

TECHNICAL UNIVERSITY OF MOMBASA

SCHOOL OF BUSINESS

DEPARTMENT OF BUSINESS ADMINISTRATION

UNIVERSITY EXAMINATION FOR:

BACHELOR OF BUSINESS AND OFFICE MANAGEMENT

BSC 4104: DOCUMENT PRODUCTION I

END OF SEMESTER EXAMINATION

SERIES: DECEMBER 2016

TIME: 2 HOURS

DATE: Pick DateDec2016

Instructions to Candidates

1. You should have the following for this examination
-Answer Booklet, examination pass and student ID
2. This paper consists of **FOUR** questions. Attempt **ALL** questions.
3. Do not write on the question paper.
4. Read the instructions of each task carefully
5. Create a **FOLDER** named your **STUDENT REGISTRATION NUMBER**
6. Save **ALL** the tasks in the **FOLDER** as per the filenames
7. Printing will be done at the end of the time allocated for the examination
8. Your **FOLDER** will be transferred to the invigilators saving media for marking

Task 1

Instructions

1. Create the following letter
2. Make the corrections as per the comments
3. Insert your Student Number as a header.
4. Save it as **LETTER** to print out later.

Letterhead

Ref DC/wo/008

Today's date

Miss Angela Awori
Jitege Company Limited
P O Box 567

AHERO

Dear Miss Awori

WORK PLANNING

Thank you for your letter sent to us last week. In your letter you stated that you were recently promoted to Personal Assistant to the Managing Director and you have been given a new responsibility of work planning. Planning is an important aspect of any firm. The following are some important aspects of planning.

short-term planning

Planned activities that take a year or less are categorized as short term planning. Many of these fall into the category of everyday decisions, especially if they cover only a few days or weeks. Short-term planning is important because it relates directly to the day-to-day activities of the firm. No company can function effectively if daily, weekly or monthly functioning is just left to chance.

long-term planning

Long-term planning takes into account periods in excess of a year. A roads engineer, for instance involved in the construction of roads would plan on a long-term basis. This is because road construction normally takes periods exceeding a year. His plans would be largely operational and he would have to take into account the many problems that are likely to occur.

We trust that the above information will be useful to you as you carry out your new responsibilities.

Yours sincerely

DIMAX CONSULTANTS

Josephine Ochieng (Mrs.)

Commented [D1]: Create a Letter head for DIMAX CONSULTANTS and insert a relevant Clipart. Align the Clipart to the Right

Commented [D2]: Character spacing at 4pts and bold, Font Size 14

Commented [D3]: Indent Paragraph Left (0.5") Right (0.5")

Commented [D4]: Title Case and Bold

Commented [D5]: Use hanging style for this paragraph

Commented [D6]: Title Case and Bold

Commented [D7]: Bold & Toggle Case

Commented [D8]: Italics

CONSULTANT

(20 marks)

Commented [D9]: Bold

Task 2 (20 marks)

Instructions

1. Display the following advert attractively.
2. Save it as **ADVERT** to print out later.

Task 2 (20 marks)
Instructions

1. Display the following advert attractively.
2. Save it as **ADVERT** to print out later.

NOTICE OF MEMBERS ANNUAL GENERAL MEETING

This is to inform all the members that there will be an Annual General Meeting of the Pan Africa Life Personal Pension Plan to be held at Sanlam House, Nairobi on 17 November 2016 at 12.00pm.

AGENDA


1. Introduction of the service providers
2. Opening remarks by Scheme Sponsor and Corporate Trustees
3. Presentation of the Audited Accounts for the year ended 31 December 2015 by the Fund Auditor
4. Presentation of the Administration and Fund Investment Report for the year ended 31 December 2015 by the Fund Manager
5. Presentation by Corporate Trustees – Enwealth Financial Services
6. Presentation of changes in Regulations – RBA
7. Remuneration of Trustees
8. Questions from Members
9. To transact Any Other Business

SPECIAL BUSINESS:

10. Change of Name

To consider and if found fit, to pass the following resolution as a special resolution:
"That the name of the Personal Pension Plan be and is hereby changed from "Pan Africa Life Personal Pension Plan" to "Sanlam Personal Pension Plan" with effect from this date."

By Order of the Corporate Trustees



For further details, kindly contact us through:
Sanlam House, Kenyatta Avenue Nairobi.
P.O. Box 44041, 00100 Nairobi. Tel: +254 020 2781000

Task 3

Instructions

1. Create the following document
2. Make the necessary changes as per the *comments*
3. Insert your Student Number as a header
4. Save the document as **MANAGE** in your folder (student Number)

Management of facilities

Commented [P10]: CAPS, bold, spaced by 4pts

Management of facilities is concerned with the effective management of the working environment and the influence which this environment has on organizational productivity. A manager of facilities undertakes activities such as:

- a) Advising on the acquisition or relocation.
- b) Making the best use of available space.
- c) Managing the building and its facilities.

Commented [P11]: bullets

The need for facility managers has grown in recent years. This is because of the desire to automate offices within buildings which have not been custom-designed. Some of the aspects of managing facilities include layout and décor.

LAYOUT

Commented [P12]: italics

Office accommodation needs differ. Organizations are likely to opt for the variations of either the cellular office or the open plan layout. Generally, alternative layouts offer different advantages and disadvantages. What is seen as our advantage of one layout will tend to be viewed as a disadvantage of the other.

(Insert a clip art here)

Commented [P13]: Insert clip art

DÉCOR

Commented [P14]: italics

This includes items like wall and floor coverings, curtains and blinds. It is important to remember that workers spend most of their time at the workplace hence the working conditions should be favourable. It is essential for firms to have the sort of décor which meets the approval of the employees.

1.

Task 4

Instructions

1. Display the following table to fit on an A4 landscape paper
2. Center the table both vertically and horizontally
3. Save it as TABLE to print out later

| CONNECTION TYPE | BANDWIDTH | ACCESS FEES | INSTALLATION COST |
|----------------------|-----------|-------------|----------------------|
| Wireless leased line | 32 kbs | 31,200.00 | 28,000.00 |
| | 64 kbs | 46,800.00 | 28,000.00 |
| | 128 kbs | 86,000.00 | 28,000.00 |
| Wireless leased line | 32 kbs | 27,200.00 | 48,000.00 |
| | 64 kbs | 48,800.00 | 48,000.00 |
| | 128 kbs | 78,400.00 | 48,000.00 |
| Wireless lease line | 32 kbs | 20,000.00 | 15,000.00 |
| | 64 kbs | 22,000.00 | 15,000.00 |
| | 128 kbs | 38,000.00 | 15,000.00 |