



TECHNICAL UNIVERSITY OF MOMBASA

SCHOOL OF BUSINESS

DEPARTMENT OF BUSINESS ADMINISTRATION

UNIVERSITY EXAMINATION FOR:

BACHELOR OF BUSINESS AND OFFICE MANAGEMENT

BSC 4305: ADVANCED COMPUTERIZED DOCUMENT PRODUCTION II (40 W.P.M.)

END-OF-SEMESTER EXAMINATION

SERIES: DECEMBER 2024

TIME: 2 HOURS

DATE: DECEMBER 2024

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 (Compulsory)**.

Do not write on the question paper.

Instructions to Candidates

1. You should have the following for this examination
-Answer Booklet, examination pass, and student ID
2. This paper consists of **FOUR** questions. Attempt ALL questions.
3. Do not write on the question paper.
4. Read the instructions of each TASK carefully.
5. Create a FOLDER (Your Registration Number) where you will save ALL the TASKS.
6. Any problem with the computer should be reported to the invigilator immediately.
7. Insert your registration number as a header in each task.
8. Use **font size 12** and **font style Times New Roman** for all exercises unless otherwise specified.
9. Print on one side of the paper(s) only and use a fresh sheet of paper(s) for each document.

Task ONE (20 marks)

1. Prepare a letterhead and key in the following letter for dispatch today.
2. Using the addresses given below, create a data source and save it as FPA24 in your folder to print out later.
3. Use reference number SFP/22/2024.
4. Using mail merge, send original letters to NANYUKI and MOMBASA addresses only.
5. Save the form letter as Task 1 and the merged document as Task 1A in your folder to print out later.
6. Address envelopes.

Furniture palace
p o box 5455-220
nanyuki

Letterhead: use font style
Tahoma, size 16,
Caps, bold and centre

Dear «Title» «LastName»

Sale of furniture / bold & block

We are pleased to introduce our collection of furniture which is now available
through our online platform - super furniture online Shop and at our various physical
outlets. Our outlets have been voted the best furniture suppliers
in the country for the last three years.

SELECTION

~~We offer a wide range of furniture to cater for your home as well as office needs.~~
~~The home furniture consists of sofa sets, beds, coffee tables and wardrobes to make~~
all your house perfect. We also have types of office furniture to suit various areas
such as receptions, board rooms and conference rooms. We stock a wide
range of filing cabinets, bookshelves, safes and attractive
workstations. There are various designs that are attractive in
appearance to choose from. In addition, our furniture is
carefully selected to ensure value for your money. ~~we~~
~~offer discounts and fair terms of payments to customers.~~

Showroom: If you would prefer to personally discuss your requirements, our
showrooms in Nanyuki, Nairobi and Mombasa are open throughout the week and
Our representatives sales will be happy to answer all your
queries. You can also view the furniture through our
online platform.

Purchase: We have made it easier for our customers
to make payment through the bank or by cash.

using our PayFast app or through Mpesa. pay bill number 2323 with your ID number as the account name. We also offer flexible financing through:

Inset items (a)
- (c)

(b) ~~hire~~ (b) hire purchase arrangement for up to six months. (c) Prepayment where the buyer makes partial payments for the goods and only collects them once the final payment is made. (a) check-off system for salaried employees.

NP/ We make free delivery within a radius of 40 kilometres from all our showrooms in Nanyuki, Nairobi and Mombasa. Deliveries in other regions can be made at a small fee. [Watch out for our weekly deals on special items offered at a 50% discount once every month.

Yours sincerely

Furniture palace / bold

Dennis Mudimbo, Sales Manager.

USE SHOULDER HEADINGS

Miss Suzanne Munyi
The Director
Zuri Guest House
P O Box 456-100
NANYUKI

Mr. Gideon Otieno
The Procurement Officer
Horizon Investments
P O Box 606-881
MOMBASA

Dr. Eric Karanja
Agape Consultants Ltd
P O Box 213-909
NAIROBI

Task TWO (20 marks)

1. Key in the following manuscript in double-line spacing.
2. Insert the Endnote.
3. Save it as **Task 2** in your folder to print out later.

