



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: DECEMBER 2016

TIME: 2HOURS

DATE: Pick Date Dec 2016

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

It is a shame but we may have to do/ away with jobs at the company owing to lack of/ cash to pay off the debts. We do have cash/ owing to us but we also have a large debt/ at the bank. We lack the cash for all the/ back pay on the wages package but we shall have/ to manage. We shall have to have long talks on /ways to change the company.

The fact is we lack all the cash to/ pay the large debt to the bank for February. We/ had to give them a cheque on the 5th February/ for the January debt and the February debt is, as/ we know, too large to be paid with it. It/ will be unusual for the company to delay but who/ will give us the cash?

PASSAGE 1

LETTER OF APPOINTMENT

Dear James

We are happy to inform you of your success in being given the new post of Research Manager. Since it will be necessary for you to have skill in using the vast data banks held here by ourselves to access statistics as soon as possible, we suggest you take up your post on 1st August. As we know you are used to different data banks, at first the ancillary staff in the department are to assist you to adjust, and thus to master the differences faster. We hope these suggestions are satisfactory for you and we hope to receive your answer soon.

Yours

John Meyor

Human Resource Manager

PASSAGE 2

NEW MACHINERY

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.