MACHAKOS UNIVERSITY

University Examinations 2018/2019

SCHOOL OF HUMANITIES AND SOCIAL SCIENCES

DEPARTMENT OF SOCIAL SCIENCES

FIRST YEAR SECOND SEMESTER EXAMINATION FOR

CRAFT CERTIFICATE IN PROCUREMENT AND SUPPLY CHAIN MANAGEMENT

INFORMATION AND TECHNOLOGY

HUMAN RESOURCE MANAGEMENT

HOSPITALITY MANAGEMENT

BUSINESS MANAGEMENT

GARMENT MAKING

PLUMBING

1903/105/CS: COMMUNICATION SKILLS

DATE:23/4/2019   **TIME: 8:30 – 11:30 AM**

INSTRUCTIONS

      Answer Question One and Any Other Two Questions

QUESTION ONE (COMPULSORY) (30 MARKS)

a)   Explain FIVE ways in which studying communication skills has been beneficial to you as a student.   (10 marks)

b)   Describe five forms of etiquette that are necessary during an interview.   (10 marks)

b)   Write a paragraph of not more than one hundred words, explaining the 'impact of technology on writing'   (10 marks)

QUESTION TWO (20 MARKS)

a) List FOUR points on importance of minutes in an organization   (4 marks)

b) You were recently elected as the secretary of the Journalism club in your institution. A first meeting is due for the new office bearers. Write the

   i)   Notice of the meeting   (2 marks)

   ii) Agenda for the meeting   (4 marks)

   iii) Minutes for the meeting   (10 marks)

QUESTION THREE (20 MARKS)

a) Describe the STAGES in communication process   (6 marks)

b)   Define the term" courtesy in writing"   (2 marks)

c) Differentiate the following terms as used in communication skills:

   i)   A report and an essay   (4 marks)

   ii) Structured interview and unstructured interview   (4 marks)

   iii) Verbal communication and Visual literacy   (4 marks)

QUESTION FOUR (20 MARKS)

a) The body of a report is very important in report writing. Identify five ways in which you would organize your content in this part to make your report meaningful.   (10 marks)

b) Explain five ways in which one can demonstrate courtesy when writing a business letter

                                                                                   (10 marks)
QUESTION FIVE (20 MARKS)

a) Explain four types of essays in communication skills   (8 marks)

b)   Explain six ways in which one can ensure effective listening in any form of communication   (12 marks)