service
12. Positive working environment provide several benefits for both employees and employers. Outline THREE reasons for having a good working environment. (3 Marks)
13. Mwalimu Sacco faces a significant drop in customer retention. State THREE Disadvantages of bad customer service. (3 Marks)
14. Mwangi works as a Customer Care provider, list FOUR methods that he can implement to gather meaningful feedback from clients. (4 Marks)
15. Identify THREE ways in which inadequate office arrangement can lead to slips, trips and falls. (3 Marks)
16. To maintain visitors' records one can, implement a structured system to track important information. List TWO methods of maintaining visitor's record. (2 Marks)
17. ~~Other than date and time~~ enumerate four other items of information that ~~should be~~ Captured in a visitors' book. (4 Marks)
18. A good working environment is essential for satisfaction and wellbeing of employees. Outline FOUR characteristics of a good working environment. (4 Marks)
19. Identify THREE ways in which customer feedback can be used to improve customer care services. (3 Marks)
20. As a Customer Care, identify FOUR qualities that you should possess in order to perform your duties effectively. (4 Marks)
21. Customer care principles are guidelines that help to build strong relationship with the customers. Highlight FOUR principles of customer care services. (4 Marks)
22. Customer care activities entail a wide range of tasks and responsibilities aimed at ensuring a positive experience for customers. Identify THREE customer care activities. (3 Marks)