

Name _____ Index No. _____

1913/204
MAIL AND COURIER SERVICES
Oct/Nov 2012
Time: 3 hours

Candidate's Signature _____

Date _____

THE KENYA NATIONAL EXAMINATIONS COUNCIL
CRAFT CERTIFICATE IN INFORMATION STUDIES
MODULE II

MAIL AND COURIER SERVICES

3 hours

INSTRUCTIONS TO CANDIDATES

Write your name and index number in the spaces provided above.
Write the date of the examination and sign in the spaces provided above.
This paper consists of 15 questions in TWO sections; A and B.
Answer ALL the questions in section A answer any FOUR questions in section B in the spaces provided.

For Examiner's Use Only

Section	Question	Maximum Score	Candidate's Score
A	1 - 10		
B			
Total Score			

This paper consists of 16 printed pages.

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

SECTION A (32 marks)

Answer ALL the questions in this section in the spaces provided.

1. **List four international courier companies.** (4 marks)
 - (i) _____
 - (ii) _____
 - (iii) _____
 - (iv) _____

2. **State two types of parcels that may require special handling in a mail and courier service.** (2 marks)
 - (i) _____
 - (ii) _____

3. **List three ways of mail delivery.** (3 marks)
 - (i) _____
 - (ii) _____
 - (iii) _____

4. **Identify three ways that may be used to promote a mail and courier service.** (3 marks)
 - (i) _____
 - (ii) _____
 - (iii) _____

5. **List four entries used to retrieve parcels in a mail and courier service.** (4 marks)
 - (i) _____
 - (ii) _____
 - (iii) _____
 - (iv) _____

6. State four public transport companies that offer mail and courier services in Kenya. (4 marks)

- (i) _____
- (ii) _____
- (iii) _____
- (iv) _____

7. Outline three security threats to mail and courier operations in Kenya. (3 marks)

- (i) _____
- (ii) _____
- (iii) _____

8. List three features of improperly addressed parcel. (3 marks)

- (i) _____
- (ii) _____
- (iii) _____

9. Identify three challenges encountered in using motorcycle to deliver parcels. (3 marks)

- (i) _____
- (ii) _____
- (iii) _____

10. State three advantages of using phones in mail delivery. (3 marks)

- (i) _____
- (ii) _____
- (iii) _____

SECTION B (68 marks)

Answer any FOUR questions from this section in the spaces provided.

11. (a) Highlight six benefits of using mail and courier services. (9 marks)
- (b) Explain four factors that may be considered in settling up a courier service. (8 marks)
12. (a) Highlight six types of courier services. (9 marks)
- (b) Explain four factors that may be considered in determining the cost of sending a parcel (8 marks)
13. (a) Highlight six factors that may have contributed to the decline in sending mails through post office. (9 marks)
- (b) Explain four advantages of scheduling dispatch of mails and parcels. (8 marks)
14. (a) Highlight six measures that may be put in place by courier operators to improve safety and security of mails. (9 marks)
- (b) Explain four uses of a computer in a mail and courier office. (8 marks)
15. (a) Highlight six reasons that may discourage mail and courier operators from setting up their business in a town. (9 marks)
- (b) Explain four advantages of express mails. (8 marks)