



MACHAKOS UNIVERSITY

University Examinations 2017/2018

SCHOOL OF HUMANITIES AND SOCIAL SCIENCE

DEPARTMENT OF LINGUISTICS AND LANGUAGES

FIRST YEAR SECOND SEMESTER SUPPLEMENTARY EXAMINATION FOR
CERTIFICATE IN HOSPITALITY MANAGEMENT

UCU 001: COMMUNICATION SKILLS

DATE: 24/8/2018

TIME: 2:00 – 4:00 PM

INSTRUCTIONS

Answer Question One and Any Other Two Questions

1.
 - a) State any four barriers to effective communication (4 marks)
 - b) Describe any four channels of flow of information from the transmitter to the recipient (8 marks)
 - c) Give four benefits an organization can reap from good communication systems (4 marks)
 - d) Define the following terms
 - i Communication (2 marks)
 - ii Verbal communication (2 marks)
 - iii Recipient (2 marks)
 - iv Communication Barrier (2 marks)
 - e) List down two advantages of oral communication (2 marks)
 - f) Identify two examples of communication channeled through upward communication (2 marks)
 - g) Provide two examples of physical barriers to effective communication (2 marks)

2. a) Describe the six steps involved in the process of communication (12 marks)
b) Highlight on any four forms of communication (8 marks)
3. a) Identify five obstacles to effective communication (10 marks)
b) List ten contents of a formal letter (10 marks)
4. a) Outline Five Major parties to communication (10 marks)
b) Give five advantages of visual communication (10 marks)
5. a) Design a curriculum vitae you would use to attach to your application letter after completion of your course from Machakos University (10 marks)
b) Show the preparation you would make to attend to an interview invitation (10 marks)