

041304T4OAD

OFFICE ASSISTANT LEVEL 4

BUS/OS/OA/CR/01/4

Printed By: Technical And Vocational College

Date: 25.07.2025 11:04 AM

Handle Office Correspondence

July/August 2025

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

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WRITTEN ASSESSMENT

Time: 2 HOURS

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INSTRUCTIONS TO CANDIDATE

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1. Marks for each question are indicated in the brackets. Technical And Vocational College
2. The paper consists of **TWO** sections: **A** and **B**. Date: 25.07.2025 11:04 AM
3. Candidates are provided with a separate answer booklet.
4. Do not write on this Technical And Vocational College Date: 25.07.2025 11:04 AM

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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 (10 MARKS)

Answer all Questions in this Section. Each question carries 1 mark.

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1. Choose one department among the following that is responsible for collecting outgoing correspondence.

A. Purchasing Department

B. Sales Department

C. Personnel Department

D. Mail Department

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2. Office correspondence is in various classifications, select one that is NOT.

A. Business Documents

B. Finance Documents

C. Book Documents

D. Bulky Documents

3. Choose one of the equipment that is NOT used in handling office correspondence.

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A. Trolley

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B. Calculator

C. Desk sorter

D. Table

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4. When handling office correspondence the correct steps are followed. Identify the order that is correct.

A. Receive, sort, record and distribute in-coming correspondence

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B. Receive, sort, record and distribute in-coming e-correspondence

C. Collect, dispatch, sort and record out-going correspondence

D. Receive, sort, print and distribute in-coming e-correspondence

5. Choose among the following that is recorded in the inward mail register.

A. Cheque number

B. Addressee name

C. Telephone number

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D. Name of cheque

6. Identify an equipment that is used in handling incoming office correspondence.

A. Desk sorter

B. Addressing machine

C. Date stamp

D. Pigeon holes

7. _____ is an office correspondence that can only be opened by a mail clerk.

A. Personal

B. Private

C. Confidential

D. Non-personal

8. Identify one reason why an organization can be reluctant to use e mail.

A. Message cannot be sent without the internet

B. Availability of internet connectivity

C. Message cannot be sent to the recipient at any time

D. It's the slowest method of sending mails

9. Select a sentence that best explains the meaning of misdirected correspondence.

A. Correspondence that is directed to the appropriate department or individual who can then handle it and then advise the sender.

B. Correspondence that goes to the right address but addressed to someone who does not work in that specific organization.

C. Correspondence addressed to the right person and known individual of the specific organization.

D. Correspondence addressed to an individual who wants to leave that organization for another.

10. Select the benefit of using technology in handling correspondence.

A. It saves time

B. Labour expenses

C. It is inaccurate

D. It is expensive

SECTION B: (40 MARKS)***Answer all Questions in this Section***

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11. Umoja Trading Company's Mailroom supervisor has been receiving complaints from clients that their personal information is being found in the domain of the Umoja Company staff members. List FOUR ways to ensure security of outgoing correspondence.

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(4 Marks)

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12. State FOUR methods of distributing outgoing correspondence (4 Marks)

13. Give ONE use for each of the following mail handling. (3 Marks)

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- a) Pigeon hole
- b) Paper clips
- c) Addressing machine

14. State FOUR advantages of using email in office communication. (4 Marks)

15. List TWO ways of handling misdirected correspondence. (2 Marks)

16. Give FOUR benefits of using courier services over other means of correspondence

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(4 Marks)

17. Mention TWO factors to consider when determining the method of distribution of outgoing mail. (2 Marks)

18. Give THREE rules that should be observed. Technical And Vocational College

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(3 Marks)

19. State FOUR rules that should be observed when removing content from envelopes for

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(4 Marks)

20. Nancy is a newly employed Mail Clerk in an organization receives office

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- correspondence twice daily. Identify THREE problems she might face if she failed to date-stamp incoming correspondence. (3 Marks)

21. After the incoming correspondence is acted upon, it should be filed. State THREE

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- reasons for filing correspondence. (3 Marks)

22. When distributing office correspondence the mail clerk may notice that a certain mail requires attention of more than one officer. Give TWO ways of distributing such mail.

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(2 Marks)

23. Mention TWO equipment that are used in handling only outgoing mail. (2 Marks)