



**THE MOMBASA POLYTECHNIC UNIVERSITY COLLEGE**

***Faculty of Engineering & Technology***

**DEPARTMENT OF CIVIL AND BUILDING ENGINEERING**

**DIPLOMA IN BUILDING  
DIPLOMA IN CIVIL ENGINEERING  
DIPLOMA IN ARCHITECTURE  
DIPLOMA IN BUILDING AND CIVIL ENGINEERING  
DIPLOMA IN CIVIL ENGINEERING WITH C.A.D  
CERTIFICATE IN ARCHITECTURE**

**END OF SEMESTER EXAMINATIONS**

**APRIL/MAY 2010 SERIES**

**COMMUNICATION SKILLS**

**TIME: 2 HOURS**

**Instructions to Candidates**

You should have the following for this examination:

- Answer booklet

This paper consists of **FIVE** Questions.

Answer Question **ONE** in Section **A** and any **TWO** Questions in Section **B**.

Marks awarded are as shown.

**SECTION A**  
(Compulsory)

**Question ONE**

- (a). With the aid of a diagram, explain the process of communication. **(10 Marks)**
- (b). A vacant post Kiamwangi Construction Company has been advertised. You have supportive qualifications, including experience. Write a detailed Curriculum Vitae to be sent to the company. **(10 Marks)**
- I. State:
- (i). **FOUR** reasons for advertising. **(4 Marks)**
- (ii). **SIX** qualities of a good message. **(6 Marks)**

**SECTION B**

(Answer any **TWO** questions from this Section.)

**Question TWO**

- (a). Explain **FOUR** problems that may be encountered in upward communication. **(4 Marks)**
- (b). State and explain **SIX** essentials of effective communication. **(6 Marks)**
- (c). Highlight **FIVE**:
- (i). advantages of verbal communication. **(5 Marks)**
- (ii). disadvantages of written communication. **(5 Marks)**

**Question THREE**

- (a). State the **EIGHT** components of minutes. **(8 Marks)**
- (b). Outline FOUR roles of each of the following in a meeting:
- (i) Chairman
- (ii) Secretary
- (iii) Treasurer **(12 Marks)**

#### **Question FOUR**

- (a). Outline **SIX** barriers of effective communication. **(6 Marks)**
- (b). State **SIX** qualities of a good oral communicator. **(6 Marks)**
- (c). Identify **FOUR** types of interviews and explain the purpose of each. **(8 Marks)**

#### **Question FIVE**

- (a). Define the following terms:
- (i). Memo
  - (ii). Circulars
  - (iii). Agenda
  - (iv). Notices **(8 Marks)**
- (b). Briefly describe the following filing systems.
- (i). Alpha numerical
  - (ii). Subject filing **(4 Marks)**
- (c). (i). State **FOUR** advantages of a questionnaire. **(4 Marks)**
- (ii). Outline **FOUR** principles in customer relations. **(4 Marks)**