

2321  
1801/303  
TYPEWRITING (40 wpm)  
July 2014  
Time: 2¼ hours



**THE KENYA NATIONAL EXAMINATIONS COUNCIL**

**BUSINESS EDUCATION SINGLE AND GROUP CERTIFICATE EXAMINATIONS  
CRAFT CERTIFICATE IN SECRETARIAL STUDIES**

**TYPEWRITING (40 wpm)**

**2¼ hours**

**INSTRUCTIONS TO THE CANDIDATES**

1. Answer *all* the questions.
  2. Type on one side of the paper only and use a fresh and appropriate sheet of paper for each question.
  3. Type your Index Number on the top cover of your Answer Booklet and at the top of each sheet used.
  4. Ensure that the headed papers for Exercise 2 are provided.
  5. Read carefully the instructions for each question. You should aim at producing mailable work. Neat erasures will be accepted without penalty, except in Exercise 1 where the use of an eraser is **not allowed**.
  6. Begin the test with the **Warm-up** Exercise, which will be collected immediately and initialled by the invigilator.
  7. Type Exercise 1, **once only** during the timed **ten minutes**. This will be collected immediately and initialled by the invigilator.
  8. **NOTE:**
    - (a) There will be an interval of **ten** minutes starting immediately after Exercise 1, for:
      - (i) collection of Exercise 1 by the invigilator;
      - (ii) candidates to read through the rest of the paper.
- No typing should be done during this time.*
- (b) Exercise 2, 3, 4, 5 and 6 will take **2 hours and 20 minutes**.
9. Ensure that the **Warm-up** Exercise and Exercise 1 are inserted in the Answer Booklet at the end of the examination.
  10. Any defect in the machine should be reported to the invigilator immediately.

**This paper consists of 10 printed pages.  
Candidates 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**

## Warm-up passage

This is a **warm-up** passage. It does not constitute part of the examination.  
Time allowed: 3 minutes.

Communication is the process which begins with the sender who conceives a message and encodes it. The message then passes through a channel or medium to the receiver who decodes it. For communication to be fruitful, the message sent to the receiver must be interpreted correctly. Thus, it must give the exact effect and meaning just as was intended by the sender.

There are many barriers that affect the flow of communication in a firm. They include those caused by the sender or the receiver. On the other hand, there are those that are caused by the environment. If barriers occur at any step of the communication process, the message is distorted. Managers in an organization must quickly identify such barriers and take the necessary steps. All barriers must be removed in order to have effective communication.

Exercise 1

Type the following passage in **one-and-a-half** line spacing. Time allowed **ten** minutes. Erasing is **not** allowed.

For many years, there have been plans to create two free ports at Mombasa and Lamu. This has not happened for various reasons ranging from capital costs to input from the local people. However, it is imperative that this project is given serious thought by the government as it may turn out to be the trigger for a mega investment.

When the free port becomes a reality, the country is expected to reap huge returns from this project. The value of land especially in Lamu will rise. There will be huge investments which will also benefit the local people. New roads, estates as well as hotels to cater for visitors will be built. Wide berths to cater for large ships will also be dredged. The local people will be employed to perform both professional and casual jobs. This will in turn improve their standards of living. Other benefits that will directly impact on the locals will be direct employment at the export processing zones and warehouses. Lamu port is also expected to open up the northern counties. A modern road and railway line will be constructed which will pass through the arid areas.

There are concerns about the impact of the construction of this free port on both the local people and the marine life. Greater concerns are also made about the interference with the historical sites. However, with proper assessment by the state and other bodies, this should not be a cause for alarm since the state is required by law to ensure that all concerns are addressed.

Construction of new roads will ease the traffic on the Mombasa-Nairobi highway. This is because it is currently the only road used to transport goods to and from the port. The free port will open up new areas of interest. New social amenities will be required to cater for the high number of people who will be working in the free ports.

It is important that this project is given serious thought. The faster it is started, the better it will be for both the local people and investors in this area.

Exercise 2

Type the following letter on the headed paper provided as for dispatch today to The Principal, Molo Towers School, P O Box 246 - 10099, Molo. Use reference number ECI/243/15. Take a carbon copy and address an envelope. Use shoulder headings.

Dear Sir,

school management / caps

by /

Thank you for your letter dated 25<sup>th</sup> July. In the letter, you informed us that you have been appointed to the Ministry of Education as the Principal - Molo Towers School. ~~The following are some hints that may be of assistance as you take up this new assignment.~~ Records This is the most important item in school management.

Insert items:  
(i) - (ii)

Without records, it may be difficult to know what goes on in an institution. From the onset, you should maintain the following: (i) Records on school finances such as budgets, bank transactions and cashbooks. (ii) Confidential documents which should be kept under lock and key and only accessed by authorized staff. (i) Files containing staff and students' details.

During inspection by any government agency, the above records will be required. Therefore, they should be maintained and updated at all times.

PROCUREMENT

Insert 'A' /

In order to streamline procurement in government institutions, the state has developed procurement (Chairperson) and several Heads of Department should preside over all procurement matters.

Policy Documents:

Lcl

As the head of the institution, you should have all the policy documents. They include: The Education Act, The TSC Act, ~~Offi~~ Public Officers' Ethics Act, the CONSTITUTION of Kenya among others. These documents should be availed to other members of staff and other stakeholders.

Run-on / should /

of /

(Documents that are of interest to the teaching staff should be placed in the staff room while those relating to other areas of operation be placed in the relevant departments. ~~The school library is also an area where these documents can be kept and be accessed by everybody.~~

close-  
up /

L-4

Enclosed, please find a booklet containing general guidelines on the management of Public Institutions. If you need further assistance, do not hesitate to contact us.

