



MACHAKOS UNIVERSITY COLLEGE

(A Constituent College of Kenyatta University)
University Examinations for 2013/2014

SCHOOL OF HUMANITIES

DEPARTMENT OF LINGUISTICS AND LANGUAGES

Examination for Diploma in Information Studies, Supply Chain Management, Business Management, Hospitality and Tourism, Fashion and Design, Electrical and Electronics Engineering, Accountancy, Mechanical Engineering and Human Resource Management

COMMUNICATION SKILLS

Date: 28/7/2014

Time: 2 Hours

INSTRUCTIONS:

- (i) This paper contains Four questions
 - (ii) Answer question ONE any other Two Questions
1. Florence is a newly enrolled student for Diploma in Supply Chain Management at Machakos University College. She is experiencing difficulties in reading and writing of class assignments. You have been tasked to help her.
- (a) Explain TWO ways in which her communication skills could be improved through
 - (i) Reading widely
 - (ii) Good writing skills (8 marks)
 - (b) Recommend to the student the FOUR reading techniques from the concept of “active reading”. (8 marks)
 - (c) Describe the following reading styles.
 - (i) Academic
 - (ii) Fiction (8 marks)
2. (a) State
 - (i) FIVE organizational situations that demand constitution of meetings.
 - (ii) THREE roles of an ordinary committee member in a meeting. (8 marks)

- (b) Fine Deals Limited recently invited applications for the post of Sales Management subsequent to your application for the post, you have been selected for the interview. In addition, you will also have rare chance of being a member of the interviewing panel.

Outline FOUR necessary preparations you will make for this interview as an.

(i) Interviewer

(ii) Interviewee (12 marks)

3. Carefully study the writing styles adopted in Example 1 and Example 2 then answer the questions that follow.

Example 1.

This is to inform you that your application for absence from class on July 2.2014 has been rejected on the ground of discrepancy of facts should you discrepancy of facts Should you desire that it be reconsidered, it is suggested that you go over it and make the necessary changes.

Example 2

You know the application I wrote? Well, the guy has rejected it. He thinks I didn't reconcile my facts well. His reply is loads of nonsense. I'm not gonna redo it. He can keep his permission.

- (a) Identify the style of writing in

(i) Example 1

(ii) Example 2. State on area where each is applied. (4 marks)

- (b) Compare and contrast the writing styles in Example 1 and Example 2. (16 marks)

4. (a) State TWO ways in which the acquisition of effective communication skills may be beneficial to an employee. (4 marks)

- (c) "God created man with one month, but with two ears so that he would listen more"- author unknown

(i) Explain FOUR benefits for listening more

(ii) Describe FOUR guiding principles of 'active listening'