



MACHAKOS UNIVERSITY

DIPLOMA IN MECHANICAL ENGINEERING (PRODUCTION OPTION)
DIPLOMA IN AUTOMOTIVE ENGINEERING
DIPLOMA IN ELECTRICAL & ELECTRONIC TECHNOLOGY (POWER OPTION)
DIPLOMA IN BUILDING TECHNOLOGY
DIPLOMA IN CIVIL ENGINEERING
DIPLOMA IN INFORMATION SCIENCE

COMMUNICATION SKILLS

DATE: April 2019

TIME: 9.00AM

Answer ALL the questions

1. a) State five purposes of writing reports in an organization. (10marks)
- b) State five ways in which an employee may exhibit etiquette in an office. (10 marks)
2. a) List five actions carried out by the secretary of a committee before a meeting is held. (4 marks)
- b) State five benefits of effective horizontal communication to an organization (10 marks)
3. a) State five reasons why it is important to have an agenda for a meeting. (10 marks)
- b) List five items contained in the Terms of Reference of a report. (10 marks)
4. a) State five ways of ensuring that employees read notices. (10 marks)

- b) Outline five roles that the chair of a meeting must play to ensure the success of the meeting. (10 marks)
- 5. a) State five reasons that make summary writing important in communication. (10 marks)
- b) Highlight five qualities of a good report. (10 marks)