

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

EXAMINATION FOR THE AWARD OF CERTIFICATE IN COMPUTER SCIENCE

COSC 00105: IT TECHNICAL SUPPORT AND CUSTOMER CARE

STREAMS: CERT (CHTM)

TIME: 2 HOURS

DAY/DATE: FRIDAY 14/12/2018

2.30 P.M - 4.30 P.M.

INSTRUCTIONS

- Answer **THREE** Questions only
- Question **ONE** is **COMPULSORY**

1. (a) Explain different level of listening that may be applied in IT technical support and customer care. [12 Marks]
(b) Highlight any five barriers to communication. [10 Marks]
(c) Giving reasons, explain any four benefits of studying IT support and customer care. [8 Marks]
 2. Describe different elements of the communication process that may be involved in an organization's customer care service. [20 Marks]
 3. Discuss different types of communication in an organization. [20 Marks]
 4. (a) Explain different ways in which organization may provide information and feedback to customers. [8 Marks]
(b) Distinguish between: [12 Marks]
 - (i) Hearing and listening
 - (ii) Communication and customer care.
 5. Describe how you would apply verbal and non verbal cues to carry out an effective presentation in an organization. [20 Marks]
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