

0801/204

0802/204

0803/204

CLERICAL DUTIES

July 2022

Time: 2 $\frac{1}{2}$ hours



THE KENYA NATIONAL EXAMINATIONS COUNCIL

ARTISAN CERTIFICATE IN CLERK/TYPIST
ARTISAN CERTIFICATE IN SALESMANSHIP
ARTISAN CERTIFICATE IN STOREKEEPING

CLERICAL DUTIES

2 $\frac{1}{2}$ hours

INSTRUCTIONS TO CANDIDATES

*This paper consists of 26 (TWENTY SIX) questions in TWO sections; A and B.
Answer ALL the questions in Section A and any FOUR questions from Section B in
the answer booklet provided.
Candidates should answer the questions in English.*

This paper consists of 3 printed pages.

**Candidates should check the question paper to ascertain that all the
pages are printed as indicated and that no questions are missing.**

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SECTION A (60 marks)

Answer ALL the questions in this section.

1. List **four** duties of an office clerk. (4 marks)
2. State **four** benefits of taking notes in a meeting. (4 marks)
3. State **four** ways in which an office receives information. (4 marks)
4. Name **three** types of indexing in filing. (3 marks)
5. State **two** advantages of using Express Mail Service(EMS). (2 marks)
6. Outline **three** benefits of using No Carbon Required (NCR) method of copying. (3 marks)
7. List **three** features of a landscaped office. (3 marks)
8. Outline **three** reasons that make it important for a business firm to maintain a statement of account for its transactions. (3 marks)
9. Name **three** parties involved in a cheque payment. (3 marks)
10. List **three** Items of information contained in an invoice. (3 marks)
11. Outline **three** disadvantages of a fixed deposit account. (3 marks)
12. State **three** advantages of piece rate method of calculating wages. (3 marks)
13. List **three** types of allowances that may be given to an employee. (3 marks)
14. Outline **three** ways in which a manager can improve human relations in an office. (3 marks)
15. State **two** advantages of using a letter opening machine in a mail room. (2 marks)
16. State **three** reasons why an organization may use a circular to communicate to its customers. (3 marks)
17. Outline **three** advantages of alphabetical filing method. (3 marks)
18. Name the most appropriate machine one would use to do the following:
 - (a) Production of 20 copies of a map.
 - (b) Sending a large volume of mail. (2 marks)

19. List **two** uses of a postage book in an organization. (2 marks)
20. State **four** benefits of sending a letter through registered mail service. (4 marks)

SECTION B (40 marks)

Answer any **FOUR** questions from this section.

21. Explain **five** barriers to effective communication. (10 marks)
22. Highlight **five** benefits of centralising the handling of outgoing mail in an organization. (10 marks)
23. Outline **five** advantages of partitioned office layout. (10 marks)
24. Explain **five** services offered by commercial banks in Kenya. (10 marks)
25. Outline **five** factors that may influence the amount of wages and salaries paid to employees in an organization. (10 marks)
26. Highlight **five** characteristics of a good filing system. (10 marks)
- Corruption.
 - Death of manager.
 - Government policies.
 - Poor maintenance of records.
 - high taxation.
- Storage of Document.
 - Well arrange from alphabetical orders.
 - Saves time.
 - Can store large documents or information.
 - Acts as security of documents.

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