



TECHNICAL UNIVERSITY OF MOMBASA

School of Business

Department of Business Administration

UNIVERSITY EXAMINATION FOR:

BACHELOR OF BUSINESS AND OFFICE MANAGEMENT

BSC 4102: KEYBOARDING AND DOCUMENT PRODUCTION

SERIES JULY 2025

TIME: 2 HOURS

DATE: Jul2025

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 **ALL** questions.

Do not write on the question paper.

Instructions to the Candidates

1. Answer ALL the questions
2. Type on one side of the paper only and use a fresh sheet of paper for each question.
3. Type your Student Number, Exercise Number on top of each sheet of paper used.
4. Read carefully the instructions for each question. You should aim at producing mailable work.
5. Type exercise 1, once only during the timed five minutes. This will be collected immediately. Exercise 2, 3 and 4 will be typed in 1 Hour 55 minutes.
6. Any defect in the machine should be reported to the invigilator immediately.

Warm-up Exercise

This is a warm-up passage. It does NOT constitute part of the examination.
Type in double-line spacing. Time allowed: 3 minutes.



gwam 3'

Click fraud is a recent concern for small businesses that want to place an advertisement on a website and pay for it by the number of hits on it. They often think they are getting the most for their money because they only pay for those who read their ad. The problem, however, is that someone may be paid to click on the advertisement many times just to increase the revenue from it.

While a business is working hard to maximize its impact, frequently it is losing money because some people are trying to scam them. Many people try to do the right thing, but many others just are not honest. Often it is difficult to determine if you are working with an honest person or not when you use the Internet.

1'	1	2	3	4	5	6	7	8	9	10	11	12	13
3'		1				2				3			4

Exercise 1 (10 marks)

Speed test at 30 w.p.m.

Instructions

1. Type the following passage in double-line spacing.
2. Erasing is NOT allowed.
3. Time allowed: 5 minutes
4. Save it as SPEED in (STUDENT FOLDER) to print out later.

Writing 26

All people, in spite of their eating habits, have two major needs that must be met by their food. They need food that provides a source of energy, and they need food that will fill the skeletal and operating needs of their bodies. Carbohydrates, fats, and protein form a major portion of the diet. Vitamins and minerals are also necessary for excellent health.

Carbohydrates make up a major source of our energy needs. Fats also serve as a source of energy and act as defense against cold and trauma. Proteins are changed to amino acids, which are the building units of the body. These, in turn, are utilized to make most body tissue. Minerals are required to control many body functions, and vitamins are used for normal growth and aid against disease.

1'	1	2	3	4	5	6	7	8	9	10	11	12	13
3'		1			2			3				4	

gwam	1'	3'
	13	4
	26	9
	40	13
	53	18
	66	22
	72	24
	12	28
	25	32
	38	37
	52	41
	64	45
	77	50
	84	52

Exercise 2 (20 marks)

Instructions

- Type each of the following sentences ONCE.
- Proofread and edit making the necessary corrections on each line.
- Number each line
- Save it as DRILLS in (STUDENT FOLDER) to print out later.

When a writer create^s the preliminary version of a document, they^{ne or she} are concentrating on conveying the intended ideas.
This ver^sion of a preliminary document is called a rough^{draft}.
After the draft is created, the Writer edit^s or refine^s the copy.
Sometimes proofreader's marks are used to edit the draft.
The changes will then be make^d to the original. editing
After the changes have been made, then the Writer reads the copy.
Edit^{ing} and proofreading requires a lot of time and effort.
An attitude of excell^{ence} is required to produce an error-free message.

Ask Group 1 to read Chapter 6 of Book 11 (Shelf 19, Room 5).
All 6 of us live at One Bay road, not at 126th-56th Street.
At 9 a.m. the owners decided to close from 12 noon to 1 p.m.
Ms. Vik leaves June 9; she r^et^urn^s the 14th or 15th of July.
The 16 per^{cent} discount saves \$115. A stamp costs 44 cents.
Elin gave \$3 million to charity; our gift was only 75 cents.

Jane may work with an auditing firm if she is paid to do so.
Pam and eight girls may go to the lake to work with the dog.
Clancy and Claudia did all the work to fix the sign problem.
Did Lea visit the Orlando land of enchantment or a neighbor?
Ana and Blanche made a map for a neighbor to go to the city.
Sidney may go to the lake to fish with worms from the docks.
Did the firm or the neighbors own the auto with the problem?

Exercise 3 (20 marks)

Instructions

- Key the letter below
- Proofread and format the letter as per the instructions
- Save the letter as LETTER in (STUDENT FOLDER) to print out later.

BIZNA LIMITED

P.O. BOX 6730 -215

LONGONOT/ *font style: algerian, size 14, caps & centre*

Ref BL/9/2025

(Today's Date)

Ms Torome Kaka P O Box 302 – 520

west pokot/*CAPS*

Dear Sir

relocation to new premises/*caps & bold*

The growing demand for our goods and services has made it necessary for our company to move to larger premises. In your earlier visits to our office, you may have noted the lack of space for storage of our products. This made service provision slow as the employees' movements were hampered by the limited space.

Amenities/*Initial caps & underscore*

We are fortunate to have acquired a good site at the Industrial Trading Centre in Nakuru City. The new site boasts of the following amenities:

- Excellent transport facilities by road and rail.
- Provision of clean running water.
- Proximity to banks and government agencies./*use roman (i) – (iii) to number*

Relocation/*Initial caps & underscore*

We intend to relocate in the first week of next month. ~~The move will enable prompt product delivery and provide an opportunity for faster and more efficient service delivery. Our clients and employees will also be able to access the premises conveniently.~~ *S7E7*

We take this opportunity to thank you for your patronage. We look forward to offering you better services in our new location. **NP** /In case of any query, please call or visit us.

Yours faithfully, BIZNA LIMITED Caleb Wekesa Public Relations Officer/*display*
appropriately

Exercise 4 (20 marks)

Instructions

- a) Key in the following memo.
- b) Proofread and edit, use today's date.
- c) Format the paragraphs using Times New Roman, Font size 14, and justify.
- d) Save the exercise as TASK 4 in (STUDENT FOLDER) to print out later.

TO: Caleb Kirkpatrick
FROM: Chloe Wheatley, Chief Learning Officer
DATE: January 5, 201-
SUBJECT: Professional Development Seminars

Hollimon & Associates is pleased to announce a series of enrichment seminars to be offered for its employees in the year ahead. If you have suggestions for seminars that would be beneficial to your team, please let me know.

Our first seminar offering, *First Aid and CPR*, is scheduled for February 10 and 11. The seminar will be offered from 1 p.m. to 5 p.m. in the Staff Lounge. Participants will be awarded CPR Certificates from the American Heart Association upon successful completion of this eight-hour course. If you are interested in taking this seminar, please call me at ext. 702 or send me an e-mail message by January 25.

Please mark your calendar today for this important seminar.

XX

