

04130T4OAD

OFFICE ADMINISTRATION LEVEL 6

BUS/OS/OA/CR/02/6

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 **ELEVEN** (11) 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 the questions in this section.

1. Keroka Institute has recently established a mailroom for their mails. List THREE types of envelopes they could use when posting the outgoing mails effectively. (3 Marks)
2. Recently, a certain public library introduced uniform folio assignment to clearly organize books and other materials. Outline FIVE ways in which this system improves the efficiency of information retrieval. (5 Marks)
3. When designing a filing system for incoming correspondence, several factors must be put in place to ensure that it functions effectively and efficiently. State FOUR factors to consider when choosing this system. (4 Marks)
4. The staff at Wote law firm has been consistently failing to properly date-stamp the incoming mail. Identify FOUR disadvantages that may accrue from this practice. (4 Marks)
5. Bogoria PLC Company intends to hire an office messenger to run office errands. Identify FIVE qualities that should be considered when selecting an office messenger. (5 Marks)
6. Outgoing mails are letters dispatched from the office. Recipients are the receivers of the outgoing mails. Outline FOUR steps of identifying outgoing mails recipients. (4 Marks)
7. A mail is any written correspondence coming in and out of an organization. State FOUR types of written correspondences. (4 Marks)
8. The frequency of collecting mail from the postal office can be influenced by various factors. Highlight THREE factors that might influence this activity. (3 Marks)
9. Office keys provide access to mailrooms, filing cabinets, and other secure storage areas that store sensitive documents. Outline FOUR roles of those keys in ensuring organizational mail security. (4Marks)
10. A mail sorting system in a mailroom plays an important role in ensuring the efficient and accurate handling of both incoming and outgoing mail. State FOUR functions of such a system. (4 Marks)

SECTION B (60 MARKS)

Attempt question 11 and Any other TWO Questions in This Section.

11. Safe Bank receives hundreds of pieces of confidential incoming mails every day, which include customer loan applications, account statements, financial records, and sensitive legal notices. One day, a batch of confidential documents arrived, which included personal banking details for a group of VIP clients. Due to insufficient sorting procedures, these fell into an unsecured pile in the mailroom for hours. An employee not authorized to handle these documents opened one of the customer files that was under confidence. The employee did not know the sensitivity of the information and passed it to a colleague in another department, thinking that it was part of their work. This colleague accidentally left the file on a shared desk for several hours.
- a) Analyze FIVE guidelines that could be used to ensure mails are safe guarded. (10Marks)
- b) Explain FIVE benefits of maintaining detailed mail records to the organization. (10Marks)
12. ~~Postal services worldwide have~~ intraditional mail volumes and the rise of digital communication. In response, several postal operators have adapted their services to meet changing consumer needs and integrate new technologies.
- a) Describe FIVE strategies a postal service can adopt to remain competitive and meet customer's demands in this digital era. (10Marks)
- b) Explain FIVE types of services offered at the post office. (10Marks)
13. Boresha Company receives a high volume of both internal and external mail daily. It has implemented a digital mail register system to maintain accuracy and improve efficiency.
- a) Suggest FIVE practices the company can use to maintain an accurate and up-to-date record. (10Marks)
- b) Explain FIVE benefits of having a mail register in an organization. (10Marks)
- 14.
- a) It is important to ensure outgoing mail is secured and is delivered faster. Explain FIVE measures you would put in place to ensure the security and timely delivery of confidential outgoing mail. (10Marks)

- b) You are the mailroom manager for a large organization that sends a significant amount of outgoing mail. Suggest FIVE methods the manager could use to dispatch the mail. (10Marks)