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TASK 1

(a) (i) Open a word processing program and key in the following text as it appears. Save the document as *Wprocessor* in the **KNECEXAM** folder to print out later. (5 Marks)

WORD PROCESSOR

A word processor is a computera pplication used for production of printable material.

Some ~~Wordprocessors~~ 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 before the paragraph starting with "*Word processing* implies..." (1 mark)

(iii) Apply *square wrap* style to the picture inserted in (ii). (1 mark)

(iv) Format the heading to:
I. font type: *Comic sans MS*;
II. font of size: 16. (1 mark)

(v) Set the line spacing height in the document to 1.5. (1 mark)

(vi) Save the changes in the document to print out later. (1 mark)

(b) Christina, the company secretary, writes memos to the staff very often. She has requested you to prepare a memo template to be used within the college.

Open a word processing program and create the document template as it appears in Figure 1. Save the document as*memotemplate* in the **KNECEXAM** folder to print out later. (3 marks)

SPORTLINKS DISTRIBUTORS

DATE : [*mm/dd/yy*]
TO : [Names]
FROM: [Names]
RE : [Subject]
CC : [Names]

[Type memo text here]

Figure 1

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(c) The chairperson of sportlinks distributors intends to send letters to committee members informing them of his intended visit to their cities. He has requested you to use the mailmerge facility to prepare the letters.

(i) Open a word processing program and create a data source with the following information and save it as *contactdata*in the **KNECEXAM** folder. (2 marks)

Title	Name	Company	Address	City	Country	Product
Mr	Guy McFae	Victory sports centre	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

(ii) Type the letter as it appears below and save it as *maindoc* in the **KNECEXAM**folder. (2 marks)

SPORTLINK DISTRIBUTOR
P.O BOX 67453-00200
NAIROBI

Dear,

<<Title>><<Name>>
<<Company>>
<<Address>>
<<City>>
<<Country>>

I kindly inform you that we will be coming toyour city << city>> next month and we would like to show you our new <<Product >>.

Yours faithfully,

Daniell,

Chairman.

(iii) Merge the data source created in c (i) to the *maindoc* document created in (ii). (2 marks)

(iv) Save the merged document as *letter* in the **KNECEXAM** folder, to print out later, the following:

I. main doc;

II. letter. (1 mark)

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TASK 2

Figure2 shows a Spreadsheetextract of the daily sales of Superior Stationery Limited. Use it to answer the questions that follow.

(a) (i) Open a spreadsheetprogram and key in the data in sheet 1 as it appears.Savethe workbook as *Statltd* in the **KNECEXAM** folder. (2½ marks)

	A	B	C	D	E	F	G	H	I
1	**Items**	**Quantity**	**Buying Price per item in Ksh**	**Total cost**	**Selling Price per Item in Ksh**	**Quantity sold**	**Total sales**	**New prices**	**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	Totals								
10		.06							

Figure 2

(ii) I. Insert a row above Row 1. (½ mark)

II. merge the cells A1:I1. (½ mark)

III. Insert the title SUPERIOR STATIONERY LIMITED and centre it in the row created in I. (½ mark)

IV Format the title to:
- Font : *Comic Sans Ms*
- Size : *14* (1 mark)

(b) (i) Using a function and cell references only, calculate the *total cost* for each item. (2½ mark)

(ii) Set the font colour for *total cost* column to *grey*. (½ mark)

(c) (i) Using a formula and cell references only, calculate the total sales for each of the quantities sold. (2½ mark)

(ii) Apply the text wrap feature on the range A2:A7. (1 mark)

(iii) Apply the Ksh currency format to all the cells showing amounts. (1 mark)

(d) (i) Insert an embedded *3D clustered column* chart showing *Total sales* and *Total cost*. (1 mark)

(ii) Copy the chart created in (i) to sheet 2 as and rename it as *dailychart*. (½ mark)

(e) Suppose the price of the items in the company went up by 6%:

(i) Use the absolute cell referencing and the value in cell B10 to determine the new prices of each item. (2 marks)

(ii) Format the new prices to two decimal places. (½ mark)

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(f) The management recommends that when the stock falls below 150, a remark of reorder be assigned. If the stock exceeds 400, a remark of excess is assigned otherwise a remark of ideal is assigned.

(i) Copy the content in Sheet 1 to Sheet 3. (½ mark)

(ii) Using an appropriate function, determine the remark for each item. (1½ mark)

(iii) Rename sheet 3 as *stockposition*. (½ mark)

(g) Printout later:

I. Sheet 1;
II. *dailychart;*
III. *stockposition.* (1 mark)

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TASK 3

Navok hospital is a recently established mission hospital offering consultation and pharmaceutical services. The hospital administration has requested you to assist in developing a database to store their records.

(a) Open a database program and create a database named *navok* and save it in the **KNECEXAM** folder. (½ mark)

(b) Create the following tables for the database created in (a) and include an appropriate **primary key** for each table. (8 marks)

Doctors Data

Field Name	Data Type	Field Size
DoctorID	Text	15
DoctorName	Text	25
DoctorSpeciality	Text	50

Patient Data

Field Name	Data Type	Field Size
PatientID	Text	15
PatientName	Text	25
PatientAge	Number	Integer
PatientGender	Text	10

Drug Data

Field Name	Data Type	Field Size	Properties
DrugID	Text	15	
DrugName	Text	50	
Packaging	Text	50	
Price	Text	10	Default Value="ksh"
Quantity	Number	Integer	

Patient Visitation

Field Name	Data Type	Field Size	Properties
VisitationDate	Date		
PatientID	Text	15	
PatientName	Text	25	Use the lookup wizard to get the data from patient details table
DoctorID	Text	15	Use the lookup wizard to get the data from doctor details table
DrugID	Text	15	
Cost	Text	10	Default Value =" ksh"
NextVisitation	Date		

