



ZIMBABWE

**MINISTRY OF HIGHER AND TERTIARY EDUCATION,
INNOVATION, SCIENCE AND TECHNOLOGY
DEVELOPMENT**

**HIGHER EDUCATION EXAMINATIONS COUNCIL
(HEXCO)**

NATIONAL CERTIFICATE

IN

BUSINESS AND MANAGEMENT STUDIES

MODULE: Business Computers

PAPER NO: 310/25/M04

DURATION: 3 Hours

JUNE 2026 EXAMINATION

REQUIREMENTS

1. Computer with MS Office
2. Printing facilities
3. Storage media

INSTRUCTIONS TO CANDIDATE

1. Answer all questions.
2. Type your candidate number and script number on every sheet.
3. Submit both hard copy and soft copy.

QUESTION 1

- a) Explain five (5) functions of an operating system. (10 marks)
- b) Differentiate the following business computers terms:
- i) System Software and Application Software (2 marks)
 - ii) Cold booting and warm booting (2 marks)
 - iii) Hardware and software (2 marks)
 - iv) File and folder (2 marks)
 - v) Hardcopy and softcopy (2 marks)

NB: Type your answer using MS Word and Print.

QUESTION 2

- a) Reproduce the following passage as it is. Font type Verdana and font size 12 and spell check document. (6 marks)

Business Growth and Expansion.

One of the most important objectives of any business is growth. Expansion can take place in several forms, such as increasing market share, opening new branches and diversifying into new products. Growth does not only strengthen a company's competitive position but also enhances it's ability to achieve economies of scale.

Marketing plays a central role in ensuring business success. Effective marketing strategies help businesses identify customer needs, communicable product benefits and build strong brand loyalty. In modern businesses enrolment, customer relations are equally vital.

Sound financial management is in the backbone of any successful enterprise. Businesses must monitor cash flow, control costs and make informed decisions to remain sustainable.

- b) Change the heading to 16pt font size, centred and dot dash underline. (3 marks)
- c) Format the first paragraph to two columns with a line between. (2 marks)
- d) Drop cap the second paragraph to 2 lines in margin. (2 marks)
- e) Insert a vertical watermark with text "Business Studies". (2 marks)

- f) Make the whole passage to be in 1.5 line spacing. (2 marks)
- g) Right align the three paragraphs. (2 marks)
- h) Insert header of your candidate number and a footer of your course. (1 mark)

QUESTION 3

- a) Design a spreadsheet that can be used to analyse the following data:

Store House Inventory

Product Description	Cost Price	Mark Up %	Selling Price	Gross Profit	Storage Expenses	Net Profit / Loss
Hard drive	500	10			30	
DVD writer	300	20			15	
NIC	225	15			5	
GAC	250	20			4	
VGA	150	15			3	
Speakers	45	30			6	
Keyboard	30	20			2	
MIC	2	25			0	
Mouse	25	20			1	
Total						

- b) Capture the data in the table above into the worksheet and print. (7 marks)
- c) Make a copy of the worksheet above and enter formulae to calculate the following:
- i) Selling price (2 marks)
 - ii) Gross profit (2 marks)
 - iii) Net profit (2 marks)
 - iv) Format all figures to appropriate data types (2 marks)
 - v) Produce a printout of the appropriate data types (2 marks)
- d) Create a pie chart using the following columns:
- i) Product Description
 - ii) Net Profit / Loss (3 marks)

QUESTION 4

- a) Create a database table below and make a printout. (5 marks)

Reg Num	Surname	Gender	Division	Housing Scheme
F269	Mapako	Male	Transport	Yes
F244	Makoni	Male	Transport	No
F258	Magaya	Female	Marketing	Yes
F217	Taruvunga	Male	Dispatch	Yes
F233	Machingauta	Female	Transport	No
F213	Machiri	Female	Accounting	Yes
F265	Chitori	Male	Administration	Yes
F288	Shani	Male	Marketing	Yes
F250	Tambura	Female	Accounting	No
F230	Mobonderi	Female	Marketing	Yes

- b) Create a query that displays all female staff members who have a company house and their Reg Nos. Save as Query2 and make a printout. (3 marks)
- c) Create a query to display all members in Transport department who have no company house. Save as Query3trans and make a print out. (3 marks)
- d) Create a justified report to display all the employees' details. Save as Query3report and make printout. (4 marks)
- e) Produce a report of members that have surnames that end with "i". (5 marks)

QUESTION 5

- a) Using a presentation package, attempt the following. Use appropriate Slide Layout.

Slide 1 – Title slide

Title – Hospitality

Presented By

<Insert Candidate Number>

(2 marks)

Slide 2

Importance of computers in Hospitality

- Speeds up check in and check out processes
- Enables online booking and reservations
- Improves record keeping and data management
- Enhances communication between departments.

(3 marks)

Slide 3

Software A

Property Management Systems

Reservation System

Customer Relationship Management

Software B

Point of sale systems

Payroll Management System

Inventory Management System

(4 marks)

Slide 4 Table

Software

PMN

RS

CRM

Cost

\$50

\$80

\$70

(5 marks)

Slide 5

Insert a bar chart based on Data in Slide 4 and give a chart title related to the Data

(4 marks)

- b) Insert a footer of your candidate number on all slides. (1 mark)

- c) Print two slides on one page. (1 mark)

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