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**COMMUNICATION SKILLS**

June/July 2017

Time: 3 hours



**THE KENYA NATIONAL EXAMINATIONS COUNCIL**

**CRAFT CERTIFICATE IN MECHANICAL ENGINEERING  
(PRODUCTION OPTION)**

**(AUTOMOTIVE OPTION)**

**(WELDING AND FABRICATION OPTION)**

**CRAFT CERTIFICATE IN ELECTRICAL AND ELECTRONICS ENGINEERING  
(POWER OPTION)**

**(TELECOMMUNICATION OPTION)**

**CRAFT CERTIFICATE IN BUILDING TECHNOLOGY**

**MODULE II**

**COMMUNICATION SKILLS**

**3 hours**

**INSTRUCTIONS TO CANDIDATES**

*This paper consists of TWO sections; A and B.*

*Answer ALL the questions in section A and FOUR questions from section B in the answer booklet provided.*

*Maximum marks for each part of a question are as indicated.*

*Candidates should answer the questions in English.*

**This paper consists of 4 printed pages.**

**Candidates should check the question paper to ascertain that all the pages are printed as indicated and that no questions are missing.**



12. (a) Punctuate the following passage:

Yesterday evening following a heavy downpour roads were flooded Rosylne wondered how she would get home while at the office parking she considered leaving her car behind and using public means It may be easier she argued with her colleague alternatively I could request my husband to pick me up she said (4 marks)

- (b) Explain **three** reasons that make it necessary to summarize written information. (6 marks)
- (c) Explain **five** factors that may hinder consensus building during a meeting. (10 marks)

13. (a) Explain **three** circumstances under which telephone communication may be most appropriate. (6 marks)

- (b) Explain the role of each of the following sections of a formal report:

- (i) *Heading* procedures;  
 (ii) findings;  
 (iii) conclusions. (6 marks)

- (c) Explain **four** advantages of using a word processor in business communication. (8 marks)

14. (a) List **five** qualities of a good Public Relations Officer. (5 marks)

- (b) Outline **five** duties of a chairperson during a meeting. (5 marks)

- (c) Explain **five** guidelines that should be followed in designing an effective notice. (10 marks)

15. (a) In relation to communication, state **six** ways in which an employee may demonstrate ethics. (6 marks)

- (b) Explain **three** benefits of diagonal communication. (6 marks)

- (c) Explain **four** interpersonal skills that may promote diplomacy in a communication situation. (8 marks)



**SECTION A (20 marks)**

Answer ALL the questions in this section.

1. Identify **four** principles of effective written communication. (2 marks)
2. List **four** oral methods of communication that may be used within an organization. (2 marks)
3. State **two** disadvantages of presenting information in tabular form. (2 marks)
4. List **four** types of information that may be contained in the letterhead of a business enterprise. (2 marks)
5. Explain the meaning of the term public as used in communication. (2 marks)
6. Outline **two** reasons that make it necessary for participants in a meeting to speak through the chairperson. (2 marks)
7. List **four** components of the terms of reference of an investigative report. (2 marks)
8. Explain the benefit that an employee may derive from an appraisal interview. (2 marks)
9. State **two** problems that may arise from downward communication. (2 marks)
10. State **two** advantages of using the Short Message Service (SMS) for communication in an organization. (2 marks)

Send  
Receives  
Refracts  
during meeting

Identify  
Receives  
Refracts

flow from top levels to down levels

public  
#  
↓

**SECTION B (80 marks)**

Answer **FOUR** questions in this section.

11. (a) Explain **two** ways through which each of the following barriers may be minimized during communication: (8 marks)
  - (i) prejudice;
  - (ii) distractions.
- (b) Upesi Engineers Limited recently purchased a machine with a one year warranty from a local supplier. The machine worked for only one week. Several calls have been made to the supplier to rectify the fault but no engineer has been sent to the firm. As the communications assistant, write a letter to the supplier requesting them to replace the faulty machine. (12 marks)

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16. (a) Explain **three** measures that should be taken to ensure that a room is suitable for an interview. (6 marks)
- (b) Explain **three** benefits that an individual may derive from a good intrapersonal communication. (6 marks)
- (c) Most presentations at conferences are made using power point. Explain **four** reasons that may account for this practice. (8 marks)

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