



TECHNICAL UNIVERSITY OF MOMBASA
**Faculty of Engineering &
Technology**

DEPARTMENT OF MECHANICAL & AUTOMOTIVE ENGINEERING
DIPLOMA IN MECHANICAL & AUTOMOTIVE ENGINEERING

EMR 2112: COMMUNICATION I

END OF SEMESTER EXAMINATION

SERIES: APRIL 2014

TIME ALLOWED: 2 HOURS

Instructions to Candidates:

You should have the following for this examination

- *Answer booklet*

This paper consists of **FIVE** questions. Answer any **THREE** questions
All questions carry equal marks
Maximum marks for each part of a question are as shown
This paper consists of **THREE** printed pages

Question One

- a) You work for North Coast Beach Hotel and Conference Centre, Mombasa – Malindi Road, Kikambala Mombasa. An International company is moving its headquarters to a site about six miles from your hotel. Write a letter to the Administration Manager of the Company describing some of the facilities you offer to visiting business people and conferences. You may include the following addition to other relevant details:
- (i) Rooms-mention those especially equipped for business people, restaurants, types of cuisine
 - (ii) Leisure facilities for guests
 - (iii) Rooms for conferences and equipments available
 - (iv) Transport in local and international **(20 marks)**
- b) Discuss the guidelines for composing good letters. **(10 marks)**

Question Two

- a) (I) Define the following terms as used in communication:
- (i) Sender
 - (ii) Recipient
 - (iii) Communication cycle
 - (iv) Grapevine **(8 marks)**
- (II) State FIVE ways of ensuring successful communication. **(5 marks)**
- b) State and explain factors to be considered when choosing the means of communication. **(7 marks)**

Question Three

- a) (i) Briefly explain the communication systems. **(8 marks)**
- (ii) Discuss the points to be remembered when communicating with someone orally. **(6 marks)**
- b) (i) Define the meaning of an interview **(2 marks)**
- (ii) Briefly explain the preparation expected of an interviewee prior to the interview. **(4 marks)**

Question Four

- a) Describe different formats for presenting reports. **(10 marks)**
- b) (i) Briefly explain the purpose of memos **(5 marks)**
- (ii) State the preparation made by the caller in a telephone conversation **(5 marks)**

Question Five

- a) Describe how the internet and telecommunication has revolutionized the way we communicate and learn. **(10 marks)**
- b) (I) Identify the subject and choose an appropriate verb in each of those sentences:
(i) This problem _____ easy to resolve
(ii) A list of items for discussion at the meeting _____ to be circulated today. **(2 marks)**
- (II) Rewrite the following sentences correctly.
(i) The team are playing well this season
(ii) Walking down the street the Christmas lights looked beautiful **(2 marks)**
- (III) Choose the correct word to fill in the blanks: **(2 marks)**
(i) If I wouldn't have done my homework I _____ not have known the answer
(ii) She asked if she _____ help her
- c) State FOUR documents involved in the process of recruiting staff **(4 marks)**