

041305T4OAD

OFFICE ADMINISTRATION LEVEL 5

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

Manage Office Mail

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 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)
Attempt ALL questions in this section.

1. Mall Ltd recently conducted an interview for the position of an Office Messenger. Trustworthiness was one of the traits that the organization was looking for. Highlight TWO other personality traits that you believe was of interest to the company. (2 Marks)
2. The first step of handling incoming mail is sorting, which refers to grouping of the mail in a defined order. Identify THREE common groupings of mail or letters according to their nature of content. (3 Marks)
3. Recording of the incoming mail is quite an important activity in any given office. These letters are date stamped to show the date of their receipt in the mail register. Outline FOUR other information that should be recorded in the register. (4 Marks)
4. Mr. Hamisi, the Marketing Manager of Ziwa Ltd bought an envelope and address printer for his department. He is in the process of purchasing other mail handling equipment. State FOUR equipment that he is likely to purchase. (4 Marks)
5. As an Office Administrator in a busy organization, state THREE reasons of giving folio numbers to all the incoming mail. (3 Marks)
6. Mr. Wandege the incoming mail and circulated them to. Highlight FOUR merits of circulating this mail. (4 Marks)
7. As an Office Administrator, mention THREE important information that you should enter in an outgoing mail register. (3 Marks)
8. Adani Ltd is an organization that deals in cosmetics. The company receives mail on a daily basis. Identify FOUR staff that can handle the mail in the organization. (4 Marks)
9. Jeruto has been asked to send mails to various technical institutions inviting them for a soccer friendly-match. List TWO ways she will use to identify outgoing mail recipients' addresses. (2 Marks)
10. One of the main reasons of keeping copies of documents in an office is for future reference. Give FIVE other reasons of filing copies of outgoing mail. (5 Marks)
11. The Office Messenger of Nanu Ltd has approached you to give him all the features of a postage stamp. Suggest THREE of these features. (3 Marks)
12. As an Office Administrator, you are responsible of handling various types of office correspondences. Identify any THREE types of correspondences that an Office Administrator can handle in the course of his/her work. (3 Marks)

SECTION B: (60 Marks)

Attempt question 13 and any other TWO questions in this section.

13.

- (a) Mest and West advocate firm receives quite a number of incoming mail. Yesterday the company received a mail from Kenya Commercial Bank which had an attachment of a delivery note and was in the file of Serena Hotel Ltd. A second mail from Serena Hotel had an attachment of a bank statement, and was kept in the file of Kenya Commercial Bank, a third mail had an attachment of a lunch voucher of three executives, an itinerary and an invitation card, and was kept in the file of Mambo Company Ltd which delivers goods to the company. A fourth mail had an attachment of a bank cheque from a bank and an invoice from Maneo Ltd and was kept in the same file. By use of a simple table indicate the correct mail with its attachment and file. (12 Marks)
- (b) Fatuma is the Office Messenger in your organization. All the outgoing mail have been acted on and are awaiting dispatch to their various destinations. Elaborate FOUR dispatch methods of the outgoing mail. (8 Marks)

14.

- (a) ~~Daban Ltd~~ held a workshop in an organization. All the Office Administrators of the company were in attendance during the workshop. As one of the staff who attended the workshop, describe FIVE reasons for identifying recipients' addresses while handling outgoing mail. (10 Marks)
- (b) Hassan Omar is a newly recruited Office Administrator at Bawabu Ltd. He has sought your assistance on rules to be followed when opening non-personal mail. Analyze the FIVE rules. (10 Marks)

15.

- (a) Mr. Juma the Managing Director of Ensokoyo Hotel has asked you to handle the hotel's incoming mail. Elaborate SIX steps that you will take to carry out this activity. (12 Marks)
- (b) Pendo Nkonge works in the mail registry of their company. She is in-charge of all the outgoing mail in the organization. One of the steps of handling outgoing mail is to sort the mail. Evaluate FOUR reasons for sorting the mail. (8 Marks)

16.

- (a) Mr. Daniel is a newly employed Office Administrator with Muut Ltd. He has asked you to draw and label for him an outgoing mail register for his company. Draw the mail register in form of a table and label the headings. (10 Marks)
- (b) Rosemary is the new Office Administrator of Lepepe Ltd. She has received mail with remittances and she is required to handle them. Explain FIVE rules that she is likely to observe while handling the remittances. (10 Marks)