

NAME	INDEX NUMBER
SCHOOL	DATE _____

OFFICE

1. 1989 P1

State the advantages that a department filing system has over centralised filing system

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2. 1989 P2

Explain five factors that should be considered when choosing a filing system to adopt

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3. 1990 P1

Juca Company Limited is concerned about frequent disappearance of the files from the registry. Outline measures that the organization should take to minimize the problem.

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4. 1990 P2

Under which circumstances would a telex be preferred in business? (10 marks)

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5. 1995 P1

State three reasons why office documents should be filed. (3 marks)

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6. **1996 P1**
 Outline four duties of an office manager. (4 marks)

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7. **1997 P1**
 The following are types of office equipment. Paper, fax machine, telex and telephone.
 In the table below, match each equipment with its appropriate function.
 (4 marks)

Function	Equipment
a) Sending and receiving written messages	
b) Sending and receiving verbal messages	
c) Sending and receiving copies of messages	
d) Sending messages one way only.	

8. **1998 P1**
 List four qualities of an office messenger. (4 marks)

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9. **1999 P1**
 State four factors that determine the period for which documents should be stored. (4 marks)

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10. 2002 P1

In the space provided name the office equipment used to perform each of the following tasks.

Functions	Equipment
a) Printing stamp impression on envelopes b) Cutting paper into required sizes c) Pinning papers together d) Recording, processing, sorting & retrieving information	

11. 2003 P1

Outline four functions of an office (4 marks)

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12. 2004 P1

Outline four functions of the office in an organization (4 marks)

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13. 2006 Q11 P1

Highlight four benefits of using electronic filing system. (4 marks)

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14. 2007 Q20 P1
State four advantages of an open office layout to an organization (4 marks)

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15. 2008 Q23 P1
Outline four benefits that accrue to a business person who uses the latest technology in record keeping. (4 marks)

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16. 2008 Q24 P1
Visitors to the offices of Triple B Enterprises have been complaining of lack of etiquette from the secretaries. Highlight four measures that the secretaries can take to improve the office etiquette. (4 marks)

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17. 2008 Q3b P2
b) Explain five reasons why an effective filing system is important in an office. (10 marks)

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18. 2009 Q17 P1
Outline four circumstances that would make an office manager to replace an existing machine with a modern one (4 marks)

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19. 2012 Q1b P2
(b) Explain five ways in which a computer may be used in an office. (10 marks)

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20. 2012 Q14 P1

State four ways in which a good filing system may facilitate the operations in an office. (4 marks)

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