1501/201 1521/201 1503/201 1601/201 1508/201 1602/201 1509/201 1704/201

COMMUNICATION SKILLS

Oct./Nov. 2016 Time: 3 hours





#### THE KENYA NATIONAL EXAMINATIONS COUNCIL

CRAFT CERTIFICATE IN MECHANICAL ENGINEERING (PRODUCTION AND AUTOMOTIVE OPTIONS) CRAFT CERTIFICATE IN ELECTRICAL AND ELECTRONICS ENGINEERING (POWER AND TELECOMMUNICATION OPTIONS) CRAFT CERTIFICATE IN WELDING AND FABRICATION CRAFT CERTIFICATE IN CONSTRUCTION PLANT ENGINEERING CRAFT CERTIFICATE IN BUILDING TECHNOLOGY

### MODULE II

COMMUNICATION SKILLS

2010/030

3 hours

#### INSTRUCTIONS TO CANDIDATES

This paper consists of TWO sections: A and B.

Answer ALL the questions in section A and FOUR questions from section B in the answer booklet

Maximum marks for each part of a question are as indicated.

Candidates should answer the questions in English.

This paper consists of 4 printed pages.

Candidates should check the question paper to ascertain that all the pages are printed as indicated and that no questions are missing.

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Turn over

### SECTION A (20 marks)

Answer ALL the questions in this section

ENGHILMS vecommendal lan 1. List four users of a business report. -2 anny 5%

(2 marks)

2. State two reasons that make it necessary to include a reference number in a business letter. (2 marks)

3. Identify four/customer care\skills that an employee of a business enterprise should possess.

4. Match each of the following non-verbal expressions with the appropriate interpretations:

(i) -No eye contact -Suspicion;

(ii) Sideway glance of eyes Self confidence and enthusiasm;

(iii) Leaning forward in a chair Disinterest:

(iv) Standing erect and straight Nervousness.

(2 marks)

5. Outline two benefits of downward communication to an employee of an organization.

(2 marks)

State two limitations of meetings in an organization. 6. (2 marks)

7. Highlight two disadvantages of asking closed questions during an interview. (2 marks)

8. State two ways in which courtesy may be demonstrated when writing a business letter.

(2 marks)

9. Outline two circumstances under which status-consciousness/may hinder effective communication in a business enterprise. -> hugh -> tow good no veloging

(2 marks)

10. Explain the meaning of the term protocolas used in communication. PY O PCES OF CONYMUNICALITY

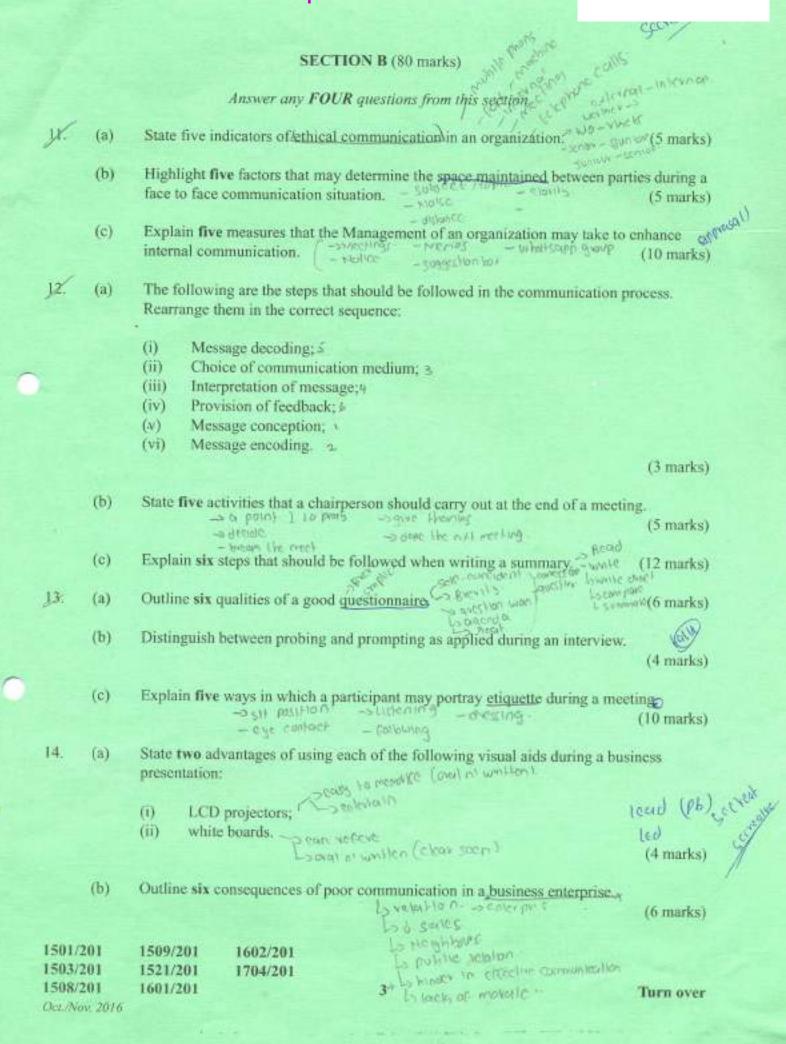
(2 marks)

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- (c) Despite receiving several verbal warnings from the Manager, Mr. Kimson has continued to absent himself from work without valid reasons. Assuming that you are the manager, write a memorandum warning him against this mal-practice. (10 marks)
- 15. (a) Explain each of the following types of customers:
  - (i) loyal customer;
  - (ii) wandering customer.

(4 marks)

- (b) As the secretary to Moto Enterprises Staff Welfare Association, outline six agenda items to be discussed at a forthcoming Annual General Meeting. (6 marks)
- (c) Explain five limitations of formal communication in an organization. (10 marks)
- 1,6. (a) Explain five guidelines that should be followed when using illustrations in a business report (10 marks)
  - (b) Explain five positive contributions of grapevine communication in a business enterprise.

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