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Date: 25.07.2025 08:23 AM

041304T4OAS**OFFICE ASSISTANT LEVEL 4****BUS/OS/OA/CR/03/4**

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Handle Customer Care

Date: 25.07.2025 08:23 AM

July/August 2025

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

WRITTEN ASSESSMENT

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Time: 2 HOURS

INSTRUCTIONS TO CANDIDATE

1. This paper consists of **TWO** sections **A** and **B**.

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2. Answer **ALL** the questions in each section.

3. Marks for each question are indicated in the brackets.

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4. ~~You are provided with a separate answer booklet to answer the questions.~~

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5. Do not write on the question paper.

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This paper consists of FOUR (4) printed pages

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

SECTION A (10 MARKS)

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

1. ~~Select the most appropriate to serve office refreshments during a meeting~~
A. ~~Hand over items one by one, casually to customers.~~
B. Serve drinks without asking for client's preferences
C. Present refreshments of preference on a clean tray
D. ~~Serve alternative drinks without asking for preferences~~
2. Choose from among the following, the principle that will ensure an Office Assistant provides the best customer service.
A. Follow-up on only the customer's positive feedback
B. Take time to find out customer's expectations
C. Follow up on only the customer's negative feedback.
D. Ignore your customer's comments and expectations
3. _____ is NOT considered as an appropriate office supply.
A. Pens
B. ~~Filing trays~~
C. Sticky notes
D. Dirty utensils
4. ~~Identify the practice that is NOT recommended when deliveries.~~
A. Direct the delivery to the right person without questioning
B. Accept unknown packages without questioning
C. ~~ipt time and item details~~
D. Sign delivery documentation
5. Choose the best period to give feedback to clients.
A. When it is convenient
B. Immediately and accurately
C. Only if they ask immediately
D. With personal opinion added
6. ~~ntails a clean and efficient working environment.~~
A. ~~Leaving files on the floor everyday~~
B. Having overflowing bins all over
C. Keeping surfaces tidy and dust-free

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D. Ignoring spills and water on the floor

7. Select an ideal answer on how you will respond if a phone rings while you are serving a client.

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A. Answer the phone and ignore the client

B. Tell the client to wait and leave abruptly

C. Excuse yourself politely and answer briefly

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D. Let the phone ring endlessly without response

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8. Identify the contents of an effective feedback documentation.

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A. Client name, date, concern and resolution

B. Date and name without resolutions made

C. Only positive comments given by clients

D. Date and verbal statements of the clients only

9. The receptionist should pick up the call by the _____ ring.

A. Fourth

B. Third

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C. Sixth

D. None

10. Identify the reason why it is important to handle clients promptly and professionally.

A. To finish work early enough before time

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B. To avoid being blamed by clients

C. To maintain organizational image

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D.

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SECTION B (40 MARKS)**Answer ALL questions in this Section**

11. Identify FOUR practical good telephone etiquette. (4 Marks)
12. List THREE essential steps you will undertake as an Office Assistant to use, clean and maintain kitchenware properly so as to promote hygiene and efficiency. (3 Marks)
13. Mention THREE actions you should take to appropriately escalate visitor queries. (3 Marks)
14. State FOUR important steps of recording and directing deliveries accurately to support efficient office operations. (4 Marks)
15. State THREE practices in preparing hot beverages appropriately to ensure client satisfaction and professionalism. (3 Marks)
16. Identify THREE key practices of handling clients promptly and professionally that boosts their trust. (3 Marks)
17. List FOUR ways of providing feedback to clients accurately in order to show commitment to service. (4 Marks)
18. Identify THREE ways of collecting and documenting client feedback in order to improve customer service. (3 Marks)
19. List FOUR important practices of maintaining a clean and efficient environment to promote health and professionalism. (4 Marks)
20. Identify FOUR major elements that should be considered for a well-managed visitor control. (4 Marks)
21. Name customers an office assistant may encounter in her work place. (3 Marks)
22. List TWO practices that should be followed when serving office refreshments appropriately in order to contribute to a conducive office environment. (2 Marks)