



TECHNICAL UNIVERSITY OF MOMBASA

SCHOOL OF BUSINESS

DEPARTMENT OF BUSINESS ADMINISTRATION

UNIVERSITY EXAMINATION FOR:

BACHELOR OF BUSINESS IN OFFICE MANAGEMENT

BSC 4203: SHORTHAND SPEED DEVELOPMENT II (60 WPM)

END OF SEMESTER EXAMINATION

SERIES: APRIL 2025

TIME: 2 HOURS

DATE: 28 Apr 2025

Instructions:

This paper consists of **THREE** passages for dictation.
Warm-up exercise, Question One and Question Two.
Answer **ALL** questions.

60 w.p.m

WARM UP PASSAGE

(To be dictated within two minutes)

This year we hope to increase trade with several of / the largest 10
shops in the city centre and Central Province /. Our Sales Manager 20
believes that we have enough goodwill and / influence in these areas. 30/40
This will help us to raise /our share of business with these shops by 50
almost ten / per cent. Even if we do not achieve this level / in the first 60/70
year, we shall certainly do so in / the second year.

80

We have planned to invest money to / promote our new range of 90/100
products and in particular focus / our attention on the city centre stores. 110
We want, first / and foremost, to ensure that all possible buyers are 120
well / informed of our goods. We should also make sure that / all the 130
facts and details about the goods are made / available. 140

It is our hope that all those concerned will / cooperate to help the
firm achieve this goal.

60 w.p.m

PASSAGE I

NOTICE OF RESIGNATION

(Not part of the dictation)

Dear Sir,

I wish to submit this letter to you giving a one-month notice / of 1/4
resignation from my job in your company. This is with effect from first
June. // 1/2

My family will move to a town which is almost ninety-two miles away
and /// I feel that it can be difficult for me to travel daily. Besides, the 3/4
fare //// that I shall be required to pay to and from office is very high. It / 1
would also mean that I have to leave home very early each day and get // 1/4
back late in the evening. This is not good because my child is quite 1/2
young /// and needs my close attention. 3/4

I regret the inconvenience that this may cause to the //// firm and 2
hope that you will receive it well. I look forward to working with / you 1/4
some other time if a chance arises.

Please receive my thanks for the time // you gave me to work in your 1/2
company. I have enjoyed working here and I /// will always remember 3/4
you all.

I wish you well in all your future plans.

Yours, ////

3

(THREE-MINUTE INTERVAL)

60 w.p.m.

PASSAGE I

THE ART OF TALKING

(Not part of the dictation)

Talking can be called an art. People can either be good at it or not / at all. Some people seem to choose the correct words every time they talk. Others // also understand when to speak and when to keep quiet and listen.

On the other /// hand there are those who appear to create trouble whenever they speak. For some reason //// they utter the wrong words and cause anger or even put the audience off.

It / is important for the speakers to be aware of their own strengths in order to // assess whether they are good at talking or not. They should, as much as possible /// get the opinion of their own friends. It is no wonder that some people are //// usually chosen to speak for their groups whenever there is need for a speech.

When / talking, one may end up influencing the feelings and thoughts of the people. The speaker // should be able to select words with the end result in mind. If caution is /// not taken, the good intentions may end up having a bad effect on the people. ////

(THREE-MINUTE INTERVAL)