Dressing for the office* / bold and centre

Dressing for the office depends to a great extent on where we work, what we do and with whom we come into contact during the working hours. The clothes worn to work should suit the job to be done and the best rule to observe is the local customs in the areas an employee works.

Insert/ 'A' / ~~flexible~~ flexible businesses in large cities can be less flexible about dress than those in smaller towns. New businesses or those with younger managers are likely to be more easygoing about standards of dress than older firms.

or /

An employee may avoid embarrassment / disappointment by finding out what clothing styles are acceptable in the industry or office they plan to work. The following are ways in which an employee may use to find this out: (iv) observe how people are dressed when they emerge from their offices. (i) Note the styles being worn in the offices they visit. (iii) obtain a copy of a firm's magazine and note the dressing style. (ii) study job advertisements or recruiting literature that may depict people at work.

Display items
(i) - (iv)

ACCESSORIES Employees should always be selective in choosing

accessories. The simple look is usually the most elegant and should simply enhance the wearer. It is always a good idea to have reserve reserve accessories and supplies at the office for emergencies. A pocket sized umbrella may come in handy where when there is an unexpected down-pour at lunch time or closing time.

Outdoor wear: An employee should always wear clothes that protect them from the

extremes of weather.

In cold areas, one should wear warm clothing to keep them from catching a cold.

On the other hand, sun protection for outdoor workers is of essence.

This includes wearing protective clothing, sunglasses and hats that shade the face, ears and back of the neck from the harmful rays of sunlight.

Clothing Maintenance : clothes should always be rotated so that they may last longer. They should also be hung in the wardrobe after they have been worn. A weekly wardrobe inspection for minor repairs such as loose buttons, torn pockets, frayed cuffs, open seams and sagging hems is vital. ~~An employee should~~ For that

alert, sparkling look, always pay attention to all the details. People tend to have more confidence in a person who looks neat and well-groomed.

* Adapted from Grooming for the office, by Luke Turner, Fourth Edition, pages 44 - 48.

'A' ~~some~~ Some establishments are more traditional about dress ~~that~~ than others. Bank employees, for example, are required to dress more conservatively than ~~employee~~ employees in retail outlets.

use paragraph headings

Task THREE (15 marks)

1. Create the following table.
2. Centre the table both vertically and horizontally.
3. Use the SUM function to calculate the totals for Tables 1 and 2.
4. Save it as **Task 3** in your folder to print out later.

mwangaza dairy farmers' co-operative society | **bold \$ Centre**
Sales and Profit - January to December 2019 | **bold**

SALE OF DAIRY PRODUCTS					
MONTH	PRODUCT				
	Raw Milk	Yoghurt	Ghee	Butter	cheese
	Kg	Kg	Kg	Kg	Kg
January	12391	421	98	541	49
February	10847	72	85	432	75
March	9034	51	332	379	46
uc/ <u>April</u>	18203	167	165	1986	89
May	27,064	202	187	2075	265
June	34492	154	198	2784	132
July	101850	1097	1,214	12439	1153
uc/ <u>August</u>	97201	893	1543	10538	941
September	85904	563	984	9045	753
October	54,397	351	549	4926	400
close up / November	43092	129	352	3,842	201
December	32,529	87	298	2730	47
Total					
PROFIT MADE FROM JANUARY TO MARCH 2019					
PRODUCT	MONTH				Total
	January	February	March		
	Ksh	Ksh	Ksh		Ksh
Yoghurt	84383	78,032	69557		
Cheese	10290	8032	12,925		
Step/ Raw Milk	345719	290751	198238		
Butter	9,320	9921	7321		
uc/ <u>ghee</u>	32531	47,043	51433 51433		

Task FOUR (15 marks)

1. Key in the following display attractively on A5 landscape paper.
2. Save it as **Task 4** in your folder to print out later.

strategic business value of ergonomics } bold

