

COUNCIL OF LEGAL EDUCATION



DIPLOMA IN LAW (PARA-LEGAL STUDIES)

KENYA SCHOOL OF LAW
LIBRARY

OFFICE PRACTICE & MANAGEMENT I

TUESDAY 17TH MAY, 2011

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

- (i) Office
- (ii) Management
- (iii) Organizational Chart
- (iv) Job Description
- (v) Filing

{5 marks}

(b) Identify and explain FIVE administrative functions of an office manager in a Law Firm. (Give at least two points for each of the functions identified above)

{20 marks}

QUESTION TWO

List FIVE major factors which should be considered in deciding on a new office site.

{15 marks}

QUESTION THREE

List and explain FIVE purposes of the records which are kept and maintained in an office.

{15 marks}

QUESTION FOUR

Explain how the incoming mail is processed by the office manager. {Give 5 points}

{15 marks}

QUESTION FIVE

Explain the procedure of preparing mail for dispatch from the registry. {Give 5 points}

{15 marks}

QUESTION SIX

State and explain FIVE major advantages of using a franking machine in big busy office.

{15 marks}

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KENYA SCHOOL OF LAW



DIPLOMA IN LAW (PARA-LEGAL STUDIES)

1ST YEAR TERM III

OFFICE PRACTICE AND MANAGEMENT I

WEDNESDAY 2ND APRIL, 2014

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

1. a) Define the term office. (3 Marks)

- b) Highlight the elements of Office Management. (6 Marks)

- c) Discuss the record life cycle in relation to records management. (6 Marks)

- d) In a disaster management plan, there are five phases involved in an emergency situation. Discuss. (10 Marks)

QUESTION TWO

2. a) Distinguish between the types of organization structure and organization charts. (8 Marks)

- b) Discuss the various types of office layout. (7 Marks)

QUESTION THREE

3. a) Highlight the features of an organization. (9 Marks)

- b) Explain the two methods of stock control. (6 Marks)

QUESTION FOUR

4. a) Discuss the basic concept of procurement. (10 Marks)

- b) Highlight 5 types of business insurance. (5 Marks)

QUESTION FIVE

5. a) Define the term communication.

(2 Marks)

b) State the different types of non-verbal communication.

(6 Marks)

c) The employer is under an obligation to ensure and maintain a secure working environment for all his employees and customers within the business premises. Discuss.

(7 Marks)

QUESTION SIX

6. a) Highlight five roles of a front office.

(5 Marks)

b) Discuss the relationship between Procurement and technology.

(10 Marks)