(c) (i) Create appropriate relationships among the tables. (2 marks)

(ii) For each of the tables, create a data entry form named *DoctorData, PatientData, DrugData and PatientVisitation* respectively. (2 marks)

(iii) Using the forms created in (ii), enter the following data into the respective tables. (4 marks)

Doctors Details

DoctorID	DoctorName	Doctor Specialty
GNT/023	Dr. Marvin	Gynecologist
HPR/411	Dr. Bora	Physician
RMT/175	Dr. Huri	Dentist
PST/223	Dr. Paul	Surgeon

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Patient's Details

PatientID	PatientName	PatientAge	Patient Gender
GTP/101	James David	32	M
GTP/103	Peter Almond	36	M
GTP/105	Joy Frida	25	F
GTP/107	Leslie Magut	43	F

Drug Details

DrugID	DrugName	Packaging	Price	Quantity
1013/2012	Penicillin	Tablets	450	200
1134/2012	Mouthwash	Bottles	700	50
1234/2012	Amoxil Tabs	Tablets	100	156
1367/2012	Ventolin	Cannisters	234	73
1369/2012	Morphine	Tablets	1000	346
1135/2012	Folic Acid Tabs	Tablets	400	98
1009/2012	Nasal Drops	Bottles	980	57
1238/2012	Paracetamol	Tablets	25	558

PatientVisitation

Date	PatientID	PatientName	DoctorID	DrugID	Cost	NextVisitation
01/11/2012	GTP/103	Peter Almond	HPR/411	1009/2012	965	01/01/2013
15/12/2012	GTP/105	Joy Frida	RMT/175	1234/2012	1205	15/01/2013
21/12/2012	GTP/101	James David	HPR/411	1367/2012	1060	10/02/2013
16/01/2013	GTP/107	Leslie Magut	GNT/023	1013/201	1375	15/02/2013

(d) (i) Create a query named *PVisitationQuery* to display: *PatientID*, *PatientName*, *drugname* and the *DoctorID*. (1 mark)

(ii) Create a query named *DrugQuery to display Drugname, cost* and *quantity*. (1 mark)

(e) Create a report named *drugreport* to display, *drugname*, and *price*. (1mark)

(f) Print out later;

(i) PatientVisitationQuery;

(ii) DrugQuery;

(iii) Patient Report. (½ mark)

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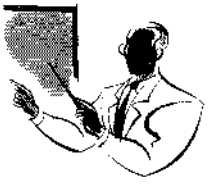
TASK 4

(a) Hudson the marketing manager of Urembo cosmetics intends to use a presentation program during a workshop. He has requested you to assist him prepare the presentation slides as shown in Table 1.

(i) Open a presentation program and create the slides. Use an appropriate slide layout for each slide. (9 marks)

Slide	Slide content
1	**MARKETING WORKSHOP**
2	**Workshop objectives** At the end of the workshop: ✪ Provide knowledge and skills needed in marketing ✪ Practice effective selling skills ✪ Build a plan for you to make a successful sales call
3	**Types of selling** **Traditonal** / **Persuasive** Deal focus / Strategy focus Inflexible / Short and long term "what you need is" / "what do you need" Manipulative / Motivational
4	**Presentation tools** **Materials** / **Computer** / **Presenter** 
5	**Persuasive selling process**
6	**Planning and preparation** *Before making a call* ➢ Formulating Smart objective ➢ Preparing a schedule ➢ Preparing an open questions list ➢ Preparing the presentation

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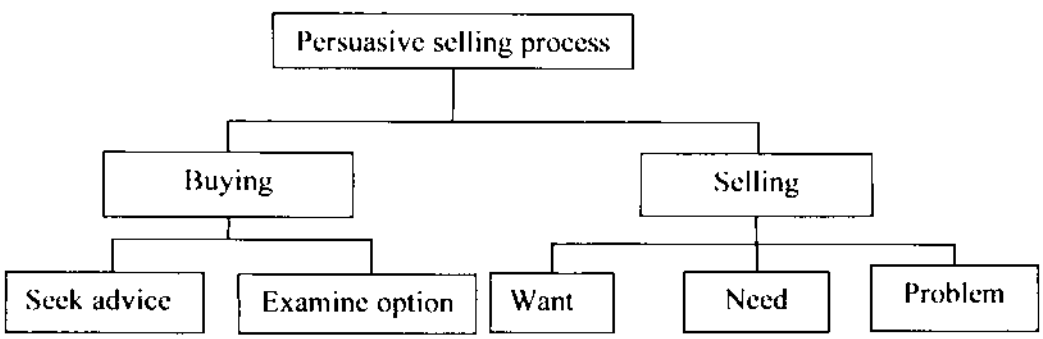
7	*Just before the call* i. Check meeting time ii. Agenda iii. Samples iv. Appearance v. Contacts name vi. Objectives
8	**Evaluation**

Table 1

(ii) Save the presentation as *workshop* in the **KNECEXAM** folder. (1 mark)

(b) Create the following diagram in slide 5 to show the persuasive selling process. (4 marks)



(c) Insert the following to all slides:

(i) Footer : "Marketing Workshop";
(ii) slide number. (1 mark)

(d) Apply the following transition properties to all slides:

(i) transition : Wide;
(ii) speed : slow. (1 mark)

(e) (i) After the workshop the manager evaluated his audience on different skills learnt and the results are shown in Table 2. Insert the table inslide 8. (2 marks)

Evaluation					
	Setting objective	**Planning and preparation**	**Presentation skills**	**Close and order**	**Total**
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 2

(ii) Save the changes to print out later the hand-outs with the following features;
- 4 slides per page.
- Landscape page orientation (2 marks)