

**TASK 1**

- (a) (i) Open a word processing program and key in the following text as it appears. Save the document as *Task1a* in the **KNECEXAM** folder to print out later. (6 marks)

**WORD PROCESSOR**

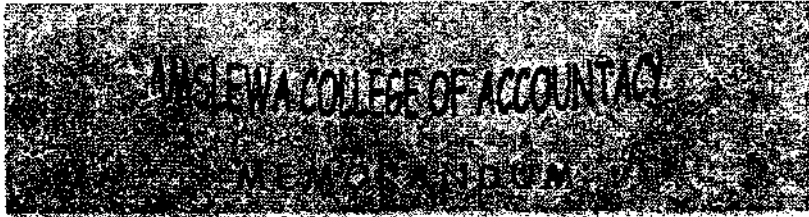
A word processor is a computer application used for the production (including composition, editing, formatting and possibly printing) of any sort of printable material.

Word processors usually feature a monochrome

display and the ability to save documents on memory cards or CD ROMs. Other models have introduced innovations such as spell-checking programs, increased formatting options, and dot-matrix printing.

Word processing implies the presence of text manipulation functions that extend beyond a basic ability to enter and change text, such as automatic generation of: batch mailings; indices of keywords; tables of contents; tables of figures; cross-referencing; footnote numbering.

- (ii) Insert a picture of a computer after the text *dot-matrix printing*. (1 mark)
  - (iii) Apply square wrap style to the picture inserted in (ii). (1 mark)
  - (iv) Format the heading to *comic Sams MS* font of size 16. (1 mark)
  - (v) Set the line spacing height in the document to 1.5. (1 mark)
  - (vi) Save changes to print out later. (1 mark)
- (b) Open a word processing program and create the document as it appears. Save the document as *Task1b* template in the **KNECEXAM** folder to print out later. (3 marks)

	
<b>DATE:</b>	[mm/dd/yy]
<b>TO:</b>	[Names]
<b>FROM:</b>	[Names]
<b>CC:</b>	[Names]
<b>RE:</b> [SUBJECT]	
[Type memo text here]	

- (c) The chairman of Sports Links Distributors intends to send letters to individuals they met in a trade fair, informing them of his intended visit to their respective towns. He has requested you to use mail merge facility to enable him prepare the letters.
- (i) Open a word processing program and key in the document below as it appears. Save the document as *Task1c\_1* in the **KNECEXAM** folder. (2 marks)

## SPORTS LINK DISTRIBUTORS

P.O BOX 67453 - 00200

NAIROBI

KENYA

<<Title>> <<Name>>

<<Company>>

<<Address>>

<<City>>

<<Country>>

Dear <<Title>><<Name>>,

Thank you for attending the trade fair. We will be coming to << city>> next month and would like to show you our new <<Product >>.

Yours faithfully

Daniel  
Chairman

- (ii) Create a data source with the following information and save the document as *Task1c\_2* in the **KNECEXAM** folder. (2 marks)

Title	Name	Company	Address	City	Country	Product
Mr	Guy Mc Fae	Victory sports venture	23451	Nairobi	Kenya	Camping and adventure gear
Ms	Jekia Neta	Valley sports centre	89742	Dodoma	Tanzania	Camping gear
Mr	James Andaku	Worldwide sports centre	89645	Kampala	Uganda	Outdoor cooking gear

- (iii) Merge the data source to the *Task1c\_1* document. (1 mark)
- (iv) Save the merged document as *Task1c\_3* in the **KNECEXAM** folder to print out later. (1 mark)

## TASK 2

- (a) (i) Open a spreadsheet program and key figure 1 in sheet 1 as it appears. Save the workbook as *Task2* in the **KNECEXAM** folder to print out later. (3 marks)

