

041306T4OAD

OFFICE ADMINISTRATION LEVEL 6

BUS/OS/OA/CR/01/6

MANAGE FRONT OFFICE OPERATIONS

July/August 2024



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

WRITTEN ASSESSMENT

3 HOURS

INSTRUCTIONS TO CANDIDATE

1. This paper consists of two sections; **A** and **B**.
2. Answer **ALL** the question as guided in each section.
3. Marks for each question are as indicated in the brackets.
4. You are provided with a separate answer booklet to answer the questions.
5. Do not write in this question paper.

This paper consists of FOUR(4) 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.

1. Emily, a competent and diligent front office personnel at Baraka Traders Ltd has been given charge to guide new front office personnel on executing front office duties effectively. Name **three** types of communication she must have mentioned. (3 Marks)
2. One role of an Office Administrator is to engage and entertain guests as they wait to be served. Highlight **five** types of reference materials he would give to office guests. (5 Marks)
3. An organizational structure is a system that outlines how certain activities are directed in order to achieve the goals of an organization. List **four** types of organization charts. (4 Marks)
4. Distinguish between an Appointment letter and a Confirmation letter. (4 Marks)
5. When visitors come to an organization, they have a need which they expect to be met. Outline **five** ways in which a front office personnel will identify these needs. (5 Marks)
6. An organization receives different types of customers with varying needs. List **four** types of customers that may come to an organization. (4 Marks)
7. Front Office Department is a common link between the customers and the business. Identify **four** basic resources required at a standard reception office. (4 Marks)
8. Organizations are embracing technology to a large extent. Highlight **four** benefits of an organization keeping an accurate and updated diary. (4 Marks)
9. A company can thrive or fail at the reception desk. List **four** duties of a Front Office Officer in an organization. (4 Marks)
10. As an organization continues to expand, most visitors will seek appointment booking. Outline **three** factors that must be considered when scheduling appointments. (3 Marks)

SECTION B : 60 MARKS

Answer question 11 (Compulsory) and any other Two Question in this section

11. (a) Serve International Dairy Farm specializing in dairy products, recognized the importance of providing a positive customer experience at its front office desk. Despite having dedicated staff members to greet and assist visitors, the organization lacked a formal feedback process to understand the customer satisfaction and identify areas for enhancement. Describe **five** benefits the firm can receive from getting feedback from guests. (10 Marks)
- (b) You work as the main person in the front office area of a busy company. Your supervisor has noted that you operate without recording basic details of visitors to the organization. He has directed you to register visitor's details with immediate effect. Given the following information, design a standard visitor's register. Date, visitor's name, ID Number, Reason for visit, Mobile Number, Time in, time out, comment/feedback, sign. (10 Marks)
12. (a) You have been tasked to induct an intern in front office matters in a fast-growing firm. Explain to her the meaning of the following terms.
- i. Reception (2 Marks)
 - ii. Organization visitors (2 Marks)
 - iii. Feedback (2 Marks)
 - iv. Workplace policy (2 Marks)
 - v. Occupation Safety and Health Administration (OSHA) (2 Marks)
- (b) Excel Enterprises management has noted that having an inviting reception area to your business makes a great first impression to visitors, and creates a nice place for your employees to work in. Suggest **five** factors that should be considered to ensure that the reception area is appealing to visitors. (10 Marks)
13. (a) Mr. Emmanuel had visited Fanaka Training Institute and left the institute with praises on how the organizations had created a hospitable and inviting atmosphere to him. Discuss **seven** factors to consider in order to create a friendly and professional atmosphere to an organization. (14 Marks)
- (b) Mary is a newly posted Office Administrator to your firm. She needs to get the address of one of your regular visitors from the internal directory. Advice her on **three** other items of information that may be found in this book. (6 Marks)

14. (a) As a receptionist at Prosper National Bank, you realize that guests wait for some time before meeting the desired officer hence become impatient. You decide to advise the management to consider entertainment resources for the guests to enhance their experience in the bank. Explain to the management **five** benefits of having entertainment resources. (10 Marks)
- (b) Amina a Receptionist at Tawala Enterprises Limited has been complaining of many visitors visiting the organization every day. Discuss **five** benefits of recognizing and embracing more visitors. (10 Marks)

THIS IS THE LAST PRINTED PAGE