

**041306T4OAD**

**OFFICE ADMINISTRATION LEVEL 6**

**BUS/OS/OA/CR/08/6**

**Manage Telephone Calls**

**July/August 2025**



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

**WRITTEN ASSESSMENT**

**Time: 3 HOURS**

**INSTRUCTIONS TO CANDIDATE**

1. This paper consists of **TWO** sections: **A** and **B**.
2. Answer **ALL** questions in section A.
3. Answer question **TWELVE** (12) and any **TWO** (2) questions in section B.
4. Marks for each question are indicated in the brackets.
5. Candidates are provided with a separate answer booklet
6. Do not write on the 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 the Questions in This Section.*

1. List FOUR ways of maintaining confidentiality when recording sensitive information in a call register. (4 Marks)
2. Information satisfaction is key when communicating to a customer. Give THREE ways of ensuring customer satisfaction. (3Marks)
3. In an office set up both physical and digital call register are used. Identify TWO differences between the two. (4 Marks)
4. Telephone equipment maintenance is important for optimal performance. State THREE ways of maintaining the equipment. (3 Marks)
5. A telephone call register is important when handling calls. Mention THREE details that should be included in the register. (3 Marks)
6. Writing materials should always be available when making and receiving telephone calls. State FOUR reasons of availing these stationeries when handling calls. (4 Marks)
7. Kamau an Office Administrator at Bambu Ltd frequently receives telephone calls while on duty. State FOUR common mistakes that he should avoid. (4 Marks)
8. Lucy works as a telephone operator at Menengai Company. She intends to make an international call. Identify FOUR areas she needs to prepare before making the call. (4 Marks)
9. Obtaining feedback is a necessary step when making external calls. List FOUR benefits of feedback. (4 Marks)
10. When maintaining a telephone register, there are several challenges that one may encounter. Mention THREE challenges. (3 marks)
11. The Post Office provides essential telephone management services. Identify FOUR telephone services provided by this institution. (4 Marks)

**SECTION B (60 MARKS)**

***Answer question TWELVE (12) and any TWO (2) questions in this section.***

12. The following information was recorded from a telephone conversation. The message was for Mr. George. The caller was Mr. Frank of Mahindi Industries, mobile number 0022761233. Mr. Frank requested to be called back. His message was that he would like to make an appointment to see you to discuss a new range of internet providers which has been designed to meet your office needs. This call was received by Mrs. Flower, at 9.00 am today.

- a) Use the information provided above to design a telephone message form and fill it appropriately. (14 Marks)
- b) Explain THREE advantages of recording telephone calls. (6 Marks)

13. Mambo Leo Company is a firm that has recently expanded its operations. With the increase in clients and projects, the office staff have noticed a surge in telephone calls. Effective call management has become crucial to ensure smooth communication and maintain productivity.

- a) Explain TWO challenges faced while managing telephone calls in Mambo Leo Company. (4 Marks)
- b) Outline TWO reasons on how misdirecting calls can impact the office dynamics in Mambo Leo Company. (4 Marks)
- c) Suggest THREE strategies that could be implemented to improve call management in the company. (6 Marks)
- d) Elaborate THREE ways that the executive can support in managing calls more effectively. (6 Marks)

14. When handling telephone calls one should observe telephone etiquette.

- a) Explain FIVE advantages that may accrue from this practice. (10 Marks)
- b) Outline FIVE ways of handling a rude caller. (10 Marks)

15. Bright Future Marketing Agency has been growing steadily, and with this growth came an increase in incoming phone calls. The office staff struggled to manage these calls effectively, leading to missed opportunities, frustrated clients, and a chaotic atmosphere. The staff were trained on how to answer calls professionally and training sessions were introduced to help staff improve their telephone skills and stay updated on company policies.

- a) Explain FOUR components of the call handling guidelines. (8 Marks)

- b) Suggest THREE benefits that accrued from the regular training sessions. (6 Marks)
- c) Outline THREE positive effects that the agency expects from improved telephone call management. (6Marks)