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OFFICE ADMINISTRATION LEVEL 5

BUS/CU/OA/CR/02/5

Manage Office Mail

July/August 2025

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

WRITTEN ASSESSMENT

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TIME: 3 HOURS

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INSTRUCTIONS TO CANDIDATE

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1. This paper consists of **TWO** sections: **A** and **B**.
 2. Answer **ALL** questions in section A.
 3. Answer question **TWELVE** (12) 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.
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This paper consists of THREE (3) 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)**Answer ALL questions in this section**

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1. First class mail is one of the classes of mails that an organization may receive or dispatch to other organizations. Give THREE features of these mails (3 Marks)
2. Outgoing mail requires dispatch from an organization to various destinations. Air transport is a means of dispatch. List FOUR advantages of using air transport to dispatch mail. (4 Marks)
3. Matching of incoming mail with relevant files is done accurately. State THREE reasons of matching incoming mail with relevant files attachment. (3 Marks)
4. Joanna is a newly employed mail clerk. You have been asked to induct her on the duties that she is supposed to discharge. List FOUR duties that she is likely to perform. (4 Marks)
5. Files are used for holding loose documents in the office. Identify THREE categories of (3 Marks)
6. Qualifications of an Office Administrator enables him to perform mail handling duties. State THREE qualities of an Office Administrator. (3 Marks)
7. As an Office Administrator, mention FOUR types of mail that should be recorded in an outgoing mail register. (3 Marks)
8. Wambugu, a mail clerk has decided to use hand delivery as a method of dispatching mail. List THREE merits of hand delivery of mail to the organization. (4 Marks)
9. Identifying recipients' addresses is a step in preparation of outgoing mails. List FOUR consequences of missing this step. (4 Marks)
10. Recording of outgoing mail is an essential activity in the mail room of an organization. Identify THREE accrues from this activity. (3 Marks)
11. List THREE factors to be observed when distributing incoming mail in an office (3 Marks)

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SECTION B (60 MARKS)**Answer question TWELVE (12) and any other TWO questions in this section**

12. Shiko & Co. Ltd, h mail clerk s-to help in mail handling activities. Recently, the Office Manager, Mr. Odero realized that there has been lack of efficiency in mail handling and particularly outgoing mail. He organized a team to investigate on the same and give out a clear report. The report revealed that there had been delays in delivering of mail to the intended recipients' and the root cause being lack of accuracy in addressing outgoing mail envelopes.
- (a) Explain FIVE benefits of addressing envelopes (10 Marks)
- (b) Postage stamps affixed to envelopes indicates the postage amount of mail. Outline FIVE disadvantages of using postage stamps (10 Marks)
13. Nyakio, the Office Administrator of Mwembe Tayari Ltd. received a suspicious package while recording incoming mail.
- (a) Advise her on FIVE ways of handling such a package (10 Marks)
- (b) When sorting incoming mails, you should look out for any suspicious mail which might contain harmful chemicals. Explain FIVE ways on how you can identify such mail. (10 Marks)
14. Mail routing is the process of directing and delivering electronic/physical mail to its intended recipient based on specific rules.
- (a) Outline FIVE advantages of mail routing in an organization. (10 Marks)
- (b) Discuss FIVE advantages of converting physical mail into electronic mail.(10 Marks)
15. Mail from every department for further processing before dispatching them.
- (a) Describe FIVE steps followed in handling outgoing mail. (10 Marks)
- (b) Mail sorting is very important when handling both incoming and outgoing mails in an organization. Outline FIVE factors to be considered when sorting mails. (10 Marks)

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