

**SECTION A: COMMUNICATION SKILLS**

*Answer at least TWO questions from this section.*

1. (a) Explain the following forms of business correspondence:
  - (i) memorandum;
  - (ii) business report;
  - (iii) business letters;
  - (iv) e-mails;
  - (v) questionnaires.

(10 marks)
- (b) Explain **five** roles of a secretary in a meeting. 

(10 marks)
2. (a) State and explain **four** ways of overcoming the noise barrier in communication. 

(8 marks)
- (b) State and explain **six** types of interviews. 

(12 marks)
3. (a) State and explain **five** elements of non-verbal communication. 

(10 marks)
- (b) State and explain **five** elements of a business report. 

(10 marks)
4. (a) Describe how each of the following factors inhibit effective communication:
  - (i) noise;
  - (ii) time;
  - (iii) distance;
  - (iv) age;
  - (v) sex.

(10 marks)
- (b) Explain **five** advantages of using films as an audio-visual aid. 

(10 marks)

**SECTION B: INFORMATION TECHNOLOGY**

*Answer at least TWO questions from this section.*

5. (a) Explain each of the following terms as applied in Information Technology:
- (i) virus;
  - (ii) trojan horses;
  - (iii) phishing;
  - (iv) worms.
- (8 marks)
- (b) Explain six techniques of trouble shooting a program that does not load. (12 marks)
6. (a) Explain five benefits of using laser serve printers. (10 marks)
- (b) Describe five types of computer networks. (10 marks)
7. (a) State and describe five types of charts that can be created in a spreadsheet. (10 marks)
- (b) Explain five factors that should be considered when preparing a power point presentation. (10 marks)
8. (a) Explain five common uses of a computer. (10 marks)
- (b) Describe five features of an operating system. (10 marks)