

GENERAL CERTIFICATE OF EDUCATION BOARD
Technical and Vocational Education Examination

PROFESSIONAL COMMUNICATION TECHNIQUES 1
5095

JUNE 2021

INTERMEDIATE LEVEL

Specialty	SECRETARIAL ADMINISTRATION AND COMMUNICATION (SAC)
Centre No. & Name	
Candidate Identification No.	
Candidate Name	

Mobile phones are NOT allowed in the examination room.

MULTIPLE CHOICE QUESTION PAPER

1 hour 30 minutes

INSTRUCTIONS TO CANDIDATES

Read the following instructions carefully before answering the questions.

1. USE A SOFT HB PENCIL THROUGHOUT THE EXAMINATION.
2. DO NOT OPEN THIS BOOKLET UNTIL YOU ARE TOLD TO DO SO.

Before the examination begins:

3. Check that this question booklet is headed "**Intermediate Level – 5095 PROFESSIONAL COMMUNICATION TECHNIQUES 1.**"
4. Insert the information required in the spaces provided on the answer sheet OMR using your HB pencil:
Candidate Name, Exam Session, Subject Code, Centre Number and Candidate Identification Number.
Ensure that you do not fold the answer sheet or make any marks on it other than those asked for in these instructions.

How to answer the questions

5. Answer **ALL** the 50 questions. All questions carry equal marks.
6. Each question has **FOUR** suggested answers: **A, B, C** and **D**. Decide which answer is correct. Find the number of the question on the Answer Sheet and draw a horizontal line across the letter to join the square brackets for the answer you have chosen.
For example, if **C** is your correct answer, mark **C** as shown below:
[A] [B] [C] [D]
7. Mark only one answer for each question. If you mark more than one answer, you will score a zero for that question. If you change your mind about an answer, erase the first mark carefully, then mark your new answer.
8. Avoid spending too much time on any one question. If you find a question difficult, move on to the next question. You can come back to it later.
9. Do all rough work in the answer booklet.
10. **At the end of the examination, the invigilator shall collect first the answer sheet and then the question booklets. DO NOT ATTEMPT TO LEAVE THE EXAMINATION HALL WITH IT.**

Turn Over

1. The process of communication begins from
A Encoding
B The Sender
C The Channel
D Feedback
-
2. Communication is completed when there is
A Feedback
B Noise
C Network
D Equipment
-
3. A telephone communication is a form of
A Written communication
B Audio visual communication
C Visual communication
D Verbal communication
-
4. Face - to - face communication is a form of
A Written communication
B Oral communication
C Audio visual communication
D Non-verbal communication
-
5. Audio visual communication combines
A Auditory only
B Visual only
C Auditory and visual
D Written
-
6. All communication originates from the
A Feedback
B Communicator
C Sender
D Message
-
7. A medium used to convey information orally from one person to another at long distance
A Telex
B Telephone
C Teleprinter
D Telecopier
-
8. Face-to-face conversation between an interviewee and an interviewer is classified as
A Audio communication
B Non-verbal communication
C Visual communication
D Oral communication
-
9. It is an advantage of written communication
A It is direct
B Transmission is fast
C Cheap means of communication
D Proof of communication
-
10. Information flow from the higher level to the lower level of management is called
A Lateral communication
B Upward communication
C Downward communication
D Hierarchical communication
-
11. For communication to take place, there must be
A A writer and a reader
B A sender and a writer
C A sender and a receiver
D A sender and a reader
-
12. A communication channel for audio visual communication
A Telephone
B Telecopier
C Video conference
D Computer
-
13. An example of informal communication in the organisation is
A Lateral communication
B Upward communication
C Downward communication
D Grapevine communication
-
14. What is oral communication?
A Communication by talking
B Communication by body language
C Communication by talking and seeing
D Communication by writing
-

