



MACHAKOS UNIVERSITY

University Examinations for 2020/2021 Academic Year

SCHOOL OF BUSINESS AND ECONOMICS

DEPARTMENT OF BUSINESS ADMINISTRATION

SECOND YEAR SECOND TERM EXAMINATION FOR

DIPLOMA IN BUSINESS MANAGEMENT (TVET)

OFFICE ADMINISTRATION AND MANAGEMENT

DATE: 8/6/2021

TIME: 11.30-2.30 PM

INSTRUCTIONS:

ANSWER ALL THE QUESTIONS

1. a) The receptionist is often the first contact for visitors in an organization. Explain the guidelines that the receptionist should follow in receiving first time visitors. (10 marks)
- b) Describe the procedure of handling incoming mail in an office. (10 marks)
2. a) Explain six factors that may be considered when selecting paper for office stationery. (10 marks)
- b) Explain five reasons why an organization may choose steel furniture for its office use. (10 marks)
3. a) Describe the steps that should be followed when purchasing office stationery. (10 marks)
- b) Describe five types of desks that may be found in an office. (10 marks)
4. a) Outline five benefits that an organization may get from putting in place a centralized mail handling system. (10 marks)
- b) Explain five reasons that make it necessary for an organization to purchase the correct quantities of stationery. (10 marks)
5. a) Explain the ways in which the consumption of stationery can be controlled in an organization. (10 marks)
- b) Explain five duties that an office messenger is expected to carry out. (10 marks)