1902/104B, 1903/104B
1906/104B, 1908/104B
1909/104B, 1918/104B
1919/104B
INFORMATION COMMUNICATION TECHNOLOGY
July 2012
Time: 2 hours

THE KENYA NATIONAL EXAMINATIONS COUNCIL

CRAFT CERTIFICATE IN SALES AND MARKETING
CRAFT CERTIFICATE IN SUPPLIES CHAIN MANAGEMENT
CRAFT CERTIFICATE IN BUSINESS MANAGEMENT
CRAFT CERTIFICATE IN HUMAN RESOURCE MANAGEMENT
CRAFT CERTIFICATE IN ROAD TRANSPORT MANAGEMENT
CRAFT CERTIFICATE IN TOUR GUIDING OPERATIONS
CRAFT CERTIFICATE IN TOUR GUIDING AND TRAVEL OPERATIONS

MODULE I

INFORMATION COMMUNICATION TECHNOLOGY

2 hours

INSTRUCTIONS TO CANDIDATES

1. You have **ten** minutes to read through the instructions and the question paper before starting the examination.
2. Any problem with the computer should be reported to the invigilator immediately.
3. Direct any question(s) to the invigilator only. Conversing with fellow students may lead to disqualification.
4. Write your **name** and **index number** on the **answer booklet** and on the **rewritable CD** provided.
5. Type your **name** and **index number** as a header on each sheet used.
6. Perform **ALL** the **three** tasks.
7. Each task carries **20 marks**.
8. Read the instructions of each task carefully.
9. Print on **one** side of the paper only and use a fresh sheet of paper for each task.

This paper consists of 7 printed pages

Turn over

Candidates should check the question paper to ascertain that all the
pages are printed as indicated and that no questions are missing.
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TASK 1

The Sales manager of Faulu Road Services Ltd intends to invite the salespersons to a strategy meeting. As an IT expert, you have been requested by the manager to create an internal memo.

(a)   Open a word processing program and key in the following memo as it appears. Save the work as *Memo.rtf* in **KNECEXAM** folder to print out later. Use appropriate graphics as may be available in your computer.

FAULU ROAD SERVICES LTD

P.O. BOX 231450 – 98012
NAIROBI

Telephone: 780987234/2138974532
Email: fauluroad@info.org

When replying, please quote:
Ref No: FRSL/SM/IC/004   **Date:** Today's date

FROM: **SALES MANAGER**

TO: <<Title>> <<Last Name>><<FirstName>>

SUBJECT: **STRATEGIC MEETING**

This is to humbly invite you to the above meeting scheduled for 15th January 2013 at the Furifuri Hotel starting from 2 p.m. The following is the agenda of the meeting:

-    Reading and confirmation of the previous minutes
-    Matters arising
-    Annual sales report
-    Strategies to maintain and improve sales
-    AOB

You as the <<Responsibility>> will be required to attend in person without fail.

Be prompt.

Georges Firi
CC
1.   CEO
2.   Managing Director

(12 marks)

Turn over

(b)   Create the following data source and save it as *data* in the **KNECEXAM** folder.

Title	LastName	FirstName	Responsibility
Mr.	Gedd	Johnson	Team Leader
Ms	Charr	Vicky	Supervisor
Mr.	Yato	Benson	Senior Sales
Mrs.	Dan	Gladys	Sales Rep

(3 marks)

(c)   Using the mail merge feature and the data source created in (b), create customized memos for all the salespersons. Save the work as *merged* in the **KNECEXAM** folder to print out later.   (5 marks)

TASK 2

(a) (i) Open a spreadsheet program and create the following worksheet as it appears.

