THE MOMBASA POLYTECHNIC UNIVERSITY COLLEGE

(A Constituent College of Jkuat)

Faculty of Engineering and Technology

DEPARTMENT OF BUILDING AND CIVIL ENGINEERING

CONSTRUCTION TECHNICIAN PART I (CTI 11)

BLC 1101: COMMUNICATION SKILLS

END OF SEMESTER EXAMINATION

SERIES: AUGUST/SEPTEMBER 2011

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** and any other **TWO** questions
Maximum marks for each part of a question are as shown
This paper consists of **THREE** printed pages

SECTION A (COMPULSORY)

Question 1

a) Briefly explain the communication process   (10 marks)

b) A vacant post has been advertised, write a detailed curriculum vitae to be sent to the company
                                                                                 (10 marks)

c) 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 2

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:

   (i)   **FIVE** advantages of verbal communication   (5 marks)

   (ii)   Disadvantages of written communication   (5 marks)

Question 3

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 4

a) Outline **SIX** barriers to effective communication   (6 marks)

b) State **SIX** qualities of good oral communication   (6 marks)

c) Identify **FOUR** types of interviews and explain the purpose of each   (8 marks)

Question 5

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

  (ii) Outline **FOUR** principles in customer relations   (8 marks)