



**T185**

**Wednesday, 21/7/2021**  
**08:30 – 11:30 AM**

**Names**

Index number

**TVET NATIONAL EXAMINATION, RTQF LEVEL 5, 2020-2021**

## QUESTIONS and ANSWERS BOOKLET

OPTION/TRADE: **OFFICE MANAGEMENT**

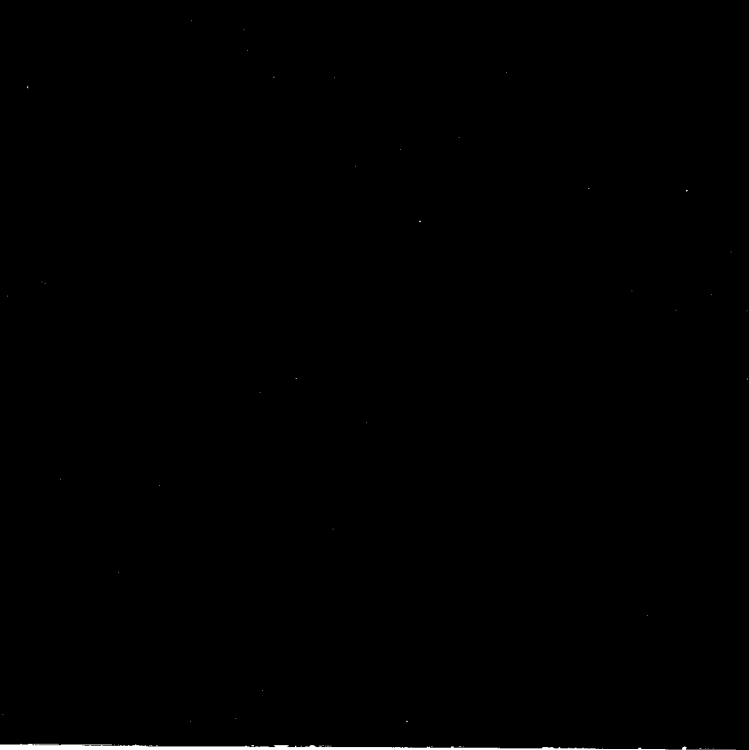
**SUBJECT: Dealing with colleagues and customers services**

ACADEMIC YEAR: 2020-2021

Read carefully the instructions on page (i) & (ii).

**FOR EXAMINER'S USE ONLY**

[illegible]



# TVET NATIONAL EXAMINATION, RTQF LEVEL 5, 2020-2021

## **INSTRUCTIONS TO CANDIDATES: PART I (Answer Booklet)**

1. A candidate should fill in the actual names and the index number on the cover of this questions and answer booklet on the provided place (Black Box).
2. It is illegal for a candidate to write any of his/her names, index number or a school name inside the answer booklet.
3. A candidate should check if all pages of the answer booklet are complete. No candidate should remove or tear any pages or part of it from the answer booklet.
4. A candidate should answer in the language in which the examination is set. (See page **(ii)**)
5. A candidate should sign on the sitting plan when submitting the answer booklet. He/she has also to check if the answer booklet is well sealed.
6. No extra paper is allowed in the examinations room. If a candidate is caught with it his/her results will be nullified.
7. No candidate is allowed to write answers not related to the subject being sat for, otherwise it will be considered as a cheating case.
8. Write your answers on the 12 lined pages (From page 1 of 12 to page 12 of 12).
9. Use the last non-lined pages as draft.
10. Results for any candidate who is caught in examination malpractices are nullified. The cheating can be recognized during examinations administration, marking exercise or even thereafter.

# **TVET NATIONAL EXAMINATION, RTQF LEVEL 5, 2020-2021**

**OPTION/TRADE: OFFICE MANAGEMENT**

**SUBJECT: Dealing with colleagues and customers services**

**DURATION: 3 hours**

## **INSTRUCTIONS TO CANDIDATES: PART II (Question Paper)**

The paper is composed of two (2) Sections as follows:

**Section I: Attempt all the Twelve (12) questions (60 marks)**

**Section II: Attempt any Four (4) questions out of Six (6) (40 marks)**

### **Allowed materials:**

- Ruler or square
- Calculator

### **Note:**

***Every candidate is required to carefully comply with the provided assessment instructions.***

**Section I : Attempt all the Twelve (12) questions**

**(60 marks)**

01. a) What is meant by the term “communication”? **(1 mark)**  
b) List and explain two (2) types of communication. **(4 marks)**
02. a) Mention any two (2) advantages of a written communication. **(2 marks)**  
b) List and explain the forms of a written communication. **(3 marks)**
03. Enumerate any five (5) disadvantages of an oral communication. **(5 marks)**
04. a) What is meant by the visual communication? **(2 marks)**  
b) Indicate any three (3) forms of a visual communication. **(3 marks)**
05. List down and explain the four (4) characteristics of the communication. **(5 marks)**
06. Write short notes on the following terms:  
a) Factual tone  
b) Friendly tone  
c) A culture  
d) Personal presentation. **(5 marks)**

- 07. a)** Define Customer service provision. **(2 marks)**
- b)** What are three (3) principles of customer service? **(3 marks)**
- 08. a)** Identify three (3) elements of customer service. **(3 marks)**
- b)** What is excellent customer service? **(2 marks)**
- 09. a)** Highlight any three (3) attitudes to be assisted in proving good services. **(3 marks)**
- b)** Mention any four (4) advantages of a good customer care service. **(2 marks)**
- 10.** Differentiate service from quality of service. **(5 marks)**
- 11.** Identify five (5) types of customers. **(5 marks)**
- 12.** What are five (5) tips can be considered to improve good customer care service? **(5 marks)**

**Section II: Attempt any Four (4) questions out of Six (6)**

**(40 marks)**

13. What are ten (10) factors that can affect an appropriate medium of communication?

**(10 marks)**

14. a) What are five (5) different conflict resolution skills that you should take into consideration while handling the conflict situation?

**(5 marks)**

b) Identify any five (5) motives to be followed while performing a personal presentation.

**(5 marks)**

15. a) What is meant by the term “conflict”

**(1 mark)**

b) List down four (4) types of conflicts.

**(4 marks)**

c) Write down at least five (5) specific examples of services.

**(5 marks)**

16. a) What is the meaning of customer care?

**(4 marks)**

b) Enumerate three (3) effects of the communication tone.

**(3 marks)**

c) Indicate any three (3) factors influencing orientation of customer.

**(3 marks)**

17. a) What are four (4) procedures can be considered to handle customer's complaints? **(4 marks)**
- b) Illustrate any three (3) channels can be used for replaying the customer's complaints. **(3 marks)**
- c) Mention the three ps (3ps) of customer's follow up tips. **(3 marks)**
18. a) Define the potential customer. **(2 marks)**
- b) What are four (4) ways of identifying potential customer? **(2 marks)**
- c) Identify any four (4) characteristics of potential customers? **(2 marks)**
- d) Enumerate any four (4) advantages of building customers links. **(4 marks)**





