

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

CHUKA & EMBU

FIRST YEAR EXAMINATION FOR THE AWARD OF CERTIFICATE
IN COMPUTER SCIENCE

COSC 00105: IT TECHNICAL SUPPORT AND CUSTOMER CARE

STREAMS: CERT (COMPS) Y1S2

TIME: 2 HOURS

DAY/DATE: THURSDAY 06/04/2020

8.30 A.M. – 10.30 A.M.

INSTRUCTIONS: Answer question ONE and any other TWO questions

- Q1. (a) Identify the role of technical support team in an organization [5 marks]
- (b) Discuss five elements of communication [5 marks]
- (c) Communication equipment exists in various forms, each with their own operational way and usage. Discuss five types of communication equipment [10 marks]
- (d) Discuss five communication networks in an organization [10 marks]
- Q2. (a) Outline the advantages of vertical communication in an organization [5 marks]
- (b) Explain the key functions of communication in an organization [5 marks]
- (c) Listening is an important skill which should be given a lot of attention. Discuss the principles of effective listening [10 marks]
- Q3. (a) Suppose you have been chosen as an IT technical support customer care personnel in a firm. How can you best establish a good personal rapport with the customers? [10 marks]
- (b) Outline five barriers to communication giving a counter measure for each [10 marks]

COSC 00105

- Q4. (a) A group is considered as a set of two and more interacting individuals set to achieve certain goals. Outline five functions of a group in an organization. [5 marks]
- (b) Briefly explain five business meeting etiquette that employees need to adhere to [5 marks]
- (c) Online communication allows people to pass information over the internet through a network of computers. Discuss five communication methods available through the internet [10 marks]
-