



“Investing in Africa’s future”

COLLEGE OF BUSINESS, PEACE, LEADERSHIP AND GOVERNANCE

NBCS102: COMMUNICATION SKILLS 11

END OF SEMESTER FINAL EXAMINATIONS

APRIL 2023

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

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SECTION A:

ANSWER ALL QUESTIONS IN THIS SECTION

QUESTION 1.

1.1. Briefly explain the following phrases/terms

- | | |
|--------------------------|-----------|
| (a) Business minutes | [2 marks] |
| (b) Call for a meeting | [2 marks] |
| (c) Apologies | [2 marks] |
| (d) Conflict of interest | [2 marks] |
| (e) Unanimous | [2 marks] |

1.2. As the secretary of a prominent company in Zimbabwe, discuss any five pre meeting preparations that you should do. [10 marks]

1.3 Give a notice of an upcoming departmental meeting and draw a typical agenda for the same meeting showing major issues to be drawn into the agenda [10 marks]

1.4 Write orderly minutes for the meeting with the above agenda [10 minutes]

1.5 Discuss the roles of the various members of staff in a business meeting [10 marks].

SECTION B:

ANSWER ANY ONE QUESTION FROM THIS SECTION

QUESTION 2

You are the SRC president at Africa University there has been an outbreak of Covid 19 at this institution of higher learning, write a report to the Vice Chancellor highlighting the major causes of the spread of Covid 19 and how best Covid 19 may be reduced. Present your report focusing on the following areas only:

- | | |
|-------------------------------------|------------|
| (a) Contents page | [4 marks] |
| (b) Findings and Discussion | [8 marks] |
| (c) Conclusions (including visuals) | [4 marks] |

(d) Recommendations

[4 marks]

QUESTION 3

There has been a job advertisement for the post of a Chief Operations Officer in a famous company in your country and you have decided to apply for the post. Craft a suitable curriculum Vitae which you are going to use [25 marks].

SECTION C:

ANSWER ANY ONE QUESTION FROM THIS SECTION

QUESTION 4

4.1 What are the major characteristics of a memo?

[5 marks]

4.2 Students at Africa University are strongly abusing drugs, and this has impacted negatively on their academic work and their behavior, as a peer educator, write a memo to the Registrar highlighting the impact of drug abuse on these students and how they may be helped. [20 marks]

QUESTION 5

Your friend applied for a job at a reputable organisation and has just been invited for an interview. What advice would you give them? Your advice should centre on the following: nerves, chromatics, grooming and deportment as well as any other critical aspects you deem important. [25 marks]

END OF PAPER