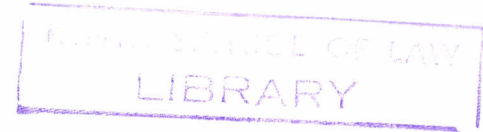


COUNCIL OF LEGAL EDUCATION



DIPLOMA IN LAW (PARA-LEGAL STUDIES)



OFFICE PRACTICE & MANAGEMENT II

TUESDAY 5TH OCTOBER, 2010

DURATION: 2 HOURS

Instructions to Candidates

- (a) Answer Question ONE and ANY OTHER THREE Questions
- (b) Question ONE carries 25 marks
- (c) All other questions carry 15 marks each

PLEASE TURN OVER

QUESTION ONE

(a) Define the following terms as used in an office

- (ii) Filing
- (iii) Records
- (iv) Mailing
- (v) Franking machine
- (vi) Customer

{15 marks}

(b) State the purpose of records in an office. {Give 10 points}.

{10 marks}

QUESTION TWO

(a) Explain how mail is processed in an office as follows:

- (i) Outgoing mail
- (ii) Incoming mail

{15 marks}

QUESTION THREE

List and explain **FIVE** advantages of using a franking machine in a busy office. {Give 5 points}

{15 marks}

QUESTION FOUR

(a) Explain why a customer is important for an organization. {Give 5 points}

{15 marks}

QUESTION FIVE

Explain why effective customer care is important for an organization.

{15 marks}

QUESTION SIX

List and explain barriers to effective communication in a working environment. {Give 10 points}

{15 marks}

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