15. Another name for verbal communication is
- A Grapevine communication
 - B Written communication
 - C Oral communication
 - D Formal communication
-
16. Facial expression is a form of
- A Verbal communication
 - B Written communication
 - C Non-verbal communication
 - D Oral communication
-
17. Classroom communication is an example of
- A One way communication
 - B Face-to-face communication
 - C Diagonal communication
 - D Non-verbal communication
-
18. Barriers of communication created by the sender and receiver are known as
- A Individual barriers
 - B Communication barriers
 - C Organisational barriers
 - D Individual and organisational barriers
-
19. A letter from the Purchasing Manager to the Human Resource Manager requesting for more staff
- A Lateral communication
 - B Upward communication
 - C Downward communication
 - D Diagonal communication
-
20. Communication which takes place between a departmental head and the staff of another department can be described as
- A Horizontal communication
 - B Diagonal communication
 - C Lateral communication
 - D Upward communication
-
21. Gesture is an example of
- A Verbal communication
 - B Non-verbal communication
 - C Visual communication
 - D Audio visual communication
-
22. Notices are considered as
- A Upward communication
 - B Downward communication
 - C Horizontal communication
 - D Diagonal communication
-
23. A written communication practised within an organisation
- A Memos
 - B Inquiry
 - C Invoice
 - D Complaint
-
24. It is suitable for communicating information to a large number of people
- A Intercom
 - B Loudspeaker
 - C Telephone
 - D Computer
-
25. Documents can be transmitted from one distant place to another through
- A Teleprinter
 - B Telecopier
 - C Telephone
 - D Printer
-
26. Identify an informal communication in an organisation
- A Rumours
 - B Query
 - C Circulars
 - D Notices
-
27. When communication between the sender and the receiver is disturbed in one way or the other, it is described as
- A Communication barrier
 - B Lack of understanding to communication
 - C Organisational barrier
 - D Telephone barrier
-
28. Communication that is used for publicity is
- A One way communication
 - B Two way communication
 - C Mass communication
 - D Oral communication
-

Go on to the next page

29. It is a form of mass communication
 A Inter personal communication
 B Intra personal communication
 C Visual communication
 D Business communication
-
30. What is the main barrier to communication?
 A Noise
 B Inattentiveness
 C Poor and obsolete channel
 D Language barrier
-
31. A telephone is used for
 A Audio visual communication
 B Written communication
 C Oral communication
 D Visual communication
-
32. It is a quality of written communication
 A Attentiveness
 B Good channel
 C Brevity
 D Good hearing
-
33. Communication is effective when the communicator is
 A Smart
 B Assiduous
 C Well dressed
 D Emotionally balanced
-
34. A list of items to be discussed in a meeting is called
 A Agenda
 B Minutes
 C Notice
 D Motion
-
35. A social media platform used for mass publicity is
 A Whatsapp
 B Instagram
 C Twitter
 D Facebook
-
36. Video meetings using telephones can be done with an application called
 A Zoom
 B Bluetooth
 C Zender
 D PDF
-
37. A Receiver of a message can also be called
 A Coder
 B Decoder
 C Encoder
 D Code
-
38. An example of oral internal communication medium is
 A Telephone
 B CCTV camera
 C Notice Board
 D Interphone
-
39. ENEO, CAMWATER, MTN, CAMTEL, are all described as
 A Service Providers
 B Electricity companies
 C Water supply companies
 D Telephone companies
-
40. A person who can cast a vote in a meeting on behalf of another is known as a
 A Quorum
 B Motion
 C Teller
 D Proxy
-
41. It is a short form with the *ray* principle in Pitman Shorthand
 A Rate
 B Area
 C Rat
 D Are
-
42. A Double consonant short form
 A People
 B Have
 C The
 D They
-

-
43. One advantage of shorthand over an audio recording machine
- A It is fast
 - B The principles are easy
 - C Notes can be taken in the absence of power supply
 - D It is confidential
-

44. Outlines that can easily be joined are
- A Short forms
 - B Intersections
 - C Doubling principles
 - D Phrases
-

45. 'S' in the word "bills" is represented using
- A Stroke S
 - B S circle
 - C Ses circle
 - D St loop
-

46. The word "it" is a short form written in the
- A First place
 - B Second place
 - C Third place
 - D Above the line
-

47. In pitman shorthand, the "oi" sound is called a
- A Vowel
 - B Diphthong
 - C Diphone
 - D Phonetics
-

-
48. Abbreviated *w* is written in words beginning with
- A k, g, m and downward r
 - B h, v, g, m, and downward r
 - C f, g, m, and n
 - D t, g, m and downward r
-

49. Consonants *vee* and *zee* have as characteristic
- A Curves
 - B Strokes
 - C Double strokes
 - D Straight curves
-

50. When *r* is followed by the consonant *m* we use
- A Downward R
 - B Upward R
 - C Straight stroke
 - D Stroke R
-

STOP

NOW GO BACK AND CHECK YOUR WORK

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