



“Investing in Africa’s future”

COLLEGE OF BUSINESS, PEACE, LEADERSHIP AND GOVERNANCE

NBCS102: BUSINESS COMMUNICATION

END OF SECOND SEMESTER FINAL EXAMINATIONS

APRIL 2022

LECTURER: DR P. DUBE

DURATION: 3 HOURS

INSTRUCTIONS

1. Section A is compulsory. DO NOT repeat material.
2. Candidates are to answer any ONE question from section B and any ONE question from section C.
3. Marks will be awarded for clear, grammatically correct and well-constructed sentences

SECTION A:

ANSWER ALL QUESTIONS IN THIS SECTION

QUESTION 1.

1.1. Briefly explain the following phrases/terms

- (a) Call for a meeting [2 marks]
- (b) Quorum [2 marks]
- (c) Conflict of Interest [2 marks]
- (d) Consensus [2 marks]
- (e) Matters arising [2 marks]

1.2. Draw a typical agenda for a business meeting and write subsequent minutes of the said agenda. [10 marks]

1.3. In a business meeting what influence do things like the physical environment and organization of furniture have on a meeting, discuss how you can manipulate such to make a meeting productive. [20 marks]

1.4. You are the head of a department in your organization, what elements would you consider in ensuring that a scheduled meeting is effective. [10 marks]

SECTION B:

ANSWER ANY ONE QUESTION FROM THIS SECTION

QUESTION 2

You are the Human Resources Manager in your organization. Employees have embarked on a job action which has resulted in the loss of property worth millions of dollars. Write a report to the Chief Executive officer explaining what has happened. Present your report focusing on the following areas **only**:

- i. The title page [2 marks]
- ii. The methods you used to collect data from the employees [4 marks]
- iii. Research findings and discussions (including visuals) [15 marks]
- iv. Recommendations [4 marks]

QUESTION 3

Craft a business proposal seeking funding for a non-governmental organisation (N.G.O) whose work has to do with assisting child-headed families in Africa. **[25 marks]**

SECTION C:

ANSWER ANY ONE QUESTION FROM THIS SECTION

QUESTION 4

3.1 Using the formats taught in the module, craft Curriculum Vitae which you intend to use to apply for internship in a department within the Africa University. **[25 marks]**

QUESTION 5

Your organisation will conduct interviews to hire students on work related learning and you have been asked to chair the interview. Highlight aspects that you will want your interview panel to be on the lookout for as they conduct the interview and show why they should pay attention to such.

[25 marks]

END OF PAPER
