



UGANDA BUSINESS AND TECHNICAL EXAMINATIONS BOARD

Business and Humanities Certificate Examinations

MAY-JUNE SERIES

PROGRAMME

NCCS, CPLM, CCS, CBCS, CBS, CHIC, CSIM, CPPM, CRIM

PAPER NAME

BASIC COMMUNICATION SKILLS

PAPER CODE

NCCS112/ CPLM1106/ CCS1103/ CBCS1105/ CBS1103/
CHIC1103/ CSIM1103/ CPPM1103

YEAR I, SEMESTER I

2 ½ HOURS

WEDNESDAY, 19TH MAY, 2021

INSTRUCTIONS TO CANDIDATES

1. This paper consists of **two** sections **A** and **B**.
2. Section **A** is compulsory and carries **20** marks.
3. Section **B** consists of **six** questions. Answer only **four** questions from this section.
4. All questions carry equal marks.
5. All answers to each question should begin on a fresh page.
6. **Do not** write on this question paper.
7. All answers and rough work should be done in the official answer booklet provided.
8. Read other instructions on the answer booklet.

SECTION A – (20 MARKS)

Answer all questions in this section

Question One

- (a) Define the term **communication** as used in communication skills. (02 marks)
- (b) Give **two** examples of salutations used in formal letters. (02 marks)
- (c) List **two** types of interviews. (02 marks)
- (d) Identify **two** types of vertical channels of communication used in organisations. (02 marks)
- (e) Name **two** styles of writing formal letters. (02 marks)
- (f) Give **two** examples of physical noise that can hinder effective communication in an organisation. (02 mark)
- (g) Communication involves sharing a meaning between two parties, name them. (02 marks)
- (h) State **two** qualities of a good report. (02 marks)
- (i) Define the term **agenda** as used in meetings. (02 marks)
- (j) State **two** reasons for writing notices in an organisation. (02 marks)

SECTION B - (80 MARKS)

Answer only four questions from this section

Question two

- (a) The Principal of your institution prefers using oral means when communicating to his staff, discuss **three** possible reasons for his preference. (06 marks)
- (b) Your department has requested you to write a letter seeking permission from the Manager Sheraton Hotel Uganda Limited, to hold a study tour there on 30th June 2021. Specify the number of students expected, time you hope to arrive and to depart from there. (14 marks)

Question three

- (a) Explain **three** importance of memos in an organisation. (06 marks)
- (b) Assume you're the Guild President of your Institution, Management has requested you to write a memo to all students giving them guidelines on the usage of their phones while at school. The guidelines include: No charging phones while at school, all phones should be switched off while in the classroom, and playing of music at a high volume is prohibited. Conclude appropriately. Copies of the memo should be circulated to all heads of department. (14 marks)

Question four

- (a) Give **two** disadvantages of grapevine communication. (02 marks)
- (b) Use a clear diagrammatical illustration to show how communication flows in an organisation. (08 marks)
- (c) Assume you are a Customer Service Consultant and you have been requested to make a presentation on customer care to the staff of BEV Enterprises Limited. Explain **five** barriers to effective communication between you and your customers. (10 marks)

Question five

- (a) Distinguish between **formal** and **informal** meetings. (02 marks)
- (b) As the Minister of Finance in the guild government of your institution, write a notice to the members of the Finance Committee to come for a meeting to review the guild budget for 2021/2022 financial year, on 13th June, 2021 starting at 9:00am in the guild board room. (10 marks)
- (c) Write an agenda containing seven (07) items for the above meeting. (08 marks)

Question six

- (a) Outline **two** reasons why written reports are preferred to oral reports. (02 marks)
- (b) The Manager of ABBA Enterprises, dealers in home furniture has requested you to carry out investigations on the low turn up of customers in the last two months. The findings were: Poor customer care, decline in quality of the products and competition from similar products. Write the report using a letter format. (18 marks)

Question seven

- (a) Explain the following terms as used in meetings;
- (i) Adjournment (02 marks)
 - (ii) Quorum (02 marks)
 - (iii) Proxy vote (02 marks)
 - (iv) Standing orders (02 marks)
- (b) Due to the deteriorating state of sanitation at your Institution, the Principal called a staff meeting to discuss measures of solving the problem. The meeting was held on 2nd April 2021. Its agenda had six (06) items. Present the minutes of the meeting, recording up to communication from the chairperson. (12 marks)

END