



# TECHNICAL UNIVERSITY OF MOMBASA

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SCHOOL OF BUSINESS

DEPARTMENT OF BUSINESS ADMINISTRATION

**UNIVERSITY EXAMINATION FOR:**

Type program name

**BSC 4205: SHORTHAND**

**SPECIAL SUPPLEMENTARY EXAMINATION**

**SERIES:AUGUST2017**

**TIME:2HOURS**

**DATE:Pick DateSep2017**

## **Instructions to Candidates**

You should have the following for this examination

-Answer Booklet, examination pass and student ID

This paper consists of Choose No questions. AttemptALL questions.

**Do not write on the question paper.**

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## **Question ONE**

### **BUILDING SOCIETY LETTER REGARDING A MORTGAGE ADVANCE**

Dear Sir

I refer to your telephone call of yesterday afternoon and am able to approve releasing half of the mortgage advance in principle, provided that the valuer's report on the building proves to be satisfactory and that all the Society's terms, of which you were told, have been observed. However, I would prefer that you and your wife come to see me in private at 3 pm next Wednesday afternoon to finalise the rough draft of the advance form. Please advise me if this arrangement proves difficult for you.

In brief, the 'Black Economy' is the name given to a number of activities which are done in private for cash and the profits derived out of these are undeclared to the taxman. Those driven to these activities are in danger of tough measures from the government when proof is provided of their activities. The grave measures taken against them serve to be effective in preventing others from doing the same.

Yours faithfully

## **Question TWO**

### **ADDRESSING ENVELOPES**

It is important that addresses are typed roughly midway down and one third across the front of a standard envelope. This leaves adequate room for the post room attendants to add postage stamps or the post office the postmark. Postcodes should be quoted at all times and occupy the last line as requested by the post office. Mistakes should be clearly corrected and requests for special postal services clearly stated. All postal items must reach the post room by 4.30 pm as the postman calls at 5.30 pm to take the postbags to the post office. Please institute these requirements to avoid the wasteful use of time and stationery which has occurred over the past year.

If we are to use our storage media successfully, all staff must name files just as discussed in the company manual. Sloppy coding leads to waste of time for the department's staff and, in some excessive cases, lost data for staff managers. As we are aiming to speed up the access time for all files as much as possible, we ask you to help us by doing this.

Thank you.

## **Question THREE**

### **CUSTOMER CARE SERVICES**

In many firms these days, it is common to find a desk labeled customer care or service. This service is the act of taking care of customers' needs by giving help whenever it is needed.

The help of care offered must be prompt at all times. This is important because, if delayed, the customers may get a bad impression of the firm.

Politeness is part of good customer care. Good manners like greeting customers is positive whether the customers make purchases or not. In addition, all customers should be treated equally. It is wrong to show preference for some, while ignoring others.

Lastly, the use of customers' name is very effective in producing loyalty. Customers like the idea that the people whom they do business with know them at a personal level.

#### **Question FOUR**

##### **A LETTER ABOUT SAVING MONEY**

Dear Paul,

Thank you for your letter informing me about your new job. I have noted that you wanted me to give you tips on how you can start saving money in order to go on to college in a few years' time.

For most people, saving money is not easy, but it is possible to do it if you set goals. This means that every month you will put aside fifteen per cent of your salary before you pay any bills. If this is too much, you can begin with five per cent and slowly increase the amount.

Once you get used to the habit of saving, you will realize that you shall have no need to borrow money for personal use. On the other hand, if the savings are not enough for your fees you could take a bank loan.

I would advise you to keep tracking how you spend your money by keeping a record. In this way, you will be sure to know whether or not you are spending your money according to your plan.

Yours,