



MACHAKOS UNIVERSITY

University Examinations for 2019/2020 Academic Year

SCHOOL OF HUMANITIES AND SOCIAL SCIENCES

DEPARTMENT OF LANGUAGES AND LINGUISTICS

FIRST YEAR SECOND SEMESTER EXAMINATION FOR

CERTIFICATE IN INFORMATION COMMUNICATION TECHNOLOGY

FASHION DESIGN

ELECTRICAL ENGINEERING

FOOD AND BEVERAGE

COMMUNICATION SKILLS

DATE: 18/12/2020

TIME: 8.30-11.30 AM

INSTRUCTIONS:

Answer all question

1. Highlight five advantages of oral communication over written form of communication. (10 marks)
2. Give five advantages of effective communication. (10 marks)
3. Explain five factors to consider when choosing a medium for communication. (10 marks)
4. Give five differences between a good listener and a bad one. (10 marks)
5. Discuss five techniques you can employ to make communication through a telephone more effective. (10 marks)
6. Briefly explain any five forms of non-verbal communication. (10 marks)
7. Explain any five features of a good listener. (10 marks)