



MASENO UNIVERSITY

UNIVERSITY EXAMINATIONS 2013/2014

FIRST YEAR SECOND SEMESTER EXAMINATIONS FOR THE
CERTIFICATE IN BUSINESS ADMINISTRATION

(CITY CAMPUS - DAY)

ACB 0014: OFFICE MANAGEMENT

Date: 24th November, 2014

Time: 9.00 - 11.00 a.m.

INSTRUCTIONS:

- Answer Question ONE (COMPULSORY) and any other TWO questions.

Q1. (a) Discuss the historical perspectives of office management and the purpose of an office. (20marks)

(b) Explain the duties and characteristics of an office manager or a supervisor. (10marks)

Q2. Describe the role of human resource management in office management. (20marks)

Q3. Explain with the help of a diagram, the levels of management in office management. (20marks)

Q4. Kamau has joined your firm as your assistant. Advise him on how to control stock and prepare cash wages and petty cash. (20marks)

Q5. (a) Explain the concept of negotiations between landlords and tenants. (10marks)

(b) Sexual harassment has increased rapidly in our offices's . Discuss ways to help /curb the menace. (10marks)