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**DEPARTMENT : BUSINESS**  
**COURSE : MOD I'S HRM, MOD II'S BM & SCM, CS & SEC.**  
**UNIT TITLE : OFFICE ADMIN/ORGANIZATION**  
**SEMESTER : OCTOBER-DECEMBER 2020 END-TERM EXAM**  
**MODE OF STUDY: FULL TIME**  
**TIME : 2 1/2 HOURS**

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**INSTRUCTIONS: ANSWER ANY SEVEN QUESTIONS ON THE ANSWER SHEET PROVIDED IN ENGLISH**

1. Explain **five** features which differentiates a landscaped office from an open plan office(10marks)
2. You are the sales assistant of HEMO Traders. You have received a letter from a customer complaining that some items he had ordered were missing. Write an appropriate reply to the Customer. (10marks)
3. Explain **five** reasons why office stationery and Equipment need to be controlled (10marks)
4. Discuss **five** qualities of a good receptionist (10marks)
5. Explain **five** factors to be considered when locating an office (10marks)
6. Outline and briefly explain **five** methods of Reprography (10marks)
7. Briefly explain **five** Qualities of a good Personnel Manager (10marks)
8. Discuss **five** Importance of having an O & M TEAM Department in an organization (10marks)
9. Illustrate in a diagram form, the organization chart of a Manufacturing Organization (10marks)
10. Describe **five** Reasons why documents need to be filed (10 marks)



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**DEPARTMENT : BUSINESS**  
**COURSE : ARTISAN SALESMANSHIP AND STORE-KEEPING**  
**UNIT TITLE : GENERAL STUDIES II**  
**SEMESTER : OCTOBER-DECEMBER 2020 END-TERM EXAM**  
**MODE OF STUDY : FULL TIME** *TIME : 2 1/2 HOURS*

**INSTRUCTIONS: ANSWER ALL QUESTIONS ON THE ANSWER SHEET PROVIDED IN ENGLISH**

**SECTION A: ANSWER ALL QUESTIONS**

1. Define the following terms as used in communication skills (10marks)
  - i. Communication
  - ii. Interview
  - iii. Agenda
  - iv. Quorum
  - v. Sentence
  - vi. Summary
  - vii. Meeting
  - viii. Principles
  - ix. Encoding
  - x. Notice
2. Illustrate the communication process by showing all the stages (10marks)
3. Explain **five** Source documents used in book keeping (10marks)
4. Explain any **five** forces that influence people to buy (10marks)

**SECTION B: ANSWER ANY THREE QUESTION**

5. Discuss **five** importances of science and Technology (10marks)
6. Describe **five** differences between saving and investment (10marks)
7. Explain **five** Types of Market structures (10marks)
8. Explain **five** principles of effective communication (10marks)



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**DEPARTMENT : BUSINESS**  
**COURSE : MOD II'S CERT. IN SALES, HRM & PROJECT MG'T**  
**UNIT TITLE : BOOK-KEEPING AND ACCOUNTING**  
**SEMESTER : OCTOBER-DECEMBER 2020 END-TERM EXAM**  
**MODE OF STUDY : FULL TIME** *TIME : 2 1/2 HOURS*

**INSTRUCTIONS: ANSWER ALL QUESTIONS ON THE ANSWER SHEET PROVIDED IN ENGLISH**

**SECTIONA: ANSWER ALL QUESTIONS.**

1. Define the following terms as used in Accounting: (10marks)

(a)Accounting (b) Assets (c) Capital (d) Liabilities (e)Trial Balance

2. (a)Explain any four errors affecting the trial balance (4marks )

(b)Explain the following source documents and their use

(i) An invoice (ii) Debit Note (iii) Statement of Authority (6marks)

3. The books of Kipande traders had the following balances as at 30<sup>th</sup> June 2015.

<b><u>DETAIL</u></b>	<b><u>KSHS.</u></b>
Premises	1,500,000
Debtors	20,000
Creditors	30,000
Cash at Bank	90,000
Cash in Hand	10,000
Purchases	140,000
Sales	320,000
Stock of Goods on 1 <sup>st</sup> July, 2014	45,000
Discount allowed	6,000