	A	B	C	D	E	F	G	H	I
1	Items	Quantity	Buying Price per item in KES	Cost	Selling Price per Item in KES	Quantities sold	Sales	New Selling Price	Remarks
2	PVC Spring Files	445	100		120	138			
3	Hardcover Notebooks	330	48		62	121			
4	Clipboards	198	70		85	120			
5	Reams of Photocopy Papers	375	550		580	166			
6	200pg Exercise Book	466	28		40	140			
7	Geometrical Sets	126	185		225	100			
8	<b>Totals</b>								
9									
10	<b>Price increment</b>	.06							
11									

Figure 1

- (ii) Insert a row in row 1 and merge the cells *A1:H1*. (1 mark)
- (iii) Key in the following text in as a title in *A1:H1*. (1 mark)
- SUPERIOR STATIONERY LIMITED**
- (b) (i) Using an appropriate formula and cell addresses only, calculate the:
- Cost* for each item. (1 mark)
  - Sales* for the quantities sold. (1 mark)
  - Total Cost* and *Total Sales* for all items. (1 mark)
- (ii) Format the worksheet as follows:
- Set all the prices to KES. (1 mark)
  - Fill the *Cost* column with green colour. (1 mark)
- (iii) Suppose the selling price of the items in the company went up by 6%.
- Using cell addresses only, determine the new selling prices for each item. (2 marks)
  - Format the new prices to two decimal places. (1 mark)

- (iv) I. Using an appropriate formula, determine the *Stock Balance* for each stock item. (1 mark)
- II. Using the *IF* function, insert an appropriate remark for each stock item in the *Remarks* column as follows; if the *Stock Balance* falls below 150 insert the comment *Reorder*; if the *Stock Balance* exceeds 400 insert the comment *Excess* otherwise the insert the comment *OK*. (2 marks)
- (c) Create a 3D clustered column chart in sheet2 showing *Cost* and *Sales* for each item. (3 marks)
- (d) Save the changes to print out later:
- (i) sheet1 showing the formulac used instead of values;
- (ii) the chart. (1 mark)

**TASK 3**

Matibabu is a recently opened outpatient clinic offering consultation services as well as dispensing drugs. The management intends to set up a database to ensure the smooth running of its clinic.

- (a) Open a database program and create a new database. Save the database as *Task3* in the **KNECEXAM** folder. (1 mark)
- (b) (i) Create the following tables in the database created in (a) (7 marks)

*DoctorData*

Field Name	Data Type	Size	Specifications
DoctorCode	Text	15	Primary key
DoctorName	Text	25	

*PatientData*

Field Name	Data Type	Size	Specifications
PatientID	Text	15	Primary key
PatientName	Text	25	
PatientSex	Text	3	Use validation rule to limit the entry into the field to "M" and "F"

*DrugData*

Field Name	Data Type	Size	Specifications
DrugCode	Text	15	Primary key
DrugName	Text	50	
Price	Currency		

*PatientVisitation*

Field Name	Data Type
Visitation Date	Date/Time
Patient ID	Text
PatientName	Text
DoctorCode	Text
DrugCode	Text

- (ii) Create appropriate relationships between the tables. (2 marks)
- (c) (i) Create data entry forms for each table. Save the forms as follows: *DoctorDetails*, *PatientDetails*, *DrugDetails* and *PatientVisitation* respectively to print out later. (2 marks)

- (ii) Using the forms created in (i) enter the following data into the respective tables. (5 marks)

*DoctorDetails*

DoctorCode	DoctorName
GNT/023	Dr. Marvin
HPR/411	Dr. Bora
RMT/175	Dr. Huri

*PatientDetails*

PatientID	PatientName	PatientSex
GTP/101	James David	M
GTP/103	Peter Almond	M
GTP/105	Joy Frida	F

*DrugDetails*

DrugCode	DrugName	Price
1234/2012	Amoxil Tabs	100
1367/2012	Ventolin	234
1369/2012	Morphine	1000
1009/2012	Nasal Drops	980

*PatientVisitation*

VisitationDat	PatientID	PatientName	DoctorCode	DrugCode
01/11/2012	GTP/103	Peter Almond	HPR/411	1009/2012
15/12/2012	GTP/105	Joy Frida	RMT/175	1234/2012
21/12/2012	GTP/101	James David	HPR/411	1367/2012

