



MURANGA UNIVERSITY COLLEGE
(A constituent college of Jomo Kenyatta University of Agriculture and Technology)
DEPARTMENT OF LIBERAL STUDIES

END OF STAGE EXAM FOR THE DIPLOMA IN APPLIED BIOLOGY

UNIT CODE: LS 1101

UNIT TITLE: COMMUNICATION SKILLS

ACADEMIC YEAR 2014/2015

DATE: July 2015

TIME: 2HRS

INSTRUCTIONS

Answer *ALL* questions

- Q1. With the aid of a diagram, describe the communication process [20mks]
- Q2. Discuss the advantages and disadvantage of oral communication [20mks]
- Q3. a.) Give *FIVE* types of interviews [5mks]
- b.) You placed an order for some goods last week which have not been delivered to date. Your customers are getting impatient. Write a letter to your supplier to inquire about what happened and request that the delivery be made as soon as possible [15mks]
- Q4. Write short notes on the following
- (i) Grapevine
 - (ii) Vertical communication
 - (iii) Horizontal communication
 - (iv) Public relations

Q5. Dawa Pharmaceuticals Company has been experiencing a decline in the sales of its products. As the sales manager write a report on the declining sales of the products

[20mks]