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July 2012

Time: 2 hours



THE KENYA NATIONAL EXAMINATIONS COI NCH

CRAFT CERTIFICATE IN SALES AND MARKETING
CRAFT CERTIFICATE IN SUPPLIES CHAIN MANAGEMENT
CRAFT CERTIFICATE IN BUSINESS MANAGEMENT
CRAFT CERTIFICATE IN HUMAN RESOURCE MANAGEMENT
CRAFT CERTIFICATE IN ROAD TRANSPORT MANAGEMENT
CRAFT CERTIFICATE IN TOUR GUIDING OPERATIONS
CRAFT CERTIFICATE IN TOUR GUIDING AND TRAVEL OPERATIONS

MODULE I

INFORMATION COMMUNICATION THC 1-JNIOi OGY

2 hours

INSTRUCTIONS TO CANDIDATES

1. Forth AUK? ftw m/nu/es m read *through the instructions find the question paper before starting the examination.*
2. *Any problem with the computer should be reported to the invigilator immediately*
3. *Do not free any question (5) to the invigilator only. Conversing with fellow students may lead to disqualification*
4. *Write your name and index number on the answer booklet and on the rewritable CD provided.*
5. *Type your name and index number as a header on each sheet used.*
6. *Write in form ALL the three tasks*
7. *Each task carries 20 marks*
8. *Read the instructions of each task carefully*
9. *Print on one side of the paper only and use a fresh sheet of paper for each task.*

This paper consists of 7 printed pages

Turn over

Candidates should check the question paper to ascertain that all the pages are printed as indicated until that no questions are missing.

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E ASK I

The Sales manager of Faulu Road Services Ltd intends to invite the salesperson to a strategy meeting. As an IT technician, you have been requested by the manager to create an internal memo.

(i) Open a word processing program and key in the following memo as it appears. Save the work as 'Faulu Road Services Ltd' in the KNECEXAM folder <upload later. Use appropriate graphics as may be available in your computer.

FAULU ROAD SERVICES LTD



P.O. BOX 231450 – 98012
NAIROBI

Telephone: 7S09K7234/2138974532

Email: fatiluroad@info.org

When replying, please quote

Ref No: ER/SI/SM/IC/M4

Date: Today's date

FROM: SALES MANAGER

TO: [Title] <Last Name> <First Name>

SUBJECT: STRATEGIC MEETING

I hereby humbly invite you to the above meeting scheduled for 15th January 2013 at the Furifun Hotel starting from 2 p.m. The following is the agenda of the meeting:

- Reading and confirmation of the previous minutes
- Matters arising
- Annual sales report
- Strategies to maintain and improve sales
- AOB

You as the 'Responsible' will be required to attend in person without fail.

Be prompt.

Georges Firi

CC

1. CEO

2. Managing Director

(12 marks)

Turn over

- (b) Create the following data source and save it as *data* in the KXF.CEXAM Folder.

Title	LastName	First Name	Responsibility
Mr.	Gedd	Johnson	Team Leader
Ms	Charr	Vicky	Supervisor
Mr.	¥5(0	Benson	Senior Sales
Mrs.	Dan	Gladys	Saks Rep

{3 marks}

- (c) Using the mail merge feature and the data source created in (b). create customized memos for all the salespersons. Save the work as merger/ in the KNECEXAM folder to print out later (5 marks)

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(a) (i) Opet: a spreadsheet program and create the following worksheet as it appears

	A	B	C	D	E
T	GAME RESERVES				
2,	The population and distribution				
3	Reserve	Animal	Population	Percentage	Comment
4	Dadad	Rhinos	200		
5	Ltadad	Lions	200		
*	Dudad	Elephants	400		
7	DatLd	Leopards	700		
s	Malib	Rhinos	5		
SJ	Malib	Lions	500		
It.	Malib	Elephants	2000		
II	Malib	Leopards	300		
h	Tutu	Rhinos	2		
13	Tala	Lions	300		
14	Lain	Elephants	4000		
15	lain	Leopards	6000		
16					
17					

(ii) Save the workbook as *PopWildlife* in the KXCEXAM folder. (3 marks)
(1 mark)

(hl) (i) Copy the contents of sheet 1 to sheet Z. [1 mark]

ii) Rename the *sheet 1* and *sheet 2* as *Raw* and *Processed* respectively. (1 mark)

(c) Using cell addresses only, determine the following in the Process sheet:

<i>(i) Total population for each Reserve; (3 marks)

(ii) Grand total population; (1 mark)

(iii) Percentage population of each animal in each reserve in respect to the grand total population. (3 marks)

(d) Create a *clustered bar* chart to represent the population of each animal in the reserves. Label the chart appropriately. (4 marks)

(e) Save the changes to print out later:

(i) the Raw sheet;

(ii) Processed sheet showing the formulae used instead of values;

(iii) the chart.

(3 marks)

TASK 3

The Public Transport Manager of Nag Tours Company Ltd would like to make a presentation. As the IT expert, you have been requested to create the presentation for the manager.

(a) Open a presentation program and use the outlines in Table I to create the presentation. Save it as *Report* in the KNECEXAM folder. Use appropriate slide layouts.

Slide	Content														
1,	<p>TRANSPORT DEPARTMENT</p> <p><i>by Kenoly Fecller Transport Manager</i></p>														
2.	<p>LOCATION</p>														
3.	<p>INTRODUCTION</p> <ul style="list-style-type: none"> • Background information <ul style="list-style-type: none"> - Year it was started - Why it was started - Vision, Mission and Core values • The Staff in the department • Strategic plan for the next two years • The procedures in the department 														
4.	<p>RETURNS FOR THIS FINANCIAL YEAR</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Amount</th> </tr> </thead> <tbody> <tr> <td>January</td> <td>2,000,000</td> </tr> <tr> <td>February</td> <td>4,000,000</td> </tr> <tr> <td>March</td> <td>1,200,000</td> </tr> <tr> <td>April</td> <td>1,000,000</td> </tr> <tr> <td>May</td> <td>3,200,000</td> </tr> <tr> <td>June</td> <td>4,100,000</td> </tr> </tbody> </table>	Month	Amount	January	2,000,000	February	4,000,000	March	1,200,000	April	1,000,000	May	3,200,000	June	4,100,000
Month	Amount														
January	2,000,000														
February	4,000,000														
March	1,200,000														
April	1,000,000														
May	3,200,000														
June	4,100,000														

15.	GRAPHICAL REPRESENTATION*
-6-	CONCLUSIOIS <i>Thank you and may CiOD Mew each one of you</i>

Table I

(14 marks)

- (b) Using (he data in slide 4. create a *pie chart* in slide 5 to represent the returns, (3 marks)
- (c) Apply a slide transition of your choice to all the slides. (1 mark)
- (4) Save the changes to print out later the *handouts* with three slides per page. (2 marks)

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