Yours faithfully,  
Educonsult Limited,  
Abigail Lika, ~~Lead~~ Lead Consultant

'A'

guidelines. These are contained in the Public Procurement Act (Revised 2005) and give information on how procurement matters should be handled. The Act requires ~~that that~~ a committee comprising the Deputy Principal

use blocked style

Type the following manuscript in double-line spacing. Use paragraph headings.

### Caring for the environment /centre

The world's population has continued to grow at an alarming rate and this has put a strain on the environment. As a result, people have encroached on forests thereby cutting down trees to give room for settlement and farming activities.

run  
on/

Governments are aware of the dangers of environmental degradation. Consequently, they have joined hands with other environment

or/

insert/

A

~~conservationists~~ conservationists to formulate policies aimed at reversing this trend. (A)

u.c/

The Kenya government has taken the challenge and mobilized funds to assist in the rehabilitation of our forests. In an effort to conserve the environment, the government has established the ministry of environment and natural resources which is charged with the following responsibilities:

Inset  
Items (i)-(iii)

Wetlands: Previously there were several swamps which were sources of some of the largest rivers in the country. The swamps had many uses. These included:

- (ii) Providing water to human beings and animals during times of drought.
- (iii) Creating a ~~micro-clim~~ micro-climate in the areas surrounding the swamps.
- (i) Being nesting sites for migratory as well as resident birds. [It is the duty of every citizen to ensure that the environment is taken care of. This in turn will mean that there will be a reliable source of water, fresh air and reliable rainfall patterns. At the same time, it will minimize the effects of global warming.]

trs/

a/

#### TREE PLANTING

L.c/ The Ministry concerned with the environment has

Carried out aggressive campaigns to restore and increase forest cover in all parts of the country. In the last few years, trees have been planted around the major water towers in this country. This effort received enormous support from both corporate and individuals.

run on/

As a result, a variety of trees have been planted in the reclaimed land. It is hoped that the same zeal will continue and millions of trees will be planted. In a bid to ~~restore~~<sup>restore</sup> the forest cover and prevent further drying of river sources, people have been relocated from the forests and given alternative land.

up/

'A' Some of the measures they have recommended include: planting of trees, recovering the wetlands and construction of electric fences around the gazetted forests and water towers.

or/

~~USE~~

Exercise 4

Type the following table centring it both vertically and horizontally. Rule in ink or by means of the underscore. Use blocked style.

**MOTOLA SODA COMPANY**  
Soda Distribution and Sales - January to April 2013

soda distribution in selected counties / caps				
COUNTY	MONTH			
	January	February	March	April
	<u>crates</u>	Crates	Crates	Crates
Kilifi	-	18	2244	19
Kwale	39444	164	762	369
Narok	26332	-	2792	3,640
Nakuru	132,414	3146	311	14243
Isiolo	36,663	9,642	3947	-
<del>Laikipia</del>	<del>3001</del>	<del>7010</del>	<del>19342</del>	<del>3214</del>
Makueni	82	2369	1441	4999

  

SALE OF SODAS IN SELECTED COUNTIES			
BRAND	COUNTY		
	Kilifi	Laikipia	Makueni
	Ksh.	Ksh.	Ksh.
Ginger Land	4842	7,349	8243
<u>Sweet Water</u>	6,363	8826	7947
Water Melon	741	1044	244
<u>Sweet Orange</u>	40000	4921	9,632
Mixed Fruit	2491	3554	3997
Solan	40	20	32



Exercise 5

Prepare an Employee Data Form attractively on A4 portrait plain paper using the specimen given below. Take a carbon copy. Fill in the information given on the carbon copy. Type the information.

OZOKA salt works  
P.O. Box 578 - 024  
Kilifi  
Employee data form

} Caps &  
Centre

Personal details

Name.....  
Identity Card Number.....  
Date of Birth.....  
Marital Status.....  
Postal Address.....  
Telephone Number.....

next of kin details

Name.....  
Identity Card Number.....  
Telephone Number.....  
Relationship.....

Children

<u>Name</u>	<u>Age</u>	<u>Relationship</u>
.....	.....	.....

Employee's Initials..... Date.....

Specimen

or

The name of the employee is Juma Mwangeka  
And his identity card number is B24796.  
Juma was born 17 August 1980 and his  
contact address is PO Box 6967 - 0143 Bamburi.  
His telephone number is 04324793. He is  
Married to Jane Nyandusi who is his next  
of kin. Her telephone number is 0203016  
and her identity card number is B23481.  
They have a 7 year old son named  
Jasper Nyagaka. Juma is filling the form  
today.

Display the following Itinerary attractively on A4 portrait paper.

Itinerary

FOR  
 Johana Kapondi, General Manager, Amani Group } caps  
 Monday 11<sup>th</sup> July and Tuesday 12<sup>th</sup> July

Day	Time	Activity
Monday, 11 <sup>th</sup> July	10:00am	Depart Kitale by road for Kisumu
	1:00pm	Meeting at Ngege hotel with the CEO, Papyrus Weaving Industries.
	3:00pm	Travel from Kisumu to Katito
	7:00pm	Dinner with the General Manager, Sondu Electronics
	5:00pm	Arrive Katito, book in at Nyasoro Hotel
Tuesday 12 <sup>th</sup> July	8:30am	Visit Sondu Electronics and hold a meeting with the Marketing Manager
	11:00am	Depart Katito for Migori
	1pm	Lunch with the Managing Director <u>Factory Sukari</u>
	2:00pm	Visit Sukari Factory accompanied by the Production Manager.
	5:00pm	Meeting with the <del>top</del> top management of Sukari Factory.
	7pm	Depart Migori for Kitale
	<del>10pm</del>	<del>Arrive to Kitale</del>

Use indented style