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**041306T40AD****OFFICE ADMINISTRATION LEVEL 6****BUS/OS/OA/CR/01/6** Printed By: Technical And Vocational College Date:

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**Manage Front Office Operations****July/August 2025**

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**TVET CURRICULUM DEVELOPMENT, ASSESSMENT AND CERTIFICATION  
COUNCIL (TVET CDACC)**Printed Technical And Vocational College Date: 01.08.2025  
07:56 AM**WRITTEN ASSESSMENT****Time: 3 HOURS**

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**INSTRUCTIONS TO CANDIDATE**1. This paper consists of **TWO** sections: **A** and **B**

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2. **Answer all** questions in section A.

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3. **Answer question TWELVE (12)** and any other **TWO (2)** questions in section B.

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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 the Questions in This Section.**

1. One afternoon, a visitor to the company to attend a scheduled meeting with the Human Resource Manager. As per the company policy, the receptionist handed her the visitors' register to sign before allowing her access to the building. Give FOUR details she is required to write. (4 Marks)
2. Simulated training environments offer a safe, practical space for learners to develop critical office skills. When well-equipped and properly managed, they significantly enhance employability and workplace competence. List included in the stimulated training office. (4 Marks)
3. An Office Administrator needs to be an effective communicator. State THREE communication barriers that this officer may face while providing feedback to visitors in an organization. (3 Marks)
4. The reception office is the first contact between the organization and its visitors. List FOUR ways in which the reception area can be maintained in an organization. (4 Marks)
5. Office etiquette refers to the set of unwritten rules and behaviors that govern how employees interact with one another in a professional workplace. It ensures a respectful, productive, and comfortable environment for everyone. State THREE office etiquette a Front Office Manager may possess in attending to visitors. (3 Marks)
6. The visitor needs to book an official appointment to the Administrator office. Identify FOUR ways in which organization receives official appointments from customers. (4 Marks)
7. Providing feedback to visitors in organization plays a crucial role. List FOUR such roles. (4 Marks)
8. Failure to maintain reference materials in a front office can have serious effects in the workplace. As an Office Administrative effects that may arise from this action. (3 Marks)
9. A firm has endless calls that need the services of a full-time receptionist who manages the. Mention FOUR qualities of a good receptionist. (4 marks)
10. Visitors should always be given the first priority. State FOUR ways in which visitors' official appointments are handled in an organization. (4 Marks)
11. As an Office Administrator you are required to initiate the development of a centralized digital internal directory in your organization. List FOUR qualities of a good internal directory you will consider. (4 Marks)

**SECTION B (60 MARKS)**

**Answer question 12 and Any Other Two Questions in This Section.**

12. Horizon Dental Clinic Eldoret, Kenya, is a growing private clinic known for its quality

services and high client turnover. However, the management began receiving consistent feedback from clients about long waiting times and a lack of comfort in the reception area. Many clients, especially children and elderly patients, found the waiting experience dull and stressful, which occasionally led to complaints and walkouts.

a) Explain FIVE benefits that were observed after implementing the entertainment resources in the reception area. (10 Marks)

b) Describe FIVE ways entertainment resources were made available and accessible to clients in the reception area. (10 Marks)

13. One of the responsibilities of the Receptionist is to keep the visitors register.

a) Outline FIVE challenges that an organization may face if the register is mismanaged. (10 Marks)

b) An organization chart is a reference material used to provide information about the structure of the organization to both visitors and staff. Explain FIVE qualities of a good chart. (10 Marks)

14. A diary is a time management tool that employees in an organization should possess.

a) Discuss FIVE contents of an official diary. (10 Marks)

b) The internal directory is a reference material used by an office administrator to access the contacts of employees within an organization. Describe FIVE demerits of record contacts of employees accurately in this document. (10 Marks)

15. Matrix is a type of organizational structure that employs a command and control system.

a) Describe FIVE benefits that may accrue in an organization that uses this structure. (10 Marks)

b) Office layout is the arrangement of a room in such a systematic manner that the floor space available is used to the best advantage while offering the best physical,

psychological working conditions to achieve the maximum output of work. Explain FIVE factors to consider when designing it. (10 Marks)