

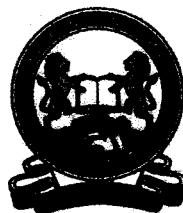
1902/104B, 1903/104B, 1906/104B, 1908/104B,  
1909/104B, 1916/104B, 1918/104B, 1919/104B,  
1922/104B, 1923/104B

**INFORMATION COMMUNICATION TECHNOLOGY (PRACTICAL)**

**Paper 2**

**July 2014**

**Time: 2 hours**



**THE KENYA NATIONAL EXAMINATIONS COUNCIL**

**CRAFT CERTIFICATE IN SALES AND MARKETING**  
**CRAFT CERTIFICATE IN SUPPLY CHAIN MANAGEMENT**  
**CRAFT CERTIFICATE IN BUSINESS MANAGEMENT**  
**CRAFT CERTIFICATE IN HUMAN RESOURCE MANAGEMENT**  
**CRAFT CERTIFICATE IN ROAD TRANSPORT MANAGEMENT**  
**CRAFT CERTIFICATE IN MARITIME TRANSPORT MANAGEMENT**  
**CRAFT CERTIFICATE IN TOUR GUIDING AND OPERATIONS**  
**CRAFT CERTIFICATE IN TOUR GUIDING AND TRAVEL OPERATIONS**  
**CRAFT CERTIFICATE IN PROJECT MANAGEMENT**  
**CRAFT CERTIFICATE IN CLERICAL OPERATIONS**

**MODULE I**

**INFORMATION COMMUNICATION TECHNOLOGY (PRACTICAL)**

**Paper 2**

**2 hours**

**INSTRUCTIONS TO CANDIDATES**

*You have **ten** minutes to read the instructions and the content of the paper before starting the examination.*

*Any problem with the computer should be reported to the invigilator immediately.*

*Direct any question(s) to the invigilator only. Conversing with fellow students may lead to disqualifications.*

*Write your **name** and your **index number** on the **rewritable CD** provided.*

*Type your **name** and **index number** as a header on each sheet used.*

*This paper consists of **three** tasks. Perform **ALL** the **three** tasks.*

*Each task carries **20** marks. Read the instructions of each task carefully.*

*Print on **one** side of the paper only.*

*Hand over your **printouts** and the **rewritable CD** to the invigilator at the end of the examination.*

*Candidates should answer the questions in **English**.*

**This paper consists of 6 printed pages.**

**The candidate should check the question paper to ascertain that all the pages are printed as indicated and that no questions are missing.**

© 2014 The Kenya National Examinations Council.

**Turn over**

## SPECIFIC INSTRUCTIONS TO CANDIDATES

1. Create a folder named **KNECEXAM** on the desktop to store **all the practical work done in this paper.**
2. Ensure that the folder **KNECEXAM** and all its contents is burnt onto the **rewritable CD** at the end of the examination.



July 2014  
Time: 2 hours

**INSTRUCTIONS TO CANDIDATES**

You have two minutes to read the instructions and the content of the paper before the examination.

The questions are divided into two sections, A and B. Section A contains questions that are compulsory for all candidates. Section B contains questions that are optional. You are to answer questions from both sections.

Write your name and index number on the answer sheet. Do not write on the question paper.

This paper consists of three parts. Part A contains 10 questions. Part B contains 10 questions. Part C contains 10 questions. You are to answer questions from all three parts.

Read the instructions carefully and answer the questions in the order given.

Candidates should answer the questions in English.

**1902/104A, 1903/104A, 1906/104A,  
1908/104A, 1909/104A, 1916/104A,  
1918/104A, 1919/104A, 1922/104A,  
1923/104A**

### TASK 1

The management of Marketers Company Ltd. intends to issue certificates of commendation to all its sales representatives. Assume that you have been tasked to use a word processor to design the certificates.

- (a) Open a word-processing program and create the following table containing the data source as it appears. Save it as *awards* in the **KNECEXAM** folder to print out later.

(9 marks)

S/No.	Employee no.	Sales Representative Name	Award
1	MCL0001	Plate Moore	Bronze
2	MCL0002	Please Call	Bronze
3	MCL0003	Liz Philip	Gold
4	MCL0004	John Keen	Silver
5	MCL0005	Clean Fare	Gold
6	MCL0006	Blue Print	Bronze
7	MCL0007	Earnest Care	Silver

- (b) Open a new blank word processing document and apply the page settings as follows:

- (i) page orientation : landscape; (1 mark)  
(ii) margins : 0.5 inches; (½ mark)  
(iii) paper size : A4. (½ mark)

- (c) Create the following main document as it appears in the page created in (b) and save it as *cert* in the **KNECEXAM** folder.

(6 marks)

## Marketers Company Ltd

### CERTIFICATE OF COMMENDATION

*This is to certify that*

«Sales\_Representative\_Name»

Employee number «Employee\_no» has been awarded a «Award»  
medal for exemplary performance in the years 1990 and 1991

*This certificate was awarded during the annual general meeting  
held on 19<sup>th</sup> October 2000.*

HOD:

Signature \_\_\_\_\_

CEO:

Signature \_\_\_\_\_

- (d) Using the data source created in (a) and the main document created in (c) generate customized certificates for each of the sales representatives. Save the merged document as *MergedAward* in the **KNECEXAM** folder to print out later.

