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**EXPERT USER PROFICIENCY COURSE (EUP)**

**JUNE 2016 EXAMINATIONS SERIES**

##### EUP002: WORD PROCESSING: MS WORD

###### Instructions

1. This paper contains two sections; **A** and **B**
2. Answer all the questions in **Section A** and choose any three questions from

 **Section B.**

1. Time allowed for section **A** is **30 minutes.**

**SECTION A (25 MARKS)**

## *Answer all the questions in this section*

a) Define the following terms as used in Ms Word:

1. Template………………………………………………………………………………

…………………………………………………………………………………………

…………………………………………………………………………… …**(2 Marks)**

1. Macros…………………………………………………………………………………

…………………………………………………………………………………………

……………………………………………………………………………….**(2 Marks)**

1. Bullets…………………………………………………………………………………

…………………………………………………………………………………………

………………………………………………………………………………**(2 Marks)**

1. Superscript……………………………………………………………………………
2. b) MS Word belongs to a group of software referred to as word processors. Name any other two software that belong to this category (2 marks)

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c) Suggest any **FOUR** reasons why documents may fail to print when sent to a printer, which is in good working condition. **(8 Marks)**

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d)Describe the steps you will follow to change the **Font Type, Font Color** and **Font size** in MS Word. (4marks)

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e) Using an appropriate example, explain the term AutoText **(5 Marks)**

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**SECTION B (75 MARKS)**

**Instructions**

1. Answer **any three** questions in this section
2. Marks will be awarded for both content and clarity of expression.
3. Time allowed for section B is **2hours and 30 minutes**.

**QUESTION ONE (25 MARKS**

Create the table given below and then use the table to answer the questions that follow **(8mks)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Stock** | **Year 1** | **Year 2** | **Year 3** | **Year 4** | **Year 5** |
| Cfc | 21.00 | 21.00 | 58.00 | 21.00 | 82.50 |
| Kbc | 5. 00 | 45.00 | 35.60 | 100.00 | 90.00 |
| Equity | 7. 00 | 4.25 | 29.00 | 46.00 | 66.00 |
| Abc Ltd | 85.00 | 36.00 | 19.75 | 76.00 | 63.00 |
| Kakuzi | 7. 00 | 3.00 | 16.25 | 25.00 | 49.50 |
| Zam zam | 45.00 | 15.00 | 152.00 | 29.00 | 30.00 |
| Kengen | 4. 00 | 45.00 | 132.00 | 63.00 | 500.00 |
| Kenol | 65.00 | 21.00 | 15.75 | 60.00 | 30.00 |
| Uchumi | 63.00 | 12.00 | 16.25 | 56.00 | 25.00 |

**Required:**

1. Sort the Stock column in ascending order (2mks)
2. Insert a column after **year 5** Type **Average** in the header and calculate the **Averages** for

 all the companies. (4mks)

1. Insert a row below **Uchumi** Type **Total** in the header and calculate the **Totals** for all the

 years. (4mks)

1. Insert a row above **Stock** Type the heading ‘**Highest Market Price’** merge and centre

 the heading (3mks)

1. Explain the procedure used to calculate both **Total** and the **average** in the answer booklet.  **(2mks)**

Save the final table as **HIGHEST MARKET PRICE**. (2mks

**QUESTION TWO (25 MKS)**

(a) Type the following text as it is in the Ms Word. **(5mks)**

**Ahtwatukee – Arizona Dream House**

***A***

***htwatukee*** is a crow Indian word meaning house of dreams. A computer-controlled dream house in Arizona that goes by that name presents a novel study of systems; it is such a wonder that thousands of monthly visitors pay $2 each for a half-hour tour (The money goes to charity). The house is described as the state of the art in technology, ecology and sociology; but the technology – the computer system – is the real drawing card.

Five linked microcomputers run ***five systems*** in the house.

The ***environmental control* *system*** handles all heating and cooling and all opening and shutting of doors and windows. The computers can adjust the environment in three zones – always choosing the most inexpensive method for that moment.

 The ***security system*** is designed to protect against intruders through use of TV cameras, sensors and a password controlled front door. In addition, the sensors provide fire detection and warning system.

