

1. (a) The office manager of Pivot Ltd intends to design the office layout for their new offices. Outline the steps that he should follow in carrying out this exercise. (12 marks)
- (b) Explain the measures that an office manager may take to ensure that the office photocopier is not misused. (8 marks)
2. (a) Outline the responsibilities of an office manager in relation to the safety of office employees. (10 marks)
- (b) Explain the four elements of office management. (10 marks)
3. (a) Explain the conditions that an O & M study should meet in order to be considered successful. (10 marks)
- (b) Explain the measures that may be taken by management to ensure that organizational charts remain relevant. (10 marks)
4. (a) Describe the characteristics of a good office chair. (12 marks)
- (b) Explain the reasons that may account for the adoption of a departmental filing system in an organization. (8 marks)
5. (a) Explain the ways in which good organization facilitates achievement of office objectives. (12 marks)
- (b) Explain the reasons for the use of form letters in an organization. (8 marks)
6. (a) Explain the benefits that an organization may derive from efficient filing of its documents. (10 marks)
- (b) Outline the reasons why an organization may prefer to buy steel furniture. (10 marks)
7. (a) Outline the functions of an office as the center of communication in an organization. (8 marks)
- (b) Explain the factors that may be considered in determining the type of organization structure to adopt in a business enterprise. (12 marks)

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