

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

EXAMINATION FOR THE AWARD OF DIPLOMA IN COMPUTER SCIENCE

COSC 0171: IT TECHNICAL SUPPORT AND CUSTOMER CARE

STREAMS:

TIME: 2 HOURS

DAY/DATE: THURSDAY 7/12/2017

2.30 P.M - 4.30 P.M.

INSTRUCTIONS:

- Answer Question ONE (COMPULSORY) and any other TWO Questions.
- Do not write anything on the question paper

QUESTION ONE

- (a) Discuss why communication is considered a dynamic process. [5 Marks]
- (b) Explain six types of noise as barriers to effective communication. [12 Marks]
- (c) Discuss five ways you can introduce a speech. [5 Marks]
- (d) What is the difference between vertical and horizontal communication? [8 Marks]

QUESTION TWO

Explain ten characteristics of a well presented speech, outlining the process of speech writing and presentation. [20 Marks]

QUESTION THREE

- (a) Assuming you are the manager of Ushindi Company, draw an organizational structure for the company. [10 Marks]
- (b) As a Chairman of a meeting, what factors will you keep in mind when preparing for a meeting? [10 Marks]

QUESTION FOUR

- (a) Outline and explain briefly the impact of groups within an organization. [10 Marks]
- (b) Discuss the main principles of communication that a member of the customer support team should always be aware of when dealing with clients. [10 Marks]