



TECHNICAL UNIVERSITY OF MOMBASA

SCHOOL OF BUSINESS

DEPARTMENT OF BUSINESS ADMINISTRATION

UNIVERSITY EXAMINATION FOR:

BACHELOR OF BUSINESS AND OFFICE MANAGEMENT

BSC 4203: SHORTHAND SPEED I

END OF SEMESTER EXAMINATION

SERIES:DECEMBER2016

TIME:2HOURS

DATE:Pick DateDec2016

Instructions to Candidates

You should have the following for this examination

-Answer Booklet, examination pass and student ID

This paper consists of **FOUR** questions. Attempt question ONE (Compulsory) and any other TWO questions.

Do not write on the question paper

Warm –up

We have for sale several books on special subjects,/ especially maths and languages, and also/
on government policy and business topics./ Those who wish to speak unusual languages may/
thus come to us to get something. We know we/ can only take so much money on these special
sales but/ we wish to make as much as possible. This is because of the/ large bills we had to
pay yesterday./

We also wish to give our sincere to those who/ came along to our charity sale early this year./
What we receive in this way goes to relieve, as far/ as possible the despair of many poor and
needy families./ We are making arrangements to have a rummage – sale in/ aid of our charity in
March, for which we shall/ require a large room. We should wish to know as/ early as possible if
your firm can spare a room/ for two hours which will be satisfactory for this purpose.

PASSAGE 1

A LETTER ON FREIGHT TRANSPORT COMPANY

Dear Sirs

As you already know, in all parts of/ the industry freight costs have increased rapidly during the past/ few years. We are an expert carriage company offering very/ reduced rates to all parts of Europe and special package/ deals to the Far East. Free estimates are given for/ all other trips. Express rates can be offered too.

I/ can assure you that our service is fast and we/ can handle both your fragile and heavy goods. Our team/ of packers can be used if required.

I am sure/ that you are aware of the fact our service/ is already widely used by other large firms in your/ district. However, if you would like our Sales Manager to/ visit you to describe our terms in full, it will/ give me pleasure to make arrangements for him to do/ so.

Yours faithfully

Freight Carriage Ltd.

Passage 2

The factory owner felt that new machinery would be expensive/ but in his opinion it was necessary if output was/ to be increased. He organized the expenditure and informed the/ foreman that the machines would arrive within the next few/ days. The foreman stressed that there would be generally some/ delays in manufacture when the change-over was going on,/ as the men would have to get used to the new/ machines. However, he knew that in the long term/ these would be much better than the old ones. He/ asked if all of his men could have their own/ copy of the machine training manual, and the owner said/ that this had been arranged. The owner would be going/ to visit the northern and southern area offices and asked/ the foreman to let him know if the machines had/ not been received by Thursday next.