

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

**COMMUNICATION SKILLS**

Oct./Nov. 2017

Time: 3 hours



**THE KENYA NATIONAL EXAMINATIONS COUNCIL**

**CRAFT CERTIFICATE IN MECHANICAL ENGINEERING  
(PRODUCTION, WELDING AND AUTOMOTIVE OPTIONS)  
CRAFT CERTIFICATE IN ELECTRICAL AND ELECTRONICS  
ENGINEERING  
(POWER AND TELECOMMUNICATION OPTIONS)  
CRAFT CERTIFICATE IN BUILDING TECHNOLOGY**

**MODULE II**

**COMMUNICATION SKILLS**

**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 provided.*

*Maximum marks for each part of a question are 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.**

## SECTION A (20 marks)

Answer ALL the questions in this section.

1. Explain the meaning of a business report. (2 marks)
2. Highlight **two** roles played by a sender in the process of communication. (2 marks)
3. Outline **two** reasons that make it necessary for a chairperson to introduce new members during a meeting. (2 marks)
4. State **two** uses of a full stop in business writing. (2 marks)
5. List **four** types of customers who may visit a business enterprise. (2 marks)
6. State **four** factors that may hinder interpersonal communication in a business enterprise. (2 marks)
7. State **two** circumstances under which an overhead projector may be used during a business presentation. (2 marks)
8. Outline **two** contributions of Information Communication Technology (ICT) to business communication. (2 marks)
9. Explain the meaning of vertical communication in the context of a business enterprise. (2 marks)
10. Identify **four** types of interviews that may be conducted in an organisation. (2 marks)

## SECTION B (80 marks)

Answer **FOUR** questions from this section.

11. (a) Excessive speaking often hinders effective communication. Explain **four** guidelines that an individual should follow to minimize this hinderance. (8 marks) *o Etiquette*
- (b) The Board members of Heshima Enterprises Limited recently held a meeting during which the following issues were discussed:
  - (i) opening a new branch;
  - (ii) retirement of **two** Directors;
  - (iii) motivating staff members.

Assuming that you are the secretary to the Board, write the minutes of the meeting. (12 marks)

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2 minutes of the meeting

minutes

16. (a) Distinguish between an explanatory essay and a narrative essay. (4 marks)
- (b) Explain the meaning of each the following terms in relation to meetings:
- (i) consensus;
  - (ii) lobbying;
  - (iii) quorum. (6 marks)
- (c) Explain **five** guidelines which should be followed to ensure effective use of visual aids during a presentation. (10 marks)

**THIS IS THE LAST PRINTED PAGE.**