	A	B	C	D	E
1	GAME RESERVES				
2	The population and distribution				
3	Reserve	Animal	Population	Percentage	Comment
4	Dadad	Rhinos	20		
5	Dadad	Lions	200		
6	Dadad	Elephants	400		
7	Dadad	Leopards	700		
8	Malib	Rhinos	5		
9	Malib	Lions	500		
10	Malib	Elephants	2000		
11	Malib	Leopards	300		
12	Talu	Rhinos	2		
13	Talu	Lions	300		
14	Talu	Elephants	4000		
15	Talu	Leopards	6000		
16					
17					
18					

(3 marks)

(ii) Save the workbook as *PopWildlife* in the **KNECEXAM** folder. (1 mark)

(b) (i) Copy the contents of sheet1 to sheet2. (1 mark)

(ii) Rename the *sheet1* and *sheet2 as Raw* and *Processed* respectively. (1 mark)

(c) Using cell addresses only, determine the following in the *Processed* sheet:

(i) Total population for each Reserve; (3 marks)

(ii) Grand total population; (1 mark)

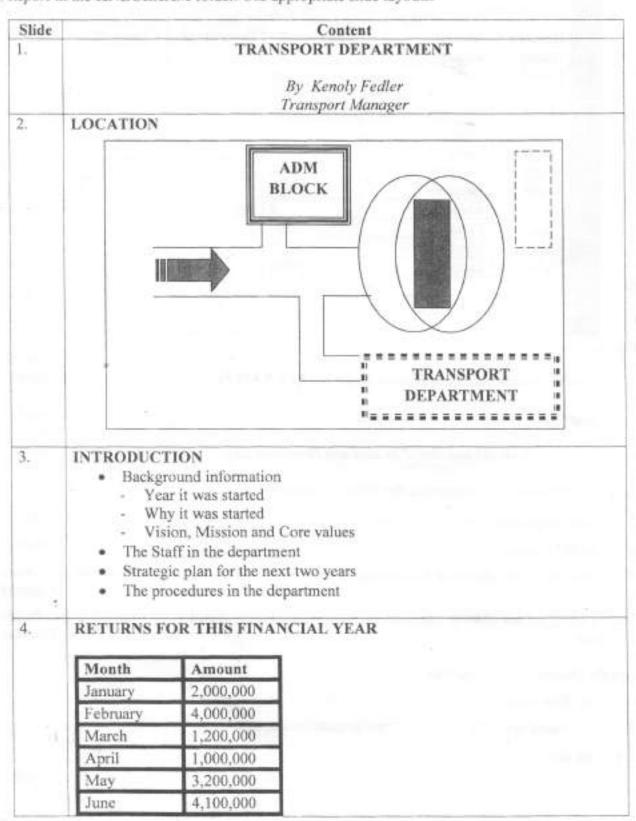(iii) Percentage population of each animal in each reserve in respect to the grand total population. (3 marks)

(d) Create a *clustered bar* chart to represent the population of each animal in the reserves. Label the chart appropriately. (4 marks)

(e) Save the changes to print out later:

(i) the Raw sheet;

(ii) Processed sheet showing the formulae used instead of values;

(iii) the chart. (3 marks)

TASK 3

The Transport Manager of Nag Tours Company Ltd would like to make a presentation. As the IT expert, you have been requested to create the presentation for the manager.

(a) Open a presentation program and use the outlines in Table 1 to create the presentation. Save it as *Report* in the **KNECEXAM** folder. Use appropriate slide layouts.

Slide	Content
1.	**TRANSPORT DEPARTMENT** *By Kenoly Fedler* *Transport Manager*
2.	**LOCATION**
3.	**INTRODUCTION** • Background information - Year it was started - Why it was started - Vision, Mission and Core values • The Staff in the department • Strategic plan for the next two years • The procedures in the department
4.	**RETURNS FOR THIS FINANCIAL YEAR** See table below

For Slide 4:

Month	Amount
January	2,000,000
February	4,000,000
March	1,200,000
April	1,000,000
May	3,200,000
June	4,100,000

5.	GRAPHICAL REPRESENTATION
6.	**CONCLUSION**
	Thank you and may GOD bless each one of you

Table 1   (14 marks)

(b)   Using the data in slide 4, create a *pie chart* in slide 5 to represent the returns.   (3 marks)

(c)   Apply a slide transition of your choice to all the slides.   (1 mark)

(d)   Save the changes to print out later the *handouts* with three slides per page.   (2 marks)