

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

**EXAMINATION FOR THE AWARD OF
DIPLOMA IN COMPUTER SCIENCE**

COSC 0171: IT TECHNICAL SUPPORT AND CUSTOMER CARE

STREAMS: DIP (COMP SCI) YISI

TIME: 2 HOURS

DAY/DATE: TUESDAY 10/12/2019

11.30AM – 1.30 PM

INSTRUCTIONS:

- **Answer Three Questions**
- **Question one is compulsory**

- (a) Define communication. [2 marks]
 - (b) Briefly explain five elements of communication [10 marks]
 - (c) Name and describe five types of communication equipment. [10 marks]
 - (d) Explain four barriers to effective communication in an organization. [8 marks]
- (a) Explain the term ‘communication networks’ as used in communication within a business organization. [2 marks]
 - (b) Name and describe four types of communication network. [8 marks]
 - (c) Explain five principles of effective listening. [10 marks]
- (a) Discuss the procedures of arranging and conducting a business meeting. [10 marks]
 - (b) Outline ten rules for proper business meeting etiquette. [10 marks]
- (a) Explain five characteristics of an effective oral presentation. [10 marks]

- (b) Briefly explain how you can carry out an effective oral presentation. [10 marks]
5. (a) Discuss five types of organizational structure. [10 marks]
- (b) Briefly explain five ways of establishing personal rapport with the customers in a business environment. [10 marks]
-