

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

**EXAMINATION FOR THE AWARD OF
CERTIFICATE IN EARLY CHILDHOOD EDUCATION, CERTIFICATE IN
COMMUNITY DEVELOPMENT AND CERTIFICATE IN HOSPITALITY AND
TOURISM MANAGEMENT**

COMS 00101: COMMUNICATION SKILLS

STREAMS: CERT (ECDE, CDEV, CHTM)

TIME: 2 HOURS

DAY/DATE: THURSDAY 09/08/2018

2.30 PM – 4.30 PM

INSTRUCTIONS:

- **Answer Three Questions in all**
- **Question One is Compulsory**

SECTION A: COMPULSORY (30 MARKS)

1. (a) (i) Define the term communication [2 marks]
(ii) Explain the process of communication [10 marks]
(b) Explain five services offered in the library. [10 marks]
(c) Briefly explain any four types of reading. [8 marks]

SECTION B (40 MARKS)

2. (a) Explain the features of good academic writing. [10 marks]
(b) State and explain five types of libraries. [10 marks]
3. (a) Discuss any five advantages of diagrammatic display of information. [10 marks]
(b) State and explain five types of listening. [10 marks]

4. (a) Discuss any five types of non-verbal communication. [10 marks]

(b) State and explain any four forms of catalogues that are found in the libraries. [10 marks]

5. Giving relevant examples, discuss the process involved in academic writing. [20 marks]
