

Name \_\_\_\_\_ Index No. \_\_\_\_\_ / \_\_\_\_\_

1913/204  
MAIL AND COURIER SERVICES  
Oct/Nov 2012  
Time: 3 hours

Candidate's Signature \_\_\_\_\_

Date \_\_\_\_\_



MANYAM FRANCHISE  
Discover! Learn! Apply

**THE KENYA NATIONAL EXAMINATIONS COUNCIL**  
**CRAFT CERTIFICATE IN INFORMATION STUDIES**  
**MODULE II**

**MAIL AND COURIER SERVICES**

**3 hours**

**INSTRUCTIONS TO CANDIDATES**

*Write your name and index number in the spaces provided above.*  
*Write the date of the examination and sign in the spaces provided above.*  
*This paper consists of 15 questions in TWO sections; A and B.*  
*Answer ALL the questions in section A answer any FOUR questions in section B in the spaces provided.*

**For Examiner's Use Only**

Section	Question	Maximum Score	Candidate's Score
A	1 - 10		
B			
Total Score			

**This paper consists of 16 printed pages.**

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

**SECTION A (32 marks)**

*Answer ALL the questions in this section in the spaces provided.*

1. List **four** international courier companies. (4 marks)
  - (i) \_\_\_\_\_
  - (ii) \_\_\_\_\_
  - (iii) \_\_\_\_\_
  - (iv) \_\_\_\_\_
  
2. State **two** types of parcels that may require special handling in a mail and courier service. (2 marks)
  - (i) \_\_\_\_\_
  - (ii) \_\_\_\_\_
  
3. List **three** ways of mail delivery. (3 marks)
  - (i) \_\_\_\_\_
  - (ii) \_\_\_\_\_
  - (iii) \_\_\_\_\_
  
4. Identify **three** ways that may be used to promote a mail and courier service. (3 marks)
  - (i) \_\_\_\_\_
  - (ii) \_\_\_\_\_
  - (iii) \_\_\_\_\_
  
5. List **four** entries used to retrieve parcels in a mail and courier service. (4 marks)
  - (i) \_\_\_\_\_
  - (ii) \_\_\_\_\_
  - (iii) \_\_\_\_\_
  - (iv) \_\_\_\_\_

6. State four public transport companies that offer mail and courier services in Kenya. (4 marks)

- (i) \_\_\_\_\_
- (ii) \_\_\_\_\_
- (iii) \_\_\_\_\_
- (iv) \_\_\_\_\_

7. Outline three security threats to mail and courier operations in Kenya. (3 marks)

- (i) \_\_\_\_\_
- (ii) \_\_\_\_\_
- (iii) \_\_\_\_\_

8. List three features of improperly addressed parcel. (3 marks)

- (i) \_\_\_\_\_
- (ii) \_\_\_\_\_
- (iii) \_\_\_\_\_

9. Identify three challenges encountered in using motorcycle to deliver parcels. (3 marks)

- (i) \_\_\_\_\_
- (ii) \_\_\_\_\_
- (iii) \_\_\_\_\_

10. State three advantages of using phones in mail delivery. (3 marks)

- (i) \_\_\_\_\_
- (ii) \_\_\_\_\_
- (iii) \_\_\_\_\_

**SECTION B (68 marks)**

*Answer any FOUR questions from this section in the spaces provided.*

11. (a) Highlight **six** benefits of using mail and courier services. (9 marks)
- (b) Explain **four** factors that may be considered in settling up a courier service. (8 marks)
12. (a) Highlight **six** types of courier services. (9 marks)
- (b) Explain **four** factors that may be considered in determining the cost of sending a parcel (8 marks)
13. (a) Highlight **six** factors that may have contributed to the decline in sending mails through post office. (9 marks)
- (b) Explain **four** advantages of scheduling dispatch of mails and parcels. (8 marks)
14. (a) Highlight **six** measures that may be put in place by courier operators to improve safety and security of mails. (9 marks)
- (b) Explain **four** uses of a computer in a mail and courier office. (8 marks)
15. (a) Highlight **six** reasons that may discourage mail and courier operators from setting up their business in a town. (9 marks)
- (b) Explain **four** advantages of express mails. (8 marks)