

041305T4OAD

OFFICE ADMINISTRATION LEVEL 5

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

Manage Front Office Operations

March/April 2025



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

**WRITTEN ASSESSMENT
Time: 3 HOURS**

INSTRUCTIONS TO CANDIDATE

1. This paper consists of **TWO** sections: **A** and **B**.
2. Attempt **ALL** questions in section A.
3. Attempt question **THIRTEEN** (13) and any other **TWO** (2) questions in section B.
4. Marks for each question are indicated in the brackets.
5. Candidates are provided with a separate answer booklet
6. 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)

Attempt ALL the questions in this section.

1. Analyzing visitors' inquiries related to security is crucial for organizations, especially those dealing with sensitive information. Highlight TWO benefits of analyzing security related inquiries. (2 Marks)
2. Customers visit the organization with various needs that require attention. Identify THREE ways of keeping them entertained as they wait to be served. (3 Marks)
3. Maintaining a well-organized and welcoming reception area layout is essential for creating a positive first impression on visitors and guests. List FOUR reasons for maintaining an effective reception area layout: (4 Marks)
4. An official diary is a detailed record of events, activities, decisions, and correspondence related to a specific role, position, or organization. Give THREE items of information that can be entered in an official diary. (3 Marks)
5. Providing feedback to inquiries is essential for maintaining good communication and fostering positive relationship with customers or stakeholders. State TWO ways of providing feedback. (2 Marks)
6. An appointment is a _____ often for a specific purpose. Outline FOUR reasons for scheduled appointments. (4 Marks).
7. Reference materials are sources of information that provide facts, statistics or background information on a specific topic. List THREE reasons for maintaining reference materials. (3 Marks)
8. A visitor's register is a log book used to record the entry and exit of visitors to a premises. Identify FOUR goals of maintaining visitors register. (4 Marks)
9. Entertainment resources are items or services that provide recreation, amusement or enjoyment. They can be physical objects like books, games or musical instruments. Highlight FIVE ways of maintaining physical entertainment resources. (5 Marks)
10. An official diary should be updated at the end of each workday. This ensures that information is accurate and up to date. State THREE ways of maintaining confidentiality of official diary. (3 Marks)
11. As an Office Administrator, list THREE visitor's needs that you may attend to when handling organizations visitors. (3 Marks)
12. You can schedule appointments in various ways including in person, by phone or online. Give FOUR types of information required when scheduling an appointment. (4 Marks)

SECTION B (60 MARKS)***Attempt Question 13 and any other TWO in this Section***

13. It is important to maintain an official diary because it provides a verifiable record of actions taken, decisions made and commitments undertaken. It serves as an important tool for accountability.
- (a) Explain THREE advantages of an official diary. (6 Marks)
 - (b) Elaborate FOUR challenges of maintaining an official diary. (8 Marks)
 - (c) Explain THREE key components of an effective official diary entry. (6 Marks)
14. Technology can significantly improve the visitor experience. Use of visitor management systems software to pre-register visitors schedule appointments and generate visitors' badge.
- (a) Explain FOUR challenges faced when receiving organizational visitors. (8 Marks)
 - (b) Describe THREE ways of addressing the challenges in 12 (a). (6 Marks)
 - (c) Analyze any THREE key etiquette considerations for receiving organizational visitors. (6 Marks)
15. Technology can significantly improve the reception area through use of mobile phones to provide information about the Explain FOUR key elements of a well-maintained reception area. (8 Marks)
- (a) Suggest THREE challenges faced when maintaining a reception area. (6 Marks)
 - (b) Explain THREE ways of addressing the challenges in 13. (b) (6 Marks)
16. It is important to maintain a visitors register for contact tracing in case of emergencies or health outbreaks. The register can be used to identify and contact individuals who may have been exposed.
- (a) Elaborate THREE reasons for maintaining a visitors register. (6 Marks)
 - (b) Suggest FOUR ways how technology can be used to enhance visitor registration. (8 Marks)
 - (c) Explain THREE problems encountered when maintaining a visitors register. (6 Marks)