

MAXHAKOS UNIVERSITY
END OF SEMESTER EXAMS

DEC 2020

DIPLOMA IN ENGINEERING, ICT, HOSPITALITY, FASHION DESIGN

COMMUNICATION SKILLS- SEP- 2019 INTAKE

Answer all questions

1. DK International company has advertised for a position of a General manager which you qualify. Write a detailed functional CV requesting for employment. (20mks)
2. Explain any five types of non-verbal communication. (10mks)
3. Give five advantages of using Electronic mail in transmitting messages. (10mks)
4. Highlight five characteristics of a good listener. (10mks)
5. Grapevine is an unofficial communication network, which ignores formal channels of communication and spreads rumors and gossip at all levels of an organization. Explain ten different ways in which an organization can use grapevine to supplement the formal channels of communication. (20mks)