Discount received	2,000
Salaries and Wages	50,000
Commissions Received	8,000
Power and Lighting	12,000
Return inwards	15,000
Return outward	19,000
Carriage Inwards	5,400
Carriage Outwards	2,300
Capital	1,543,700
Furniture	27,000

**ADDITIONAL INFORMATION**

Stock of goods on 30<sup>th</sup> June 2015 was worth Kshs.22,000

**REQUIRED**

- a) Trial balance as at 30<sup>th</sup> June,2015 ( 5marks)
- b) Trading profit and loss accounts for the year ending 30<sup>th</sup> June, 2015. (10marks)
- c) Balance sheet as at 30<sup>th</sup> June, 2015. ( 5marks)

**SECTION B: CHOOSE ONE QUESTION**

4. John Kamau operates an impress of Ksh.5000. In May, he spent a total of Ksh 3,490. On 1<sup>st</sup> June, he received a reimbursement from the main cashier.

The following payments were made during June:

June 2 Paid Mahinda fore transport	ksh. 320
June 5 Paid Nderi for wages	ksh 365
June 9 Paid Orient Bookshop for 3 reams of paper	@Ksh 81 per ream
June 13 Paid Pokot Grocers for 2Kg of sugar	@Ksh 50 per Kg
June 16 Paid Quadir for wages	284

June 19 Bought envelopes from Raisi	263
June 22 Paid Safdali Obatti for transport	98
June 25 Paid wages to Thande	483
June 28 Paid telephone bill	1400
June 30 Paid for tea leaves	164

**REQUIRED**

Show Kamau's Petty Cash Book (15 Marks)

b) Explain the operation of petty cash and the imprest system (5 Marks)

5. The following balance sheet was obtained from Kalondu, a sole trader.

**KALONDU  
BALANCE SHEET  
AS AT 31<sup>ST</sup> JANUARY, 2018**

<u>ASSETS</u>	<u>KSHS.</u>	<u>CAPITAL+ LIABILITIES</u>	<u>KSHS.</u>
Machinery	80,000		
Capital	325,000		
Motor Vehicle	350,000	D.F.C Loan	90,000
Stock	30,000	Creditors	70,000
Debtor	20,000	Bank Overdraft	<u>10,000</u>
Cash in hand	<u>15,000</u>		
	<u>495,000</u>		<u>495,000</u>

Transactions for the month February are as given below:

2018

Feb 2 Bought Furniture for 65,000 by cheque  
Feb 4 bought goods on credit for Ksh 42,000  
Feb 8 sold goods worth Ksh 35,000 and payment received by cheque  
Feb 12 Received Ksh 13,000 in cash from debtors  
Feb 19 Paid Ksh 8,000 to creditors by cheque  
Feb 22 bought goods worth Ksh 58,000 on credit  
Feb 25 sold goods worth Ksh 38,000 and payment received by cheque.  
Feb 28 Paid D.F.C Loan Ksh 21,000 by cheque.

**REQUIRED**

- a) Open ledger accounts and record the opening balances on 1<sup>st</sup> February, 2018. (5 Marks)
- b) Record the above transaction in the relevant accounts. (10 Marks)
- c) Prepare the Trial balance as at 28<sup>th</sup> February 2018 (5 marks)



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**DEPARTMENT : BUSINESS**  
**COURSE : MOD I'S HRM, MOD II'S BM & SCM, A/C &BANKING**  
**UNIT TITLE : OFFICE ADMIN/ORGANIZATION**  
**SEMESTER : OCTOBER-DECEMBER 2020 END-TERM EXAM**  
**MODE OF STUDY: PART- TIME**  
***TIME : 2 HOURS***

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**INSTRUCTIONS: ANSWER ANY SEVEN QUESTIONS ON THE ANSWER SHEET PROVIDED IN ENGLISH**

1. Explain **five** features which differentiates a landscaped office from an open plan office(10marks)
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9. Illustrate in a diagram form, the organization chart of a Manufacturing Organization (10marks)
10. Describe **five** Reasons why documents need to be filed (10 marks)



