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Date: 28.07.2025 07:45 AM

041305T4OAD**OFFICE ADMINISTRATION LEVEL 5****BUS/OS/OA/CR/06/5****Manage Telephone Calls****July/August 2025**Printed By: Technical And Vocational College Date: 28.07.2025
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**TVET CURRICULUM DEVELOPMENT, ASSESSMENT AND CERTIFICATION
COUNCIL (TVET CDACC)**

WRITTEN ASSESSMENTPrinted By: Technical And Vocational College Date: 28.07.2025
07:45 AM**TIME: 3 HOURS**Printed By: Technical And Vocational College Date:
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1. This paper consists of **TWO (2)** parts, **A and B**.
2. Answer **ALL** questions in 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 brackets.
5. Candidates are provided with a separate answer booklet.
6. Do not write on the question paper.

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**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. A switchboard of any organization usually has telephone lines. The lines are from outside the organization to the switchboard and other lines from the switchboard to the offices within the organization. State THREE classification of these telephone lines. (3 Marks)
2. A call register is very vital when dealing with telephone. Identify TWO advantages of a call register. (2 Marks)
3. Telephone directory is a book printed annually by the general post office. Identify FOUR items of information contained in the directory. (4 Marks)
4. Differentiate between an internal and external call. (2 Marks)
5. The Telephone is an instrument of communication that links businesses. State FOUR advantages of using a telephone in a modern office. (4 Marks)
6. You have received a call from Mr. Hamisi the Managing Director of Jogoo Limited, who wishes to talk to your boss who is absent. Name FOUR options that you may avail to him. (4 Marks)
7. When dialing a number on a telephone there are various tones that indicates the status of that particular call with a specific tone. Identify FOUR types of telephone tones. (4 Marks)
8. Telephone calls are made by individuals and firms to exchange information. State FOUR classifications of telephone calls. (4 Marks)
9. As a Telephone Operator, you are required to follow so recording a message. Identify FOUR guidelines that you should follow. (4 Marks)
10. Telephone positioning is very important when handling it. Mention THREE benefits of properly positioning equipment. (3 Marks)
11. When handling telephone calls, it is very important to record it of the call. List FOUR advantages of recording call subject in the telephone register. (4 Marks)
12. A direct line is one of the telephone systems installed in the office. Give the definition of this term. (2 Marks)

SECTION B (60 MARKS)

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

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13. You are the Office Administrator of Bonet Teachers Sacco, the executive has instructed you to induct junior employees on confidentiality of information in the call register.

(a) Explain FOUR ways of ensuring confidentiality of information in the call register. (8 Marks)

(b) Draw a standard call register that the above-named organization may use to record calls.

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(12 Marks)

14.

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(a) A switchboard is an instrument through which incoming and outgoing calls are routed from extensions. The equipment is operated by an operator or telephone operator. Explain FIVE duties that he undertakes. (10 Marks)

(b) The management of an organization would benefit a lot from monitoring the call records in their organization. Discuss FIVE benefits that may accrue from this. (10 Marks)

15. A telephone manual is a piece of paper providing information about the telephone equipment.

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(a) Explain FIVE uses of a telephone equipment manual. (10 Marks)

(b) When making office telephone calls one should have certain telephone etiquette. Explain how staff can display good telephone etiquette in:

(i) Time management

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(ii) Courtesy/patience

07:45 AM

(iii) Being calm

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(iv)

(v) Polite/low tone speech

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16. Telephone equipment may sometime fail to function as required and hence not able to meet the expected performance.

(a) Explain to a newly employed why it is important to identify

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telephone malfunctions. (10 Marks)

(b) Telephone equipment should be cleaned as per manufacturer's specifications. Explain FIVE

and cleaning a telephone equipment. (10 Marks)

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