

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS
SUPPLEMENTARY EXAMINATION

EXAMINATIONS FOR THE AWARD OF DIPLOMA

COMS 0101: COMMUNICATION SKILLS

STREAMS: DIP.

TIME: 2 HOURS

DAY/DATE: TUESDAY 11/9/2018

8.30 A.M. – 10.30 A.M.

INSTRUCTIONS: Answer THREE questions in all. Question ONE is compulsory

1. (a) Identify five features of the voice that can be used to make a speech lively. [10 marks]
- (b) Using relevant examples, describe the various elements of the communication process. [20 marks]
2. Discuss the various principles of effective writing and how you would apply them in preparing a speech. [10 marks]
3. (a) With relevant examples, explain the difference between hearing and listening. [12 marks]
- (b) Why should you study communication skills. [8 marks]
4. Outline bad reading habits and how to overcome them. [20 marks]
5. There are different types of libraries. Explain [20 marks]