



THE KENYA POLYTECHNIC UNIVERSITY
COLLEGE

DEPARTMENT OF INSTITUTIONAL MANAGEMENT

DIPLOMA IN CLOTHING TECHNOLOGY

END OF YEAR I EXAMINATIONS

NOVEMBER 2007 SERIES

COMMUNICATION SKILLS

3 HOURS

Instructions to Candidates:

This paper consists of two sections, Section A and Section B

Answer all questions in both sections

This paper consists of 3 printed pages

©The Kenya Polytechnic Examinations Office, 2007

SECTION A:

Answer All Questions from This Section

- Q1 Explain the following terms used in communication
- i. Communication
 - ii. Sender
 - iii. Context/situation (4mks)
- Q2 With examples discuss five non-verbal means of communication used to enhance verbal communication (10mks)
- Q3 Briefly explain how the following words bring about effective communication in an organization
- i. Clarity
 - ii. Completeness
 - iii. Courtesy (12mks)
- Q4 Discuss the importance of the following flow of communication in an organization
- i. Upward flow
 - ii. downward flow
 - iii. grapevine (12mks)
- Q5 Describe six barriers to communication process (12mks)

SECTION B:

Answer two questions in this section

- Q6 (a) The boss is away for lunch, you have received a call from a client who has left a message for him. Draw a message pad then write down the message left by the client.

(21mks)

- (b) State two advantages and two disadvantages of the written message above
(4mks)

- Q7 (a) Discuss types of interviews found in an organization

(12mks)

- (b) Differentiate between oral interview and written interview (4mks)

- (c) Briefly discuss three important points that an interviewer needs to put in place before an interview

(9mks)

- Q8 (a) Compare and contrast face to face conversation and telephone conversation

(15mks)

- (b) Write down important factors to be considered

i. Before taking a telephone call (5mks)

ii. After the telephone call (5mks)