(3 marks)

1902/104A, 1903/104A, 1906/104A,  
1908/104A, 1909/104A, 1916/104A,  
1918/104A, 1919/104A, 1922/104A,  
1923/104A

## TASK 2

Figure 1 shows an extract from a spreadsheet worksheet showing details of sales for sales representatives in Marketers Company Ltd. Use it to answer the questions that follow.

- (a) Open a spreadsheet program and key in the information shown in Figure 1 in sheet 1 as it appears. Save the workbook as *Sales* in the **KNECEXAM** folder to print out later.

(5 marks)

Employees no.	Sales Representatives Name	Sales		Total sales
		1990	1991	
MCL0001	Plate Moore	234	908	
MCL0002	Please Call	654	789	
MCL0003	Liz Philip	678	765	
MCL0004	John Keen	543	678	
MCL0005	Clean Fare	678	789	
MCL0006	Blue Print	908	678	
MCL0007	Earnest Care	456	645	

Figure 1

- (b) Copy the details in sheet 1 to sheet 2. (1 mark)
- (c) Perform the following to the details in sheet 2:
- (i) Insert a blank row above row 1; (1 mark)
  - (ii) Merge and center the cells A1 to E1; (1 mark)
  - (iii) Type the following text in the row inserted in (i); (½ mark)  
"Marketers Company Ltd"
  - (iv) Change the font of the text typed in (iii) to size 20. (½ mark)
- (d) Using cell references only, compute the total sales for each sales representative. (2 marks)
- (e) Sort the list in ascending order by the sales representative name. (2 marks)
- (f) Create clustered column chart on a new sheet showing Employees no. and then totals sales. Apply the following properties to the chart. (4 marks)  
Chart title: Sales for the years 1990 and 1991;  
X-axis: Employees No;  
Legend: none.
- (g) Save the changes to print out later:
- (i) Sheet 1; (1 mark)
  - (ii) Sheet 2; (1 mark)
  - (iii) Chart sheet. (1 mark)

1902/104A, 1903/104A, 1906/104A,  
1908/104A, 1909/104A, 1916/104A,  
1918/104A, 1919/104A, 1922/104A,  
1923/104A

### TASK 3

Figure 2 shows contents of slides to be used during the Annual General meeting by the CEO of Marketers Company Ltd. Use it to answer the questions that follows.

- (a) Open a presentation program and create the slides as they appear using appropriate slide layout. Save the presentation as *CEOsides* in the **KNECEXAM** folder. (13 marks)

Slide No.	Slide content						
1	<p><b>Marketers Company Ltd</b> <b>Annual General meeting</b> <b>April 1991</b> <b>Presenter:</b> <b>Dr. Amos Naboth</b> <b>CEO</b></p>						
2	<table><tr><td><b>Company's Core Values</b><ul style="list-style-type: none"><li>• Integrity</li><li>• Teamwork</li><li>• Quality</li><li>• Commitment</li><li>• Dedication</li></ul></td><td><b>Company's Mission</b> To become one of the world's best marketing company.</td></tr></table>	<b>Company's Core Values</b> <ul style="list-style-type: none"><li>• Integrity</li><li>• Teamwork</li><li>• Quality</li><li>• Commitment</li><li>• Dedication</li></ul>	<b>Company's Mission</b> To become one of the world's best marketing company.				
<b>Company's Core Values</b> <ul style="list-style-type: none"><li>• Integrity</li><li>• Teamwork</li><li>• Quality</li><li>• Commitment</li><li>• Dedication</li></ul>	<b>Company's Mission</b> To become one of the world's best marketing company.						
3	<p><b>Company's Organizational Chart</b></p> <pre>graph TD; CEO[CEO] --&gt; MM[Marketing Manager]; MM --&gt; SRC[Sales Rep Central]; MM --&gt; SRE[Sales Rep Eastern]; MM --&gt; SRCR[Sales Rep Coastal region];</pre>						
4	<p><b>Achievers Gallery</b></p> <p>The following are the sales representatives who won gold medal in the years 1990 and 1991.</p> <table><tr><th>Employees no.</th><th>Sales Representatives Name</th></tr><tr><td>MCL0003</td><td>Liz Philip</td></tr><tr><td>MCL0005</td><td>Clean Fare</td></tr></table>	Employees no.	Sales Representatives Name	MCL0003	Liz Philip	MCL0005	Clean Fare
Employees no.	Sales Representatives Name						
MCL0003	Liz Philip						
MCL0005	Clean Fare						

Figure 2

1902/104A, 1903/104A, 1906/104A,  
1908/104A, 1909/104A, 1916/104A,  
1918/104A, 1919/104A, 1922/104A,  
1923/104A

- (b) (i) Insert a row after the last record in the table created in slide 4. (1 mark)
- (ii) Type the following information in the row inserted in (i). (1 mark)
- MCL0010 Close fit
- (c) Apply a light blue background colour to the slides. (2 marks)
- (d) Apply an *entrance blinds* animation to all the objects in slide 3. (2 marks)
- (e) Save the changes and print out later four slides per page. (1 mark)



1902/104A, 1903/104A, 1906/104A,  
1908/104A, 1909/104A, 1916/104A,  
1918/104A, 1919/104A, 1922/104A,  
1923/104A

1902/104A, 1903/104A, 1906/104A,  
1908/104A, 1909/104A, 1916/104A,  
1918/104A, 1919/104A, 1922/104A,  
1923/104A