

1501/201 1521/201
1503/201 1601/201
1508/201 1602/201
1509/201 1704/201

COMMUNICATION SKILLS

Oct./Nov. 2022

Time: 3 hours



THE KENYA NATIONAL EXAMINATIONS COUNCIL

**CRAFT CERTIFICATE IN MECHANICAL ENGINEERING
(PRODUCTION AND AUTOMOTIVE OPTIONS)
CRAFT CERTIFICATE IN ELECTRICAL AND ELECTRONICS ENGINEERING
(POWER AND TELECOMMUNICATION OPTIONS)
CRAFT CERTIFICATE IN WELDING AND FABRICATION
CRAFT CERTIFICATE IN CONSTRUCTION PLANT ENGINEERING
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 as indicated.

Candidates should answer the questions in English.

This paper consists of 3 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)

(Compulsory)

1. State **four** ways in which the chairman of an interview panel may make an interview successful. (2 marks)
2. Outline **two** benefits of good grooming of employees to the organization. (2 marks)
3. State **four** circumstances under which oral communication may be preferred in an office. (2 marks)
4. List **two** types of essays. (2 marks)
5. Outline **four** reasons that may make an organization hold meetings through teleconferencing. (2 marks)
6. State **four** barriers to communication that may be caused by a manager in organisation. (2 marks)
7. State **four** uses of reports in an organisation. (2 marks)
8. Outline **four** purposes of writing notices in an organisation. (2 marks)
9. State **four** effects of poor horizontal communication in an organisation. (2 marks)
10. Outline **four** features of an effective message in communication. (2 marks)

SECTION B (80 marks)

Answer any **FOUR** questions from this section.

11. (a) Explain **five** roles played by customer care in an organisation. (10 marks)
- (b) Outline **five** ways in which the physical environment of an office may hinder effective communication. (10 marks)
12. (a) Explain **five** characteristics of a good summary. (10 marks)
- (b) Explain **five** challenges that may be faced when holding meetings. (10 marks)

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13. (a) It has been noted that the sales of Raha Limited have drastically declined over the past three months. The management has assigned you, as the Sales Assistant to investigate the matter. Assume that you have completed the investigations, write a report. (16 marks)
- (b) Outline four ways in which the internet may be used for communication in an organisation. (4 marks)
14. (a) Explain five advantages of written communication. (10 marks)
- (b) Explain five methods that can be used in upward communication in an organisation. (10 marks)
15. (a) Explain five ethical issues that should be considered in business communication. (10 marks)
- (b) Outline five ways in which a person may portray telephone etiquette in communication. (10 marks)
16. (a) Explain five principles that should be observed to ensure effective communication. (10 marks)
- (b) Explain five factors that may cause a supervisor to fail to communicate effectively to subordinates. (10 marks)

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