- (d) Create a report to display all patients who have bought drugs showing *PatientName*, *PatientID*, *Doctor consulted*, *Drug name* and *DrugCode*. Save the report as *PatientReport* in the **KNECEXAM** folder to print out later. (3 marks)

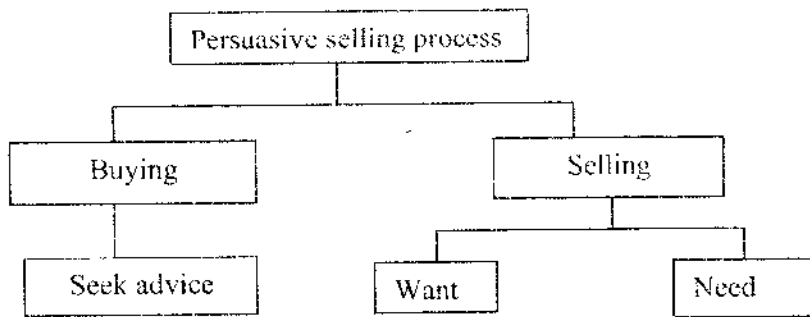
## TASK 4

Hudson the marketing manager of Urembo cosmetics intends to use a presentation program during a workshop being organised. He has requested you to assist in preparing the presentation slides as outlined.

- (a) Open a presentation program and create the slides. Use appropriate slide layout for each slide. Save the presentation as *Task4* in the **KNECEXAM** folder. (10 marks)

Slide No	Slide content										
1	<b>MARKETING WORKSHOP</b>										
2	<p><b>Workshop objectives</b></p> <p>At the end of this workshop:</p> <ul style="list-style-type: none"> <li>✓ Give you the knowledge and skills needed in marketing</li> <li>✓ Practice the selling skills</li> <li>✓ Build a plan for you to make a successful sales call</li> </ul>										
3	<p><b>Types of selling</b></p> <table style="width: 100%; border: none;"> <tr> <td style="text-align: center;"><u><b>Traditional</b></u></td> <td style="text-align: center;"><u><b>Persuasive</b></u></td> </tr> <tr> <td>Deal focus</td> <td>Strategy focus</td> </tr> <tr> <td>Inflexible</td> <td>Short and long term</td> </tr> <tr> <td>“what you need is”</td> <td>“what do you need”</td> </tr> <tr> <td>Manipulative</td> <td>Motivational</td> </tr> </table>	<u><b>Traditional</b></u>	<u><b>Persuasive</b></u>	Deal focus	Strategy focus	Inflexible	Short and long term	“what you need is”	“what do you need”	Manipulative	Motivational
<u><b>Traditional</b></u>	<u><b>Persuasive</b></u>										
Deal focus	Strategy focus										
Inflexible	Short and long term										
“what you need is”	“what do you need”										
Manipulative	Motivational										
4	<b>Persuasive selling process</b>										
5	<p><b>Planning and preparation</b></p> <p><i>Before the call</i></p> <ol style="list-style-type: none"> <li>1. Smart objective from CRC</li> <li>2. Benefits</li> <li>3. Needs from the benefits</li> </ol>										
6	<b>Evaluation</b>										

- (b) (i) Create the diagram below in slide 4. (2 marks)



- (ii) Insert Table 1 in slide 6. (3 marks)

	Setting objective	Planning and preparation	Presentation skills	Close and order
Group 1	45	43	46	42
Group 2	48	42	45	43
Group 3	40	44	45	43
Group 4	42	45	46	41

Table 1

- (iii) Insert the following to all slides:
- I. Footer as "Sales and Marketing Workshop"; (1 mark)
  - II. Slide number. (1 mark)

- (c) Apply the following transition properties to all slides:
- (i) transition: Wipe down;
  - (ii) speed: slow. (2 marks)
- (d) Save the changes to print out later the handouts with 3 slides per page. (1 mark)