



UGANDA BUSINESS AND TECHNICAL EXAMINATIONS BOARD

Business Education Certificate Examinations

BASIC COMMUNICATION SKILLS

**NCCS112/CBCS1105/CBS1103/CHIC1103/CRIM1103/
CSIM1103/CPPM1103/CCS1103**

YEAR I, SEMESTER I

2½ HOURS

MONDAY, 10TH DECEMBER 2018

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 answers to each question should begin on a fresh page.
5. Do not write on the question paper.
6. All answers and rough work should be written in the official answer booklet provided.
7. Read other instructions on the answer booklet.

SECTION A – (20 MARKS)

Answer all questions in this section.

Question One

- (a) Pick the correct word from the brackets to complete the sentences below;
- (i) What sort of _____ will this new book have on your work performance?
(affect, effect) (01 mark)
- (ii) I am going to _____ at home.
(bathe, berth) (01 mark)
- (b) Spell the following words correctly: (01 mark)
- (i) Pumphet (01 mark)
- (ii) Occassion (01 mark)
- (c) Use the verbs in the brackets to complete the sentences below.
- (i) The thief _____ to death after being shot at by the security guard.
(bleed) (01 mark)
- (ii) Jane was _____ Innocent by the judge.
(prove) (01 mark)
- (d) Write a correct sentence using each of the words below; (01 mark)
- (i) Dairy (01 mark)
- (ii) Diary (01 mark)
- (e) Define **barrier** as used in communication. (02 marks)
- (f) State **two** demerits of using a telephone to share official information. (02 marks)
- (g) Mention **two** causes of grapevine communication. (02 marks)
- (h) Outline **two** qualities of a good report. (02 marks)
- (i) Define the following terminologies as used in meetings;
- (i) Chair (01 mark)
- (ii) Unanimous (01 mark)
- (j) State **two** causes for poor listening. (02 marks)

SECTION B – (80 MARKS)

Answer only four questions in this section.

Question Two

- (a) Outline **two** importance of visual communication. (02)
- (b) Identify **two** gadgets used in visual communication. (02)
- (c) As a tour guide of AA National Game Park, you realized that most tourists prefer written communication. (08)
- (i) In **four** ways, justify this choice of communication. (08)
- (ii) Explain **four** communication-related challenges that these tourists may face. (08)

Question Three

As a caterer of YX Hotel, suppliers have always been disappointed by your late delivery of orders for materials.

- (a) State **four** effects of this problem to the business. (04)
- (b) Suggest **four** materials that you would order for so as to host a two-day international conference. (04)
- (c) Write a letter of complaint to one of the suppliers for delayed delivery of goods above. Inform him that the goods are needed within two days from the date of receipt of this letter. (12)

Question Four

- (a) State **four** differences between memos and letters as used in formal communication. (08)
- (b) The management of Esther Foundation (EF) has decided to hold a one-day capacity building workshop for all staff. The workshop shall take place on 18th December, 2024 in the Main hall starting at 10.00am. Suppose you were the administrative assistant of this company, on behalf of the Manager, write a memo to the staff inviting them for this activity. (12)

Question Five

- (a) Define the following meeting terms; (01 mark)
- (i) In camera (01 mark)
 - (ii) Casting vote
- (b) Meetings are held from time to time in organizations for smooth running. As secretary of CC Enterprises Ltd; (08 marks)
- (i) Explain **four** reasons for this.
 - (ii) Write a notice calling all the staff to attend a meeting to discuss the strategic plan for the next five years. The meeting is due on 17th December, 2018 in the Boardroom beginning at 2.00pm. (10 marks)

Question Six

KTN Enterprises shall conduct interviews to recruit new staff in some positions. Assuming you were the Assistant Human Resource Officer of this company;

- (a) Point out **four** benefits of interviews to the company. (04 marks)
- (b) Explain **four** ways in which Junior, one of the short-listed applicants, would prepare for this interview. (08 marks)
- (c) Describe **four** ways in which Junior would conduct himself during the interview. (08 marks)

Question Seven

At GBD Grocery Limited, Twyne was required to present the end of year report during an Annual General Meeting. Before and during the presentation, she was full fear and panic.

- (a) Suggest **two** positions without whom the meeting could not commence. (02 marks)
- (b) Explain **one** role played by the people occupying each of the positions suggested in (a) during the meeting. (04 marks)
- (c) Identify **six** likely causes of Twyne's problem. (06 marks)
- (d) Explain **four** communication principles that Twyne should have used to overcome the above problem. (08 marks)

END