1507/212A 1801/201 1901/201 1802/201 1907/201 COMMUNICATION SKILLS Oct./Nov. 2016

Time: 3 hours



## THE KENYA NATIONAL EXAMINATIONS COUNCIL

# CRAFT CERTIFICATE IN FASHION DESIGN AND GARMENT MAKING TECHNOLOGY CRAFT CERTIFICATE IN BAKING TECHNOLOGY CRAFT CERTIFICATE IN FOOD AND BEVERAGE PRODUCTION AND SERVICE CRAFT CERTIFICATE IN PETROLEUM GEOSCIENCE MODULE II

# COMMUNICATION SKILLS

3 hours

### INSTRUCTIONS TO CANDIDATES

This paper consists of TWENTY (20) questions in TWO sections; A and B.

Answer ALL questions in Section A. Answer questions 16 and 17 and any other ONE question in the answer booklet provided.

Marks for each part of a question are indicated.

Candidates should answer the questions in English.

This paper consists of 4 printed pages.

Candidates should check the question paper to ascertain that all the pages are printed as indicated and that no questions are missing

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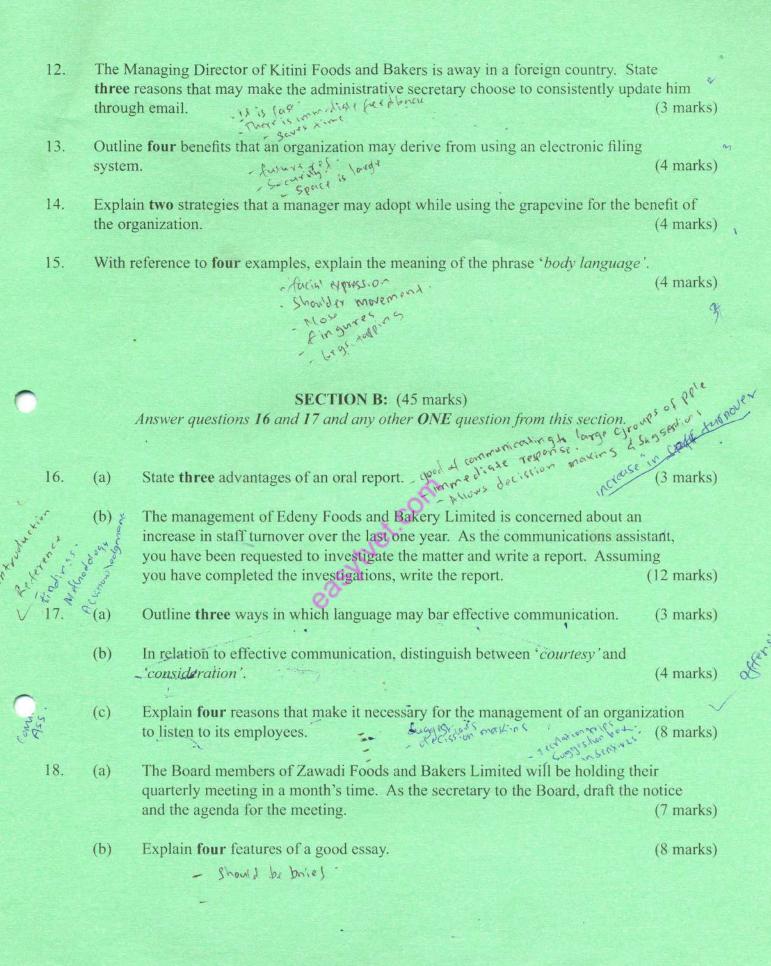
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# SECTION A: (55 marks)

Answer ALL questions in this section.

1.	Explain two circumstances under which the management of an organization may issue written orders.  - white flatsing a cersion information.	e (4 marks)	~
2.	Highlight three indicators of consensus on an issue during a meeting.	(3 marks)	^
3.	Highlight three indicators of consensus on an issue during a meeting.  Outline four characteristics of a good filing system.	(4 marks)	3
4.	State three disadvantages of asking open-ended questions during an interview.	(3 marks)	4
5.	Highlight five benefits that an organization may derive from effective external communication.  - moking a form of ampliances of new idea of the communication of new idea of the communication.	(5 marks)	×
6. 6	Explain two circumstances under which electronic channels of communication may be appropriate.	(4 marks)	N
7.	For each of the following sentences, fill in the blank spaces with the correct preposition	on:	
	(i) The debit total should be identical the credit total.	۶	
	(ii) Why were you so angry me this morning?		
	(iii) Jackson, two other visitors will be coming.		
	(iv) They have been living here 1985.		
	(v) Boo the two, Hendrik is more reliable.		
	(vi) The cake was shared a mon the two young men.	(3 marks)	
8.	Explain <b>two</b> conditions that should be met for a meeting to be considered "properly convened."	(4 marks)	6
9.	State three guidelines that an interviewee should follow during a skype interview off  - x should between questions - avoid berevious morarism that leaved a reaction in answering questions - avoid before answering .	(3 marks)	9 W 8 7
10.	Explain two problems that may arise in an organization where the management discontant communication.	ourages (4 marks)	*
11.	Identify six oral methods that may be used for external communication in a firm.  Telephone - publication of the proof call th	(3 marks)	
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Outline four characteristics of a good public speaker. 19. (a) (4 marks) manher State five ways through which the management may discourage upward (b) communication in an organization. (5 marks) Highlight six duties of a chairperson during a meeting. (c) (6 marks) Explain five strategies that an interviewer may adopt in order to be effective 20. (a) - gather acties in formation anded inthe (10 marks) during an interview. endly to ease tention explain abtorannization Highlight five mistakes that the management of an organization may make when (b) communicating with its publics. - Compagers (5 marks) BANKS

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