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**DEPARTMENT : BUSINESS**  
**COURSE : ARTISAN SALESMANSHIP AND STORE-KEEPING**  
**UNIT TITLE : GENERAL STUDIES II**  
**SEMESTER : OCTOBER-DECEMBER 2020 END-TERM EXAM**  
**MODE OF STUDY : PART- TIME** *TIME : 2 HOURS*

**INSTRUCTIONS: ANSWER ALL QUESTIONS ON THE ANSWER SHEET PROVIDED**

**IN ENGLISH**

1. Define the following terms as used in communication skills (10marks)
- |                  |                  |
|------------------|------------------|
| i. Communication | vi. Summary      |
| ii. Interview    | vii. Meeting     |
| iii. Agenda      | viii. Principles |
| iv. Quorum       | ix. Encoding     |
| v. Sentence      | x. Notice        |
2. Illustrate the communication process by showing **all** the stages (10marks)
3. Explain **five** Source documents used in book keeping (10marks)
4. Explain any **five** forces that influence people to buy (10marks)

**SECTION B: ANSWER ANY THREE QUESTION**

5. Discuss **five** Importance of science and Technology (10marks)
6. Describe **five** differences between saving and investment (10marks)
7. Explain **five** Types of Market structures (10marks)
8. Explain **five** principles of effective communication (10marks)





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**DEPARTMENT : BUSINESS**

**COURSE : ALL MODULE 1'S BUSINESS, I.C.T AND JOURNALISM**

**UNIT TITLE : COMMUNICATION SKILLS**

**SEMESTER : OCTOBER-DECEMBER 2020 END-TERM EXAM**

**MODE OF STUDY: FULL TIME**

***TIME: 2 1/2 HOURS***

**INSTRUCTIONS: ANSWER ALL QUESTIONS ON THE ANSWER SHEET PROVIDED IN ENGLISH**

**SECTION A: ANSWER ALL QUESTIONS**

1. Define the following terms as used in communication skills (10marks)
  - i. Communication
  - ii. Interview
  - iii. Agenda
  - iv. Quorum
  - v. Sentence
  - vi. Summary
  - vii. Meeting
  - viii. Principles
  - ix. Encoding
  - x. Notice
2. Illustrate the communication process by showing **all** the stages (10marks)
3. Explain **five** importance of effective communication (10marks)
4. An effective interview will consider **six** areas when planning and conducting. Describe five steps in preparation of interviews. (10marks)

**SECTION B: ANSWER ANY THREE QUESTION**

5. Discuss the **five** forms of communication (10marks)
6. Describe **any five** types of report written in an organization (10marks)
7. Explain the **roles** of the following in conducting a meeting: (10marks)
  - (i.) Chairperson
  - (ii.) Secretary
  - (iii.) Members
8. Explain **five** principles of effective communication (10marks)
9. Highlight **all** Contents of Business Correspondence (10marks)
10. Discuss **five** methods of summarizing a text (10marks)



**DEPARTMENT : BUSINESS**  
**COURSE : MOD II'S CERT. IN SALES, HRM & PROJECT MG'T**  
**UNIT TITLE : BOOK-KEEPING AND ACCOUNTING**  
**SEMESTER : OCTOBER-DECEMBER 2020 END-TERM EXAM**  
**MODE OF STUDY : PART TIME** *TIME : 2 HOURS*

**INSTRUCTIONS: ANSWER ALL QUESTIONS ON THE ANSWER SHEET PROVIDED IN ENGLISH**

**SECTIONA: ANSWER ALL QUESTIONS.**

2. Define the following terms as used in Accounting: (10marks)  
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**REQUIRED**

- d) Trial balance as at 30<sup>th</sup> June,2015 ( 5marks)
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**MADAM MORAA'S NUMBER OF COPIES**

<b><u>UNIT</u></b>	<b><u>COPIES</u></b>
1. GENERAL STUDIES II (PART TIME)	10
2. OFFICE ADMIN/ORG'N (FULL TIME)	40
3. OFFICE ADMIN/ ORG'N (PART TIME )	30
4. BOOK-KEEPING AND ACCOUNTS (FULL TIME)	20
5. COMMUNICATION SKILLS (FULL TIME)	40
6. BOOKKEEPING AND ACCOUNTS ( PART TIME)	03
7. GENERAL STUDIES II ( FULL TIME)	06

