



**NAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY**

FACULTY OF COMMERCE; HUMAN SCIENCES AND EDUCATION

DEPARTMENT OF GOVERNANCE AND MANAGEMENT SCIENCES

QUALIFICATION: BACHELOR OF BUSINESS INFORMATION ADMINISTRATION	
QUALIFICATION CODE: 07BBIA	LEVEL: 5
COURSE CODE: BAP521S	COURSE NAME: BUSINESS APPLICATIONS 1B
SESSION: JANUARY 2023	PAPER: PRACTICAL
DURATION: 2 HOURS	MARKS: 100

SECOND OPPORTUNITY EXAMINATION – QUESTION PAPER	
EXAMINER(S)	MS. S. KLAASSEN
MODERATOR:	MS. L. BEUKES

<p style="text-align: center;">INSTRUCTIONS</p> <ol style="list-style-type: none">1. Read the instructions carefully before answering the questions2. Answer ALL the questions.3. Write clearly and neatly.4. Make sure your name, surname, question number and the date appear in the Header and Footer.

THIS PAPER CONSISTS OF 6 PAGES (Including this front page)

QUESTION 1: TEMPLATE

[20]

Type the following BUSINESS LETTER in proper style. Retrieve the template BUSINESS LETTER SIMPLE DESIGN to complete the question. Use Tahoma, font size 12. Save the question as QUESTION 1.

GS COMPUTER SOLUTIONS

Cent, upper case and bold, Arial, 28

PO Box 54
Windhoek] *u/c*
Namibia]

~~##~~
Telephone: 061 212666
E-mail: gscomp@gmail.com

~~##~~
12 October 2022

~~##~~
The Principal, Amazing Kids, Jonas Samuels, PO Box 123
KARIBIB]

Type in address form

~~##~~
Dear Sir

~~##~~

S/S { It is with regret that, I have to advise you that / customer support representative who was previously allocated to your institute resigned has for personal reason. Our company is very sad to loose him, but we understand the reason behind his decision. It is of great concern to us that our level of support software to your institution should not deteriorate as a result of this. We promise to assist you in whatever way we could - you can rely on that.

***u/c
/trs
/spel***

S/S { In / past, whenever you logged a call for software support with our Hotline operator, which could not be resolved by telephone, this representative was required to deal with the matter.

/stet

In future, software support calls requiring on-site-attention will again be allocated in such a way that it will ensure the best possible level of continuity.

~~##~~
Yours sincerely

} ***4 enters***
Dennis Simpson ***/u/c***

QUESTION 2: POWERPOINT

[20]

Use the information below and create a PowerPoint presentation. Adhere to the instructions given below. Save the document as QUESTION 2.

- Insert the DROPLET THEME for this presentation.
- Use the background Style 2 for this presentation.
- Print the slides in LANDSCAPE on 4 separate pages.

SLIDE 1: TITLE SLIDE

MANAGEMENT
PROFESSIONALISM IN THE WORK ENVIRONMENT

Upper case, Century Gothic, size 60

Century Gothic size 20

SLIDE 2: TITLE AND CONTENT SLIDE

MANAGING THE OFFICE ENVIRONMENT

Upper case, Times New Roman, size 40 Right Align

Skills

- Bachelors degree in business information administration
- Good Communication skill
- Fluent English and German
- Knowledge of the Microsoft Office Software

Responsibilities

- Manage the entire company's internal and external communication via email, telephone and website
- Liaise with a variety of potential clients
- Communicate with our German ambassadors
- Draw up budgets, send out letters, prepare presentations for CEO

Times New Roman, Bold

Times New Rom, size 20

SLIDE 3: COMPARISON SLIDE

WHAT IS PROFESSIONALISM?

