

041304T4OAS

OFFICE ASSISTANT LEVEL 4

BUS/OS/OA/CR/01/4

HANDLE OFFICE CORRESPONDENCE

July/August 2024



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

WR

MENT

INSTRUCTIONS TO CANDIDATE

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

This paper consists of FOUR (4) printed pages.

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

SECTION A: (10 MARKS)

Answer all questions in this section.

Each question carries one (1) mark.

1. Office correspondences are usually collected from the post office on a daily basis. Which of the following personnel collects the mails.
 - A. Director
 - B. Secretary
 - C. Manager
 - D. Messenger
2. _____ is any communication addressed to a specific name, it also serves to maintain and strengthen relationships regardless of geographical distance.
 - A. Business mail
 - B. Personal mail
 - C. Internal mail
 - D. External mail
3. Incoming mail involves different procedure from the post office. Choose an option that should be carried out after mail is collected.
 - A. It should be thrown away immediately
 - B. It should be left unattended on the desk
 - C. It should be sorted and distributed
 - D. It should be stored indefinitely in the file
4. Technology provides options for an office to facilitate effective communication. Select the benefit of technology in mail handling process.
 - A. It saves time
 - B. It is expensive
 - C. Uses Internet
 - D. Inaccessible
5. Outward mail register is used to record outgoing mails. Which item of information is found in an outward mail register.
 - A. Action taken
 - B. Department
 - C. Date cleared
 - D. Circulated on

6. Sorting involves organizing mail to ensure they are directed to the appropriate recipient or departments. _____ is not method that is used for sorting office correspondence.
 - A. First class mail
 - B. Second class mail
 - C. International mail
 - D. Airmail
7. Select the main characteristic of a good content of an email in relation to Office Correspondence.
 - A. Manageable
 - B. Clear
 - C. Expensive
 - D. Useful
8. _____ sends documents as attachment, a link to access documents through the mail and it also allows one to include a certified
 - A. Fax email
 - B. Mobile email
 - C. Standard email
 - D. Portal email
9. Which type of mail is commonly associated with physical letters and packages sent through postal service.
 - A. Electronic mail
 - B. Signal mail
 - C. Pigeon mail
 - D. Postal mail
10. Mail room equipment is essential in handling office mail in an office. Choose among the following a mail room equipment.
 - A. Letter opener
 - B. Scanner
 - C. Printer
 - D. Photocopier

SECTION B: (40 MARKS)

Answer all questions in this section.

11. A correspondence may require attention of more than one officer. In such a situation a circulation slip is prepared. Name **three** items of information that are found in a circulation slip.
(3 Marks)
12. Ziwa Limited has frequently been using courier services in sending its outgoing mails. List **four** benefits of using courier services.
(4 Marks)
13. As an Office Assistant, you will be required to type mails frequently. Once the typing is done, they should be printed. List **four** steps to be followed when printing a correspondence.
(4 Marks)
14. Zawadi company intends to buy mail room equipment. As an Office Assistant of the registry department, state **three** factors they should put into consideration when purchasing the equipment.
(3 Marks)
15. As an Office Assistant, you discover _____ n being sorted wrongly in the registry. Highlight **four** disadvantages of such a situation.
(4 Marks)
16. Umoja company is responsible for distributing office correspondences in their various departments. Give **three** factors to consider when choosing the most effective and efficient method of distributing outgoing mail.
(3 Marks)
17. Remittance inward book is the book where the receipt of stamps, postal orders, money orders and cheque are usually recorded. State **four** items of information that are found in the inward book.
(4 Marks)
18. Office correspondences are filed in order to improve efficiency and accessibility when they are needed. State **four** filing methods that can be used to file office mails.
(4 Marks)
19. As an Office Assistant, you are entitled to enhance the security of office mails that are maintained in the office. State **four** security measures for incoming office correspondence.
(4 Marks)
20. Once non-personal mails are opened, the content is removed from the envelope and enclosures. Highlight **three** rules that should be observed in the removal of content.
(3 Marks)
21. As a mail clerk you will be expected to dispatch mails in your organization. State **four** steps that should be taken to handle these mails in the right order.
(4 Marks)

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