

041305T4OAD

**OFFICE ADMINISTRATION LEVEL 5**

**BUS/OS/OA/CR/04/5**

Printed By: Technical And Vocational College

**Coordinate Official Meetings**

Date: 19.11.2025 10:56 AM

**November /December 2025**

Printed By: Technical And Vocational College Date: 19.11.2025

10:56 AM



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

**WRITTEN ASSESSMENT**

Printed By: And Vocational College Date: 19.11.2025 10:56 AM

**TIME: 3 HOURS**

**INSTRUCTIONS TO CANDIDATE**

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AM

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

2. ~~Printed By: Bengaluru National College~~ Answer **ALL** section **A**

3. ~~Printed By: Bengaluru National College Date: 19.11.2025 10:56 AM~~ Answer question **THIRTEEN** (13) and any other **TWO** (2) questions in section **B**.

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4. Marks for each question are indicated in the ~~Printed By: Bengaluru National College Date: 19.11.2025 10:56 AM~~ bracket~~s~~.

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. **Meetings in an organization** are organized by the chairperson in conjunction with the Office Administrator. State **THREE** objectives of coordinating official meetings. (3 Marks)
2. Name **FOUR** steps to be followed when preparing for a meeting (4 Marks)
3. State **THREE** reasons why quorum is important before the meeting starts (3 Marks)
4. A meeting room is a place or room specified for a meeting gathering. Identify **FOUR** ways through which one can create a **welcoming** meet (4 Marks)
5. Budget preparation for a meeting may be hectic in a sense that it may end up being costly to the organization. State **FOUR** ways through which costs may be minimized without affecting the quality of the meeting. (4 Marks)
6. Reference materials for a meeting may be provided in two formats, printed format for participants who prefer hard copies and digital formats such as slides via email or a meeting management system. State **THREE** advantages of embracing the digital materials in a meeting. (3 Marks)
7. Meetings may not always be attended by all members. Some send apologies while others do not. In a case where non-attendees are supposed to know the outcome of the meeting, identify **TWO** ways through which the message may be **conveyed** to them. (2 Marks)
8. Action plan is the last procedure of any official meeting held in an organization. This is the implementation of whatever agreements that were unanimously passed in a meeting. State **FOUR** items that should be included in the action plan of minutes. (4 Marks)
9. Clearing of the meeting room is an important exercise. It ensures that the room is clean and fresh for future use. State **FOUR** items that should be removed when clearing the meeting room. (4 Marks)
10. An apology is a spoken or written expression of regret for failing to attend a meeting. Give **TWO** benefits of conveying an apology. (2 Marks)
11. We have different types of minutes written in meetings. State **THREE** types of minutes. (3 Marks)
12. There are tools that may be used to schedule official meetings in an organization. Enumerate four of these tools. (4 Marks)

## SECTION B (60 MARKS)

**Answer question 13 and any other TWO questions in this section**

13. Mary works as an Office Admin one of the leading companies. Her duties include receiving clients, visitors, coordinating official meetings among other duties. Since she is almost retiring, she has been asked by her manager to induct a newly employed

Office Administrator who would replace her position when she finally retires. One of the key areas that she has been asked to carry out an induction on is about official meetings coordination and minutes writing.

(a) Suggest FIVE regulations that should be observed in minutes. (10 Marks)

(b) Describe FIVE functions of the Office Administrator on the day of the meeting.

(10 Marks)

14. Providing meals at a meeting promotes a welcoming atmosphere to attendees. The meals provided will depend on a number of factors that should be put into consideration.

(a) Discuss FIVE factors to consider when providing meals in a meeting. (10 Marks)

(b) Outline FIVE key hospitality services provided during official meetings. (10 Marks)

15. Prevailing cultural beliefs do affect the provision of hospitality services in a meeting.

(a) Highlight FIVE ways through which a society's culture may be embraced to impact the effectiveness of official meetings. (10 Marks)

(b) Technology significantly enhances hospitality services by streamlining operations and improving the overall attendee experience. Discuss FIVE ways through which the integration of technology enhances hospitality services during official meetings.

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(10 Marks)

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16. When selecting a venue for a meeting, organizations consider several factors that may significantly affect the outcome and productivity of the meeting.

(a) Describe FIVE factors that influence the selection of the meeting venue. (10 Marks)

(b) There are consequences associated with an inappropriate venue for an organizational meeting. Highlight FIVE strategies through which the consequences may be avoided.

(10 Marks)

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