Upper case, centre,
Times New Roman,
size 40

- Time management: Planning and setting goals for yourself
- Have good interpersonal skills with people
- Conducting yourself in an ethical manner at all times
- Being punctual at work

Times New Roman,
size 36

SLIDE 4: CONTENT AND CAPTION SLIDE

ADDING COLOUR TO THE OFFICE

- ❖ It is important to add some plants or even paintings in your office, to brighten it up and set a good atmosphere.
- ❖ A picture can say a thousand words. Depending on the colour scheme of the office, make your clients feel calm and valued



Insert a Tulip
picture from
Google Chrome

Heading to be typed in
Times New Roman,
size 32,
Centre

Times New Roman, size 24,
Insert star bullets

QUESTION 3: MS EXCEL**[30]**

Design the following table in MS EXCEL and edit it accordingly. Use the font Calibri 12. Please adhere to all instructions. Save your question as QUESTION 3.

AIR NAMIBIA						
Date	Customer Name	Customer Surname	Ticket Nr	Route	Cost per Ticket	Tax
02/09/2022	Deidre	Carballo	SW001	WHK-CPT	\$5000	
05/10/2022	Andrew	Campbell		WHK-LUD	\$2500	
12/09/2022	Christopher	Walsh		HSK-WHK	\$12000	
17/11/2022	David	Hernandez		DOH-WHK	\$5,700	
18/11/2022	Levi	Morgan		AUS-CPT	\$35000	
20/11/2022	Jenny	Weaver		JHB-WHK	\$40000	
21/12/2022	Patricia	Kingston		LON-WHK	\$20000	
TAX	5%					
AVERAGE						
MINIMUM						
MAXIMUM						

INSTRUCTIONS

1. Merge and centre cells A1:G1. Change heading to bod and font size 16.
2. Highlight cell A2:G3 and change to bold. Wrap text each cell. Centre horizontally and vertically.
3. Autofill the TICKET NUMBERS from D3:D9.
4. Calculate the TAX AMOUNT for each customer.
5. Calculate the average, minimum and maximum for all the cost per ticket.
6. Insert the \$-sign and 2 decimal places.
7. Insert all borders.
8. Auto fit column widths.
9. Adjust the Row height for A1:G1 to 30 pixels. A2:G2 to 30 pixels and the rest of the table to 20 pixels.

CHART

1. Insert a new sheet and rename it CHART007.
2. Use the information in sheet 1 (B3:B9 and F3:F9) to create a 3D Clustered Column Chart.
3. Move the chart to the Chart Sheet. Apply style 8 to the chart.
4. Insert a title: COST PER TICKET in upper case
5. Insert a HEADER with your name, surname and student number and Print both sheets in PORTRAIT.

QUESTION 4: MS ACCESS**[30]**

Create a DATABASE and name it: SME BANK with your Name and Surname. Use the information provided and create a TABLE in design View.

CLIENT NAME	LAST NAME	ID	ADDRESS	POSITION
Jennet	Jackson	700215	PO Box 1234	Bank Manager
Julia	Roberts	601205	PO Box 42	Personal Banker
Robert	De Neiro	550101	PO Box 122	Personal Banker
Paul	Mc Cartney	800606	PO Box 456	Security Coordinator
Megan	Markle	851203	PO Box 768	Technician
Angelina	Jolie	650909	PO Box 12	Personal Assistant

- All data types are SHORT TEXT. Set the Primary Key at the ID.
1. Insert a new field, TOWN between the fields ADDRESS and POSITION.

Record 1: WINDHOEK
Record 2: OKAHANDJA
Record 3: TSUMEB
Record 4: REHOBOTH
Record 5: WINDHOEK
Record 6: RUNDU
 2. Rename ID to DATE OF BIRTH.
 3. Ms Markle resigned from her position as Technician and Gillian Olavi replaced her. Her details are as follows: Date of birth, 700417, PO Box 501, WINDHOEK.
 4. Mr De Neiro's address changed to PO Box 10. Ms Angelina got married and her surname change to Pitt.
 5. Sort the LAST NAMES in ascending order.
 6. Adjust the columns so that all information appears clearly.
 7. Add black gridlines.
 8. Prepare a report with the name REPORT SME BANK with your Name and Surname.
 9. Apply an alternate background colour, light grey to the table.
 10. Print both documents in landscape.