

CHUKA UNIVERSITY

CERTIFICATE IN COMPUTER SCIENCE

COSC 00105: IT TECHNICAL SUPPORT AND CUSTOMER CARE: COSC 00105

STREAMS: Y1S2

RESIT/SPECIAL EXAM

INSTRUCTIONS:

Answer question ONE and any other TWO

QUESTION ONE

- a) Outline five advantages of vertical communication in an organization (5mks)
- b) Explain five ways of establishing personal rapport with the customer in a business environment (5mks)
- c) Networks help managers in an organization to establish contact with other employees. With an aid of a diagram, describe five types of communication networks. (10 mks)
- d) Discuss five barriers to effective communication giving a counter measure for each (10 mks)

QUESTION TWO

A group is considered as a set of two and more interacting individuals set to achieve a certain goal.

- a) Outline five general features of a group (5mks)
- b) Differentiate between formal and informal groups (5mks)
- c) Discuss five reasons for joining a group (10 mks)

QUESTION THREE

- a. Identify the role of technical support team in an organization (5mks)
- b. Outline five features of a good organizational structure (5mks)
- c. Listening is an important skill which should be given a lot of attention. Discuss the principles of effective listening (10mks)

QUESTION FOUR

Adherence to proper etiquette for a business meeting establishes respect among meeting participants.

- a) Outline eight rules for proper business meeting etiquette. (8mks)
- b) Discuss the procedure for arranging and conducting a business meeting (12 mks)

