

 W1-2-60-1-6

**JOMO KENYATTA UNIVERSITY**

**OF**

**AGRICULTURE AND TECHNOLOGY**

**UNIVERSITY EXAMINATIONS 2017/2018**

**END OF SEMESTER EXAMINATION FOR THE DEGREE OF BACHELOR OF BUSINESS AND OFFICE MANAGEMENT**

**HBO 2205: SHORTHAND SPEED III**

**DATE: DECEMBER 2018 TIME: 2 HOURS**

**INSTRUCTIONS**

* **Write shorthand outlines for questions one to three from dictation at 100 w.p.m.**
* **Transcribe the notes/outlines on the computer and print the transcription**
* **Hand in both the outlines and the transcription**

**QUESTION ONE (30 MARKS)**

Passage

Dear Sir,

We are planning several changes involving the sales of our pens, and we are anxious to have your opinion of our plans. The most important change will be in the method of making repairs, which has been done up to now at each of our stores. Instead of having each store handle both sales and repairs, we will set up one repair agency for each part of the City.

Each store will be freed of the necessity of guaranteeing service on the pens, and will therefore, be able to concentrate on selling. However, the pens will be returned to each store, which will then forward them to the central repair agency.

Our service agency will be free to work on repairs to its fullest capacity and we will thereby give better repair services.

Very truly yours.

**QUESTION TWO (20 MARKS)**

Sentences

1. We are now trying a campaign of selling cars by means of letters written to each person in the neighbourhood.
2. He made an appearance in our office to respond to questions about the type of protection that would be provided under our insurance coverage for garments left in storage.
3. They proudly announced that their economic standard had improved because of their progressive attitude and superior workmanship.
4. They extended a cordial invitation to our firm in which they declared their new styles which stress both super and progressive fashions.
5. I would suggest that you use several other methods of selling, such as advertisements in newspapers or magazines.

**QUESTION THREE (20 MARKS)**

1. Vocabulary
2. Organization
3. Confidential
4. Correspondence
5. Administrative
6. Entrusted
7. Stakeholders
8. Understanding
9. Integrity
10. Contribution
11. Invitation
12. Short forms/Phrases/Intersections
13. Responsibilities
14. Therefore
15. Gentlemen
16. Very sincerely yours
17. Advertisements
18. We have been told
19. Cordially yours
20. Customs firm
21. Amalgamation
22. Entertainment