



MACHAKOS UNIVERSITY

University Examinations for 2020/2021 Academic Year

SCHOOL OF HUMANITIES AND SOCIAL SCIENCES

DEPARTMENT OF LINGUISTICS AND LANGUAGES

FIRST YEAR SECOND SEMESTER EXAMINATION FOR

DIPLOMA IN SUPPLY CHAIN MANAGMENT

BUSINESS MANAGEMENT

INFORMATION COMMUNICATION TECHNOLOGY

2920/104/CS: COMMUNICATION SKILLS

2903/104/CS: COMMUNICATION SKILLS

2906/104/CS: COMMUNICATION SKILLS

DATE: 6/9/2021

TIME: 8.30-11.30 AM

INSTRUCTIONS:

Answer ALL the questions in the answer booklet provided

You should answer the questions in English

QUESTION ONE (20 MARKS)

- (a) Citing at least **two** examples, differentiate between open punctuation and closed punctuation in a business letter. (5 marks)
- (b) Punctuate the following sentences: (15 marks)
- i. He was honest sincere hard working
 - ii. Tim said to tom terry is a nice girl
 - iii. We will be arriving on monday morning at least i think so
 - iv. It is a fine idea let us hope that it is going to work
 - v. We had a great time in Kisumu the kids really enjoyed it

QUESTION TWO (20 MARKS)

- a) State and describe **five** types of non-verbal communication. (10 marks)
- b) The company that you work for intends to have a policy using visual aids in communication. As an Assistant Office Manager, explain to the Manager **five** benefits of using visual communication in the office. (10 marks)

QUESTION THREE (20 MARKS)

- a) List **five** advantages and **five** disadvantages of oral communication. (10 marks)
- b) Highlight **five** reasons why most managers prefer written communication when giving instructions. (10 marks)

QUESTION FOUR (20 MARKS)

- a) Differentiate between protocol and diplomacy. (4 marks)
- b) Outline **eight** ways in which an employee may exhibit etiquette in an office. (16 marks)

QUESTION FIVE (20 MARKS)

Mr Mati was issued with a loan from your financial institution a year ago. For the last six months, he has defaulted in his loan repayments. You have written to him two reminders without response. As the Loan's Manager, write to him a final reminder.