



TECHNICAL UNIVERSITY OF MOMBASA

SCHOOL OF BUSINESS

DEPARTMENT OF BUSINESS ADMINISTRATION

UNIVERSITY EXAMINATION FOR:

DSSO Y 2 S2

BSC 2207: SHORTHAND SPEED II

END OF SEMESTER EXAMINATION

SERIES:AUGUST2019

TIME:2HOURS

DATE: Pick Date Aug2019

Instructions to Candidates

- You should have the following for this examination
 - *Answer Booklet, examination pass and student ID*
 - This paper consists of **FIVE** questions. Attempt question ONE (Compulsory) and any other TWO questions.
 - **Do not write on the question paper**
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PASSAGE I**(25 marks)****60 W.P.M****PLANNING YOUR TIME**

Planning time is concerned with what you require to do in a day, a week or even a month. It is therefore, important to learn how to plan your time.

First, one has to list down all the things one wished to do within a given period. This listing should be done in order of importance. There are some tasks that require to be done urgently and there are others that can be done at a later time.

The second point is to decide on the time to be taken in carrying out each task. There are those tasks that require very little time and others that require a lot of time. This timing should be done with care.

Another thing you require to do is to ensure that you carry out all the tasks in the order in which they are listed. You should try to take the exact time allocated for each task.

If you do this properly you will be able to complete the jobs within the given time. You will also have carried them out well.

PASSAGE II**(25 marks)****60 W.P.M****A LETTER TO A ROAD ENGINEER**

Dear Sir,

I refer to my first letter to you regarding the condition of the road which serves this area.

The people who live in this area are all service charge payers and feel that the council has a duty to repair this road. With the coming of the rains very many pot holes have opened up. The road sides have been washed so deeply that the gullies have become a real danger. Two days ago, a driver was injured when the car he was driving hit a pot hole and crashed into a ditch.

The area along the road has been covered by high bushes. These are making it hard to drivers to see far at various sections. Most of the sign boards have been removed and the few which remain should be painted. Our patience has now ran out and our hope is that this state of affairs will not be allowed to go on any longer.

Will you, therefore, act as soon as possible so that we can start enjoying a smooth drive on our roads,

your

QUESTION THREE**PASSAGE III****(20 marks)**

60 W.P.M

REQUESTING FOR INFORMATION ON AN ACCIDENT CLAIM

(Not part of the dictation)

Dear Sir,

Thank you for your letter of June tenth on the accident you had last month in your car. We shall be happy if you will complete the attached claim form giving as much information as possible.

We have learnt that your car was quite badly damaged and is now at the garage of Joe and Sons company in the city. We shall send our chief works engineer to inspect the car next Tuesday in order to assess the damage. He will then call you and let you know when you may give the green-light to the company to carry on with the necessary work on the car.

We would like to point out that you will have to pay the cost of repainting the front of the car because it is clear that the bad state of the paint is not as a result of the accident. It is evident that the dent is older than those at the time of the accident.

We hope to receive your form to enable us to process your claim.

Yours