



# THE MOMBASA POLYTECHNIC UNIVERSITY COLLEGE

(A Constituent College of Jkuat)

*Faculty of Engineering and Technology*

DEPARTMENT OF BUILDING AND CIVIL ENGINEERING

**DIPLOMA IN BUILDING & CIVIL ENGINEERING (DBC 11)**

**DIPLOMA IN ARCHITECTURE (DA 11)**

**DIPLOMA IN CIVIL ENGINEERING (DC 11)**

BLC 2101: 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 (12 marks)
- (i) Chairman
  - (ii) Secretary
  - (iii) Treasurer

### 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)