



**MONDAY: 1 August 2022. Afternoon paper.**

**Time Allowed: 3 hours.**

**Answer any FIVE questions. ALL questions carry equal marks. Do NOT write anything on this paper.**

**QUESTION ONE**

- (a) Distinguish between "solicited proposal" and "unsolicited proposal". (4 marks)
  - (b) Explain four roles of a sender in the communication process. (4 marks)
  - (c) Analyse six circumstances which might necessitate a presenter to make use of visual aids. (12 marks)
- (Total: 20 marks)**

**QUESTION TWO**

- (a) Explain four functions of non-verbal communication. (4 marks)
  - (b) Discuss four types of listening. (8 marks)
  - (c) Assume you are a manager in an organisation, describe four factors that you might take into consideration when giving oral instructions to employees to perform a task. (8 marks)
- (Total: 20 marks)**

**QUESTION THREE**

- (a) Justify five reasons why an executive summary is important in a report. (5 marks)
  - (b) Suggest five ways in which a code of conduct might assist an organisation in promoting ethical behaviour. (5 marks)
  - (c) You have been tasked by your organisation to create a media advertisement of a new product. Assess five factors that you may consider while creating the advertisement to avoid criticisms. (10 marks)
- (Total: 20 marks)**

**QUESTION FOUR**

- (a) (i) Explain the meaning of "letter of transmittal". (2 marks)
  - (ii) Highlight four items that should be included in a letter of transmittal. (4 marks)
  - (b) Explain four physical barriers to effective communication. (4 marks)
  - (c) Citing relevant examples, analyse five effects of modern communication. (10 marks)
- (Total: 20 marks)**

**QUESTION FIVE**

- (a) Summarise five demerits of grapevine communication. (5 marks)
  - (b) Explain five tips that you could use when writing an official memo. (5 marks)
  - (c) You have been requested by a manager of Ring long organisation to write a speech for him for an occasion he had been invited as a guest. Describe ten preparatory steps you could take to develop an effective speech. (10 marks)
- (Total: 20 marks)**

# Management Assistant Communication Nquestion Papers

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