



MACHAKOS UNIVERSITY

University Examination 2022/2023

SCHOOL OF HUMANITIES AND SOCIAL SCIENCES

DEPARTMENT OF LINGUISTICS AND LANGUAGES - TVET

FIRST YEAR/SECOND TERM EXAMINATIONS FOR

DIPLOMA MODULE 1

2802/101/CS FOOD & BEVERAGE

2803/101/CS FASHION DESIGN

2819/101/CS DCAM

2903/104/CS SUPPLY CHAIN MANAGEMENT

2906/104/CS BUSINESS MANAGEMENT

ICT: 2920/104/CS

COMMUNICATION SKILLS

DATE: 24/3/2023

TIME: 11:30 – 2:30 PM

Instructions;

**Answer ALL the questions in the answer booklet provided
You should answer the questions in English**

QUESTION ONE (20 MARKS)

- (a) Describe **five** reasons why official etiquette is important in the workplace. (10 marks)
- (b) State and explain **five** objectives of conducting interviews in an organization. (10 marks)

QUESTION TWO (20 MARKS)

Re-write the following sentences according to the instructions given after each. (20 marks)

- (i) The police interviewed the director in camera.
(Replace the underlined words without changing the meaning).
- (ii) Mrs Mella was a matron _____ thirty years.
(Fill in the blank space with a pre-position).

- (iii) Kenya's Kemboi completed the steeple chase (success).
(Write the word in brackets in the correct form).
- (iv) The (bright) student got a scholarship.
(Write the word in brackets in superlative form).
- (v) Did you send the email the manager asked the secretary.
(Punctuate the sentence).
- (vi) The clerk arranged all the files in the registry.
(Re-write the sentence in passive voice).
- (vii) The Manager locked the documents in the drawer to enhance their (safe).
(Re-write the word in brackets in the correct form).
- (viii) dress
(Add a prefix and suffix to the word)
- (ix) Jesus wept
(Punctuate the sentence).
- (x) The manager told the messenger to close the windows.
(Change the sentence from indirect to direct speech).

QUESTION THREE (20 MARKS)

- (a) Outline **four** ways through which a writer can portray courtesy in an official letter. (4 marks)
- (b) One of your long serving employees wishes to join another organization. He has requested you, as the Assistant Manager, to write a recommendation letter for him. (16 marks)

QUESTION FOUR (20 MARKS)

- (a) State **four** reasons why an organization may prefer to use a circular letter to communicate to its customers. (4 marks)
- (b) Adorena Communication Limited will hold its annual performance appraisal in a week's time. As the Assistant Office Manager, write a memorandum notifying the employees about the exercise. (16 marks)

QUESTION FIVE (20 MARKS)

- (a) State **four** principles of good writing skills. (4 marks)
- (b) Tembo Company plans to conduct a fire drill for employees. As the assistant Operations Manager, write a notice informing them about the exercise. (16 marks)