

5095/1/2025

PROFESSIONAL COMMUNICATION TECHNIQUES  
IL**SOUTH WEST REGIONAL MOCK EXAMINATION  
TECHNICAL AND VOCATIONAL EDUCATION**

The Teachers' Resource Unit (TRU) in collaboration with the Subject Teachers' Association (STA)	Subject code 5095	Paper number 1
CANDIDATE NAME	Specialty: SECRETARIAL ADMINISTRATION AND COMMUNICATION	
CANDIDATE NUMBER	Subject title	
CENTRE NUMBER	PROFESSIONAL COMMUNICATION TECHNIQUES	
Intermediate Level	DATE Friday 21/03/2025	

Time Allowed: One hour thirty minutes

**INSTRUCTIONS TO CANDIDATES:**

- USE A SOFT HB PENCIL THROUGHOUT THIS EXAMINATION.
  - DO NOT OPEN THIS BOOKLET UNTIL YOU ARE TOLD TO DO SO.
- Before the Examination begins:**
- Check that this question booklet is headed "Intermediate Level – 5095 Professional Communication Techniques, Paper 1".
  - Insert the information required in the spaces provided above.
  - Without opening the booklet, pull out the answer sheet carefully from inside the front cover of this booklet. Take care that you do not crease or fold the answer sheet or make any marks on it other than those asked for in these instructions.
  - Insert the information required in the spaces provided on the answer sheet using your HB pencil:  
**Candidate Name, Centre Number, Candidate Number, Subject Code Number and Paper Number**
- How to answer questions in this examination:**
- Answer ALL the 50 questions in this examination. All questions carry equal marks.
  - For each question there are 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)

- Mark only one answer for each question. If you mark more than one answer, you will score zero for that question. If you change your mind about an answer, erase the first mark carefully, and then mark your new answer.
- Avoid spending much time on any question. If you find a question difficult, move to the next question. You can come back to this question later.
- Do all rough work in this booklet using, where necessary, the blank spaces in the question booklet.
- Mobile phones are **NOT ALLOWED** in the examination room.
- You must not take this booklet and answer sheet out of the examination room. All question booklets and answer sheets will be collected at the end of the examination.



1. When an organisation communicates with its staff, it is called:
  - A Organisational management
  - B Effective communication
  - C External communication
  - D Internal communication
2. Information that flows between top management and the employee is known as:
  - A Horizontal communication
  - B Communication direction
  - C Upward communication
  - D Downward communication
3. A communication channel which is not officially recognised though it is secretly patronised is called:
  - A Illegal communication channel
  - B Grapevine communication
  - C Formal communication
  - D Unlimited communication channel
4. An example of a grapevine communication is:
  - A Gossip Chain
  - B Face to face
  - C Information by probability
  - D Line management communication
5. Can grapevine communication be avoided in an organisation?
  - A Yes
  - B No
  - C Partially
  - D To a large degree
6. It is a mode of communication which the message sent is received and responded to spontaneously:
  - A Two way communication
  - B Fast communication
  - C One way communication
  - D Unlimited communication
7. An example of one way communication:
  - A Rapid conversation
  - B Face to face conversation
  - C Television communication
  - D Written communication
8. A communication chain is complete when there is a:
  - A Communication chain
  - B Message from the receiver
  - C Correct message received
  - D feedback
9. A type of communication system is:
  - A Star communication
  - B Horizontal communication
  - C Twisting communication
  - D Colled communication
10. When communication between the sender and receiver is distracted, it is known as:
  - A Communication disturbances
  - B Communication hindrances
  - C Communication barriers
  - D Lack of understanding to communication
11. A factor that can distort communication is:
  - A perceptual
  - B Management inefficiency
  - C Line management work overload
  - D Lack of concentration by employees
12. Communication within the establishment can be hindered due to one of the following barriers:
  - A Excessive authority layer
  - B Language difficulties
  - C Hierarchical management
  - D Lack of effective communication equipment
13. Barriers of communication created by sender and receiver are known as:
  - A Individual barriers
  - B Barriers between the sender and receiver
  - C Linear barriers
  - D Misunderstood message
14. When employees decide to collectively write to the management on dissatisfaction in working conditions it is said to be:
  - A Upward communication
  - B Downward communication
  - C Linear communication
  - D Diagonal communication
15. It is a type of communication using the telephone:
  - A Telephone communication
  - B Oral communication
  - C Written communication
  - D Mechanical communication
16. A form of communication between departmental heads:
  - A Horizontal communication
  - B Diagonal communication
  - C Line communication
  - D Communication by managerial heads
17. What is the last step in answering a telephone call?
  - A Communicate the message to the required person
  - B Greetings by identifying the establishment you represent
  - C Write down the message on the message pad
  - D Drop the handset



