

1192
OFFICE PROCEDURES I
November 2022
Time: 2 hours



THE KENYA NATIONAL EXAMINATIONS COUNCIL

BUSINESS EDUCATION SINGLE AND GROUP CERTIFICATE EXAMINATIONS

OFFICE PROCEDURES I

2 hours

INSTRUCTIONS TO CANDIDATES

*This paper consists of SEVENTEEN (17) questions in TWO sections; A and B.
Answer ALL the questions in BOTH sections in the answer booklet provided.
Candidates should answer the questions in English.*

This paper consists of 3 printed pages.

**Candidates should check the question paper to ascertain that
all the pages are printed as indicated and that no questions are missing.**

SECTION A (32 marks)

Answer ALL the questions in this section.

1. List **three** functions of an office. (3 marks)
2. State **two** duties of a secretary in an office. (2 marks)
3. Identify **two** features of a small organization. (2 marks)
4. State **two** ways in which an organization chart may be presented. (2 marks)
5. State **three** methods of written communication that may be used in an office. (3 marks)
6. List **three** types of files that may be used in an office. (3 marks)
7. State **three** methods that may be used to make copies in an office. (3 marks)
8. List **three** reasons a bank may dishonour a cheque. (3 marks)
9. List **three** items of stationery that may be found on a secretary's desk. (3 marks)
10. State **three** items of information that may be published in the Government Gazette. (3 marks)
11. List **three** departments that may be found in an organization. (3 marks)
12. List **two** advantages of using email in an office. (2 marks)

SECTION B (68 marks)

Answer ALL the questions in this section.

13. (a) Explain **four** factors to consider when planning office layout. (8 marks)
- (b) Outline **three** duties that may be carried out by an office assistant. (6 marks)
14. (a) Outline **four** functions of a sales and marketing department in an organization. (8 marks)
- (b) Explain **three** points to consider when delivering mail to the mail office. (6 marks)

15. (a) Explain **four** factors to consider when choosing a file classification system. (8 marks)
- (b) Outline **three** disadvantages of photocopying documents in an office. (6 marks)
16. (a) Explain **three** terms of payment that may be used when paying for goods. (6 marks)
- (b) Explain **four** guidelines that an office manager may use to ensure proper control of stationery. (8 marks)
17. (a) ✓ Outline **three** types of information that may be found in a newspaper. (6 marks)
- (b) Explain **three** reasons organizations should file documents. (6 marks)

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