

041306T4OAD

OFFICE ADMINISTRATION LEVEL 6

BUS/OS/OA/CR/08/6

Manage Telephone Calls

November/December 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 **ELEVEN (11)** and any other **TWO** 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 THREE (3) 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. Recording telephone calls in a call register is crucial when handling calls. State FOUR measures that can be taken to ensure effective recording of calls in the register. (4 Marks)
2. When recording telephone calls, one may use either manual or electronic call register. Mention FOUR advantages of using electronic call register. (4 Marks)
3. Effective communication in an organization largely depends on the proper functioning of telephone equipment. List FOUR maintenance practices an Office Administrator should carry out on telephone equipment. (4 Marks)
4. When recording caller details sensitive information should be safeguarded to maintain trust and comply with the confidentiality policies. Mention THREE types of documents that may be considered confidential when recording. (3 Marks)
5. John, an Office Administrator in Pato Limited, failed to establish a call register for the incoming and outgoing calls. State FOUR consequences of not establishing this document in an organization. (4 Marks)
6. Advancement in technology have transformed how organizations handle incoming calls. List FOUR ways technology has assist in managing incoming calls. (4 Marks)
7. Writing materials are essential tools in managing telephone communication within an organization. Give FOUR qualities of good writing materials used to record telephone calls within an organization. (4 Marks)
8. When reviewing a call register, organizations may come across errors that affect the accuracy of communication records. Identify FIVE problems that may be discovered during the review exercise. (5 Marks)
9. A telephone manual is a written guide that provides instructions on the proper use, handling, maintenance, and troubleshooting of telephone equipment within an organization. Give FIVE contents that should be included in the manual. (4 Marks)
10. Confirming call details is an important step when handling telephone calls. Mention FOUR call details that should be confirmed. (4 Marks)

SECTION B (60 MARKS)

Answer Questions ELEVEN and Any other TWO Questions in this Section

11. Bun rise Hotel recently hosted a three-day workshop for a manufacturing company. After the event, the hotel received written feedback indicating that while the accommodation was excellent, some participants experienced delays in meal service during lunch breaks. To address this, Mary, the hotel's Public Relations Officer, made a follow-up telephone call to the event organizer. During the call, she expressed appreciation for the feedback, apologized for the inconvenience caused by the delayed meals, asked specific questions about when and how the delays occurred, explained steps the hotel had already taken to improve service speed, promised that a more efficient serving system would be in place for future events and ended the call by thanking the organizer again and inviting them to return for their next function.
- a) Discuss FIVE challenges that may occur when following up feedback through telephone calls. (10 Marks)
 - b) Explain FIVE reasons why it is important to follow up on the client's feedback through a telephone call. (10 Marks)
12. A call register is an official record used in organizations to document details of telephone calls made and received.
- a) Describe FIVE roles of an administrative officer in ensuring a call register is properly maintained. (10 Marks)
 - b) Explain FIVE situations when a call register may be referred to in an organization. (10 Marks)
13. When recording telephone calls both modern and traditional equipment may be used.
- a) Discuss FIVE differences between modern and traditional telephone call equipment. (10 Marks)
 - b) Explain FIVE factors to consider when identifying telephone equipment. (10Marks)
14. Assessing incoming calls ensures that the caller's needs are understood, urgent matters are prioritized, and calls are directed to the appropriate staff.
- a) Explain FIVE reasons why it is important to assess incoming calls in an organization. (10 Marks)
 - b) Explain FIVE steps an administrative officer should follow when assessing an incoming call. (10 Marks)