

5095/2/2025

PROFESSIONAL COMMUNICATION TECHNIQUES

I/L

**SOUTH WEST REGIONAL MOCK EXAMINATION
TECHNICAL AND VOCATIONAL EDUCATION**

THE TEACHERS' RESOURCE UNIT (TRU)
Cellule d'appui à l'action Pédagogique

IN COLLABORATION WITH
En collaboration avec

**THE REGIONAL INSPECTORATES OF PEDAGOGY AND
THE SUBJECT TEACHERS' ASSOCIATIONS (STA)**

FRIDAY 21ST MARCH 2025

INTERMEDIATE LEVEL

Specialty	SECRETARIAL ADMINISTRATION AND COMMUNICATION
Subject Title	PROFESSIONAL COMMUNICATION TECHNIQUES
Subject Code Number	5095
Paper Number	2

THREE HOURS

INSTRUCTIONS TO CANDIDATES:

This paper carries SIX questions. Answer any FIVE questions.

Each question carries 20 marks. For your guidance, the approximate mark for each part of a question is indicated in brackets.

If you answer MORE THAN five (5) questions, ONLY the first five (5) answers presented will be marked and the other cancelled.

You must use ONLY Blue or Black ink. No answer in Pencil will be marked.

All Appendices filled or completed should be handed in with your answer booklet.

All necessary calculations must be shown.

You are reminded of the necessity for good English and orderly presentation in your answers.

You are advised to read carefully through the question paper, before you begin your answers.

QUESTION 1: COMMUNICATION {15mks}

You have attended several meetings in your company since you were employed as a competent administrative assistant. Today the annual general meeting of 80 participants is held and presided over by the general manager. He addressed the people to discuss issues concerning the growth of the company. Some members sitting behind needed clarity on points raised but not understood due to rowdiness. You have the obligation to provide accurate answers to the questions posed to test your skills in communication.

WORK REQUIRED

1. What type of communication is used in this meeting? {1.5mks}
2. State one reason why some members failed to understand some of the points rose. {1.5mks}
3. Name one tool that can be used to enable all members to follow up discussion and points rose in the meeting. {1.5mks}
4. What name can be given to the reaction of members who needed clarification on some points? {1.5mks}
5. Complete the table below by getting information from the extract above {9mks}

Element of communication	Extract of communication
Sender	
Receiver	
Channel of communication	
Messages	
Feedback	
Noise	

QUESTION 2:

- a. Read the passage below and fit in the missing words chosen from the list below
15mks

Communication is the (1) of exchanging and interpreting (2) and meaning (3) Or among (4) through a system of symbols, signs, and behavior. In ideal situations, the goal is to reach mutual (5) Studies indicate that managers typically spend 60 to 80 percent of their time involved in (6) In your career activities, you will communicate in a wide (7) of ways, including: Attending meetings and (8) and (9) To decision and problem solving Writing various types of messages to (10) and persuade others about your ideas and the service and products your organization provides:

(Information, Process, Communication, Variety, Contributing, Inform, Understanding, Between, Listen)

- b. Electronic communication uses both voice and wireless technologies in business communication. As a specialist in this domain give the five principles for the effective use of voice and wireless technologies.

QUESTION 3:

Communication process can be interrupted due to some barriers as seen in the table below:

Complete the table by marking "x" where appropriate:

15mks

Communication criteria	Language	Emotional barriers	Physical barriers	Noise
Bad mood				
Fear to criticize a decision				
Straight forward in talking				
Talk with unquestionable authority				
Speech impairment				
Use of high terms in the speech				
Inability to hear well				
Sound of a generator during a conference				
An uncomfortable sound in the microphone during the speech				
Good choice of words while speaking				

QUESTION 4:

The business associates of Manor Enterprise have been summoned to participate in a meeting by telephone since majorities are operating in different cities in the country. The discussion of issues concerning the policy and growth of the company is imperative.

WORK REQUIRED:

- | | |
|---|--------|
| a) Which name is suitable for this kind of meeting | 1.5mks |
| b) Name the communication tool used in the meeting | 2mks |
| c) State two disadvantages and one advantage of this meeting | 3mks |
| d) State how a meeting by telephone is carried out | 1.5mks |
| e) State three differences between verbal and written communication | 6mks |

S/N	Written Communication	Verbal Communication
1		
2		
3		

QUESTION 5:**15mks**

As a specialist in communication issues, you have the obligation to answer the following questions in Communication.

WORK REQUIRED:

1. What is verbal communication? State one example. **1.5mks**
2. Fill the table below by marking an "x" under the appropriate communication type. **13.5mks**

COMMUNICATION / COMMUNICATION ISSUES	WRITTEN COMMUNICATION	VERBAL COMMUNICATION	NON VERBAL COMMUNICATION
A service note			
Facial expression of anger			
Electronic mail			
Good speech presented in a meeting			
Lack of concentration of trainees during a lecture given by a facilitator			
A postcard			
Body language			
Assertiveness			
Letters			