18. Vowels in shorthand help you to determine:
- The position of the consonant stroke
  - The position of the vowel
  - If it is a stroke or a curve
  - If the consonant is light or thick
19. When a word is represented in the third place the vowel will be written:
- On the line
  - Above the line
  - At the end of the stroke
  - After the consonant at the top of the stroke
20. A word with a second place vowel is:
- Take
  - Each
  - Arm
  - Ride
21. The following is a short form:
- Wake
  - Fish
  - Shall
  - Eyes
22. Phrasing in shorthand means:
- Joining many words together
  - Writing many words on different lines
  - Joining of words without lifting the hand
  - Joining on straight stroke
23. An example of long aw is:
- Law
  - Pot
  - Pour
  - Pod
24. When R begins a word we use:
- Downward R
  - Upward R
  - Drill R on the line
  - Drill R across the line
25. An example of the diphthong oi is:
- Joy
  - Duty
  - Load
  - Power
26. Consonant "T" is represented by a:
- Stroke
  - A curve
  - Is halve stroke
  - Is a half curve
27. Communication means the
- Sending of information
  - Sending and receiving of information
  - Success of sending information
  - Passing of information and understanding from one person to another
28. The various ways of transmitting oral information include:
- Spoken words
  - Diagram, pictures or graphs
  - Gestures
  - Written words
29. Written form of communication includes:
- Reports
  - Body language
  - Voice
  - Gestures
30. A written communication tool is:
- A Computer
  - A Telephone
  - A Dictaphone
  - A video camera
31. It is a short form:
- Make
  - Different
  - Teach
  - History
32. The diphthong is represented in one of the following words:
- How
  - Jig
  - Duty
  - Joke
33. A word represented with the halving principle:
- Bait
  - Feed
  - Fat
  - Fade
34. Oral communication carried out within an organisation:
- Switchboard
  - Interphone
  - Transmitter
  - Order transmitter
35. The process of transmitting original documents with the help of telephone line is known as:
- Photocopying
  - Telecopying
  - Telex
  - Teleprinter
36. A means of internal storage of information:
- Flash device
  - Diskette
  - Compact disk
  - Hard drive



37. An example of audio-visual communication:
- A Television
  - B Radio
  - C Telegram
  - D Text messages

38. Characteristic of vee and zee consonants:
- A Stroke
  - B Curve
  - C Double stroke
  - D Hatred curve

39. A short form of a diphthong sound:
- A What
  - B Which
  - C Different
  - D Out

40. R down as a short form is represented in:
- A Rice
  - B Your
  - C Rat
  - D Are

41. A word represented with the diphthong sound is:
- A Pie
  - B Beef
  - C Catch
  - D Date

42. A word with the halving principle is:
- A Different
  - B Double
  - C Waiting
  - D Day

43. An equipment used in the incoming mail room;
- A Letter opening machine
  - B Addressing machine
  - C Franking machine
  - D Dictaphone

44. An organisational barrier to communication:
- A Poor weather
  - B Poor installations
  - C Language
  - D Poor network

45. Oral communication service provider in Cameroon:
- A Camtel
  - B Post office
  - C Mail service
  - D Personnel service

46. The outline for "pay" is written:
- A On the line
  - B Above the line
  - C Through the line
  - D Across the line

47. An internal communication method:
- A Report
  - B Memo
  - C Circular
  - D Placing an order

48. Horizontal consonants can be represented in the word:
- A Joe
  - B Jar
  - C Cake
  - D Ready

49. A hardware component of a computer:
- A Keyboard
  - B Hard drive
  - C Microsoft Word
  - D Microsoft Excel

50. When a call is made and the lines are not available, the tone you hear is called:
- A An engage tone
  - B Dialling tone
  - C A line announcement
  - D A low pitch bell

END.

GO BACK AND CHECK YOUR WORK.

44.