



KENYA REVENUE
AUTHORITY

ISO 9001:2015 CERTIFIED

CERTIFICATE IN CUSTOMS AND FREIGHT LOGISTICS, LEVEL 5
SEMESTER I

APRIL 2026 EXAMINATIONS SERIES

SUBJECT NAME: MANAGEMENT AND EMPLOYABILITY SKILLS

SUBJECT CODE: CCFL 1001

DATE : 10TH APRIL 2026

TIME : 2 HOURS

INSTRUCTIONS:

1. This paper contains **Five** questions.
2. Question **One** is compulsory
3. Answer **Question One** and any other **Two Questions**. Any extra questions attempted will not be Marked.
4. Marks for each question are indicated at the end of every question.
5. All answers should be written on the official answer booklet provided.
6. Each question should be answered on a separate sheet of paper.
7. Cell phones, laptops and similar electronic gadgets are **NOT** allowed in the examination room.
8. Indicate only your **Admission Number** on each answer sheet.
9. Detection of any cheating shall lead to automatic disqualification.
10. Answer all questions in **English**.

11. Candidates should remain in the examination room throughout the examination period.
12. Ensure that you have signed the examination attendance register before leaving exam room.

Question One (30 Marks)

- a) List down **five** techniques to manage one's emotions. (5 Marks)
- b) List down **five** characteristics of a good saving plan. (5 Marks)
- c) Describe **three** ways how an organization can help in management and prevention of HIV/AIDS? (6 Marks)
- d) Describe the process of effective communication. (6 Marks)
- e) Explain **four** characteristics of good customer service that help meet the needs and expectations of a customer (8 Marks)

Question Two (20 Marks)

- a) Describe **four** components of customer satisfaction. (8 Marks)
- b) Outline **three** causes of work life imbalance. (6 Marks)
- c) Discuss **three** classes of barriers to communication. (6 Marks)

Question Three (20 Marks)

- a) List **four** importance of emotional intelligence. (4 Marks)
- b) Discuss **four** time -wasters to clearing and forwarding agents. (8 Marks)
- c) There are many kinds of records kept by Clearing and forwarding firms e.g. historical, legal, personnel etc. these are categorized into **four** major types depending on their usability. Discuss. (8 Marks)

Question Four (20 Marks)

- a) Discuss **five** forms of listening required for effective service delivery (10 Marks)
- b) In fields such as logistics, freight and forwarding all require a high degree of emotional intelligence. Discuss **five** domains that help in achieving this major factor in dealing with people. (10 Marks)

Question Five (20 Marks)

- a) Explain the steps involved in personal budgeting. (10 Marks)
- b) Citing examples discuss **five** types of customers in an organization (10 Marks)

