

Printed By: And Vocational College

Date: 01.08.2025 07:52 AM

041305T4OAD**OFFICE ADMINISTRATION LEVEL 5****BUS/OS/OA/CR/01/5**

Printed Technical And Vocational College

Manage Front Office Operations

Date: 01.08.2025 07:52 AM

July/August 2025Printed By: Technical And Vocational College Date: 01.08.2025
07:52 AM

Printed By: And Vocational College Date: 01.08.2025 07:52 AM

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

WRITTEN ASSESSMENT

Printed By: Technical And Vocational College Date: 01.08.2025

07:52 AM

TIME: 3 HOURS**INSTRUCTIONS TO CANDIDATE**

Printed By: Technical And Vocational College Date:

01.08.2025 07:52 AM

1. This paper consists of **TWO** sections: **A** and **B**.
2. Answer **A** section A
3. Answer question **THIRTEEN (13)** and any other **TWO (2)** questions in section B.
4. Marks for each question are indicated in the bracket.
5. Candidates are provided with a separate answer booklet
6. Do not write on the question paper

Printed By: Technical And Vocational College

Date: 01.08.2025 07:52 AM

Printed By: Technical And Vocational College

Date: 01.08.2025 07:52 AM

Printed By: Technical And Vocational College Date: 01.08.2025

07:52 AM

This paper consists of THREE (3) printed pages

Printed By: Technical And Vocational College

Date: 01.08.2025 07:52 AM

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)**Answer ALL the questions in this section.**

1. Satisfaction of customer trust between the outside world and the organization. List FOUR merits of a loyal customer to the organization. (4 Marks)
2. Communication is key for successful running of an organization leading to coordination amongst individuals. Mention THREE types of electronic communication. (3 Marks)
3. In every organization, there are laid down policies and procedures to guide the employees on how to relate with each other efficiently. State THREE office etiquette that should be practiced (3 Marks)
4. Customers contribute significantly to the growth of an organization. There should be a clear visitors' policy towards this contribution. Give TWO benefits of the policy. (2 Marks)
5. An Office Administrator is the first person a visitor interacts with in an organization. There are skills that she should have in order to carry out her duties effectively. Identify THREE of these skills. (3 Marks)
6. Stressivity of employees in an organization. List FOUR causes of stress in the office. (4 Marks)
7. List THREE advantages of written communication in an office. (3 Marks)
8. Proper lighting in the reception area is important because it reduces eye strain. State THREE types of reception area lighting. (3 Marks)
9. Good human relation in an organization is one of the factors that contribute to the success of the organization as well as ensuring harmony among employees. Give FOUR ways of improving human relations. (4 Marks)
10. Reception area should always appear attractive to the visitors through which the reception area can be made attractive. (4 Marks)
11. Signage communicates to the visitors on directions. Mention THREE types of signage used in the front office area. (3 Marks)
12. Monitoring of equipment used in the reception area is one of the duties of an Office Administrator. Identify FOUR types of equipment that may be found in the reception area. (4 Marks)

SECTION B (60 MARKS)

Answer question THIRTEEN (13) and any other TWO (2) questions from this section.

13. An Office Administrator is the first person in an organization who comes into contact with visitors. His duties are diverse in nature. The most important factor is that the front office desk should always be manned at all times.

(a) Outline FIVE duties an Office Administrator performs in the front office. (10 Marks)

(b) Discuss FIVE qualities of an Office Administrator. (10 Marks)

14. When visitors leave an organization, they should give feedback on how they have been served by different employees. The feedback can either be positive or negative.

(a) Explain FIVE benefits of visitors' feedback to the organization. (10 Marks)

(b) Outline FIVE advantages of maintaining a visitor's register. (10 Marks)

15. Every visitor has the right to confidentiality of information they give at the front office. As an Office Administrator you should ensure that access to this information by unauthorized personnel is fully controlled.

(a) Explain how safeguarding the visitors' register may be exercised in an organization.

(10 Marks)

(b) Describe FIVE reasons for safeguarding visitor's information. (10 Marks)

16.

(a) Maneno Company Ltd has a culture of gathering opinions. This is an expression of good customer service. Explain FIVE benefits of good customer relations.

(10 Marks)

(b) The office area should be well planned and arranged attractively. Describe FIVE factors to consider when designing the office layout. (10 Marks)