The ***electrical switching* *system*** also uses the sensors to track paths through the house, adjusting lights and other switches wherever people go.

The ***energy management system*** maintains the most cost-effective use of electricity.

finally, the ***information storage and retrieval system*** is on hand for personal or home business needs.

***Ahtwatukee*** is used as a showplace for new developments and sometimes simply to experiment – both with systems and with people’s reactions to the new ideas.

 (b) Carry out the following instructions on the document **Dream House**.

1. Save it as **The Dream House**  **(2mks)**
2. Change the Font style of entire document to Tahoma**. (2mks)**
3. Bold, underline and italicize the HEADING. **(2mks)**
4. Set the line spacing to exactly 1.5pt. **(2mks)**
5. Insert the following lines after the last line “DISCLAIMER: The information contained in or accompanying this intended for the use of stated recipient only. It may be confidential, proprietary or legally privileged information”, **(3mks)**
6. Align the heading to the center and add borders to the entire document. **(2mks)**
7. Bullet the five systems **(2mks)**
8. Change the heading of the document to uppercase **(2mks)**
9. Insert a border to the entire document **(2mks)**
10. Insert the date at the top right hand of the document **(1mk)**

 Save the changes you have made on the document **Dream House**.

**QUESTION THREE (25MKS)**

Kenya Railways offers carriage of goods on wagons on their Rail system from Mombassa to various destinations around the country. Within the last two months, customers have increased as depicted in the data below:

|  |  |  |
| --- | --- | --- |
| **CUSTOMER** | **DESTINATION** | **PAYMENTS** |
| ANDREW MULI | NAIROBI | 2600 |
| ANTONY CHEGE | NANYUKI | 20000 |
| BERNARD OCHIENG | KISUMU | 14000 |
| CELIA MATAGARO | NAKURU | 16000 |
| DAVID KABAA | ELDORET | 11700 |
| JOHN MAGARO | NAIROBI | 23000 |
| MOSES HAYANGA | KISUMU | 11000 |
| MARTIN KIHARA | NANYUKI | 16000 |
| AGNES KWANBOKA | NAKURU | 25000 |
| MARY WAMBUI | NAIROBI | 8000 |
| ANN UHURU | NAIROBI | 12500 |

**Required**

1. Enter the data in a worksheet and save as “Customers”. (3mks)
2. Make enhancements as follows (8mks)
	* Column headings to be bold and size 14
	* Entries to be of font size 12.
	* Figures in payment column to be centered and have a color and pattern.
	* Customer, Destination columns to have different color and pattern.
3. Summarize the data using the Destination field according to the City destined and

include the subtotal of payments for each city. (4mks)

1. Display the subtotals of each city and create a pie chart to show distribution of

Destinations. The chart should be on a new worksheet and Title to be “Sales Distribution”.

Make enhancements to the chart to be presentable. (4mks)

1. In column D enter heading as NEW RATES & enter a formula to calculate the increase

in payment by 20% for the customers. (2mks)

1. Insert “KENYA RAILWAYS CUSTOMER BASE” as a Header and your Name, page

number and date as Footer. (4mks)

# QUESTION FOUR (25 MKS)

 The organization chart below shows the components of a computer. Create the chart

 and save it as **PC COMPONENTS**  **(25 mks)**

Pc Components

*(Shade blue)*

Software

*(Shade purple)*

**Hardware**

*(Shade purple)*

**System**

**Software**

*(Shade green)*

**Application**

**Software**

*(Shade green)*

Input

*(Shade green)*

**Output**

*(Shade green)*

Processor

*(Shade green)*

**Mouse**

**Keyboard**

**Scanner**

*(Shade Grey)*

**Printer**

**Speakers**

**Monitor**

**Plotter**

**Speaker**

*(Shade Grey)*

**Windows Xp**

**Windows 95**

**Windows 98**

**Windows 2003**

**Windows 2000**

**Dos**

*(Shade Grey)*

**Word**

**Corel Draw**

Access PowerPoint

**Excel**

**Outlook**

**Lotus**

*(Shade Grey)*

System Unit

*(Shade Grey)*