

GENERAL CERTIFICATE OF EDUCATION BOARD
Technical and Vocational Education Examination

JUNE 2025

INTERMEDIATE LEVEL

Specialty Name and Acronym	SECRETARIAL ADMINISTRATION AND COMMUNICATION – SAC
Centre No. & Name	
Candidate Identification No.	
Candidate Name	

Mobile phones are **NOT** allowed in the examination room.

5095 Professional Communication Techniques 1 :Multiple Choice Question Paper

Duration: One and a half hours

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 COMMUNICATIONTECHNIQUES 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. Lack of proper communication within an organisation can lead to:
 - A Poor relationship
 - B Disrespect of hierarchy
 - C Misinterpretation of situation
 - D Drop in productivity

2. The spread of unverified information concerning some policies within an organisation is
 - A Gossip
 - B Current news
 - C Announcement
 - D Rumours

3. One importance of communication in an organisation
 - A Smooth working of an enterprise
 - B Punctuality is enhanced
 - C Increases of salaries
 - D Promotion of workers

4. An element that facilitates good communication is
 - A Determination
 - B Motivation
 - C Longevity in communication domain
 - D Precision

5. An example of an audio information support is
 - A Television
 - B Paper
 - C Memory card
 - D Cable network

6. Billboards and flyers are forms of
 - A Print media
 - B Electronics media
 - C Audio-visual media
 - D Non-verbal communication media

7. For overseas or long distance instant communication, the best form is
 - A Written
 - B Electronics
 - C Not verbal
 - D Visual

8. A collection of rubrics relating to the same subject is
 - A Index
 - B Paragraphs
 - C Bible of paragraphs
 - D Articles

9. To convey information of a delicate nature, the communicator should be
 - A Precise
 - B Concise
 - C Tactful
 - D Courageous

10. An important source of information within the enterprise is
 - A Internet
 - B Archives
 - C Suppliers journal
 - D Trade journal

11. An informal method to test a major change of policies within an organisation is
 - A Questionnaire
 - B Progressive implementation
 - C Rumours
 - D Partial implementation in smaller branches

12. When the Manager in charge of production instructs the Chief of Service for Marketing, this flow of information is
 - A Diagonal
 - B Horizontal
 - C Vertical
 - D Downward

13. The party that takes a decision at the end of a communication process is
 - A Receiver
 - B The intermediary
 - C Sender
 - D Sender and receiver

14. The type of information that can flow both upward and downward is
 - A Reports
 - B Orders
 - C Rumours
 - D Queries

15. To address an audience of many languages simultaneously, one would require the services of
 - A Public speakers
 - B Switch board operator
 - C Interpreters
 - D Translators

16. Which type of communication barrier is related to "Lack of confidence"?
 - A Written
 - B Oral
 - C Audio-visual
 - D Non-verbal

17. In face-to-face communication, shrugging signifies
 - A Denial
 - B Indifference
 - C Anger
 - D Acceptance

18. For the good image of the company, it is necessary to hire
 A Professional Secretary
 B Expert of external communication
 C Lawyer
 D Expert of internal communication
-
19. When addressing an audience of the same profession, it is normal to
 A Speak in simple terms
 B Use professional jargon
 C Respect elders
 D Make good use of body language
-
20. The most appropriate communication channel for long distances requiring evidence is
 A Oral
 B Visual
 C Non-verbal
 D Written
-
21. In a large audience of face-to-face communication
 A Listening is ineffective
 B Listening is effective
 C Distraction is reduced
 D Participants give all their attention
-
22. Road signs are good examples of
 A Non-verbal communication
 B Written communication
 C Oral communication
 D Audio-visual communication
-
23. For a rapid appraisal of facts, information should be presented in
 A Letters
 B Figures
 C Tables
 D Graphs
-
24. Another name given to a meeting that is held at regular intervals is
 A Routine
 B Problem solving
 C Decision making
 D Innovation
-
25. An activity carried out during meetings, aimed at breaking social barrier is
 A Roll call
 B Ice breaker
 C Refreshment
 D Question and answers
-
26. Which of the following is a suitable internal communication tool for an organisation located in several towns?
 A Internet
 B Telephone
 C Intercommunication
 D Intranet
-
27. Communication barriers resulting from conflict at work are
 A Physical
 B Cultural
 C Interpersonal
 D Emotional
-
28. The name given to a service offered by a cable provider is
 A TV images
 B Data
 C Calls
 D Technical
-
29. Which of the following is a key requirement for distant communication with the computer?
 A Data
 B Modem
 C Telephone network
 D Cable network
-
30. An example of cultural barrier in communication
 A Gender
 B Social distance
 C Language
 D Stage fear
-
31. A visual meeting of persons living in different places can be held with the help of
 A Zoom
 B Camera
 C Television
 D Audio conference
-
32. An activity that is carried out before a meeting
 A Distribution of invitations
 B Report writing
 C Distribution of resolutions
 D Adoption of agenda
-
33. When the head of a secondary school samples the surrounding primary school to project enrolment, the source of information is
 A Internal
 B External
 C Database
 D Archives
-
34. An informal communication channel within an organisation is
 A Intercommunication
 B Memorandum
 C Grapevine
 D Meetings
-
35. A source of unreliable information is
 A Newspaper
 B Trade journal
 C Facebook
 D Data base
-

36. Poor retention is a disadvantage of
 A Oral information
 B Written information
 C Audio-visual information
 D Visual information
-
37. What is a tele-interactive Meeting?
 A Intercommunication
 B Telephone
 C Audio-conference
 D Television
-
38. What does decision making represent in Communication?
 A End of the process
 B Start of the process
 C Feedback
 D Reply by the receiver
-
39. A message that is sent to so many subscribers at the same time is
 A SMS
 B WhatsApp
 C Broadcast Message
 D Twitter
-
40. Going through an initial text for correction is known as
 A Proof reading
 B Editing
 C Formatting
 D Text wrapping
-
41. Instant feedback is an example of
 A Radio broadcast
 B Television broadcast
 C Visual communication
 D Interactive communication
-
42. How is the prefix "con" represented?
 A Using an initial dash
 B Using a final dot
 C Using an initial dot
 D Using two initial dots
-
43. An example of a word with a compound consonant
 A Rather
 B Command
 C Renown
 D Announce
-
44. A final hook inside curves and at the left side of a straight stroke represents
 A F
 B V
 C N
 D R
-
45. What does a vowel placed at the end of a consonant represent?
 A First place
 B Second place
 C Third place
 D Diphthongs
-
46. Generally, ticks are used for vowels, but when attached to consonants, they represent
 A H
 B M
 C N
 D W
-
47. An example of a word with a triphone is
 A Lion
 B Beauty
 C Oil
 D Poor
-
48. In the word "Nairobi", the sound that follows N is a
 A Vowel
 B Diphthong
 C Triphone
 D Double vowel
-
49. An initial hook at the left side of straight strokes represents
 A Tion/sion
 B L
 C N
 D R
-
50. Consonant P can be halved to represent
 A D
 B B
 C T
 D K
-

STOP
GO BACK AND CHECK YOUR WORK