



## GARISSA UNIVERSITY

### UNIVERSITY EXAMINATION **2017/2018** ACADEMIC YEAR **ONE** **SECOND** SEMESTER EXAMINATION

SCHOOL OF BUSINESS AND ECONOMICS

FOR THE CERTIFICATE OF BUSINESS MANAGEMENT

COURSE CODE: CBM 003

COURSE TITLE: BUSINESS COMMUNICATION AND OFFICE MANAGEMENT

EXAMINATION DURATION: 3 HOURS

**DATE: 11/05/18**

**TIME: 09.00-12.00 PM**

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#### INSTRUCTION TO CANDIDATES

- The examination has FIVE (5) questions
- Question ONE (1) is COMPULSORY
- Choose any other THREE (3) questions from the remaining FOUR (4) questions
- Use sketch diagrams to illustrate your answer whenever necessary
- Do not carry mobile phones or any other written materials in examination room
- Do not write on this paper

This paper consists of TWO (2) printed pages

*please turn over*



### QUESTION ONE (COMPULSORY)

- (a) i. Define communication [2 marks]
- ii. Give any four objectives of business communication [4 marks]
- iii. With the aid of a well labeled flow chart, describe the process of communication [6 marks]
- (b) State and explain the three lines of communication [6 marks]
- (c) Highlight any three advantages of written communication over oral communication. [3 marks]
- (d) Discuss any two importance of technology in business environment [4 marks]

### QUESTION TWO

- (a) Explain four types of meetings in an organization [8 marks]
- (b) What's a management committee in an organization [2 marks]
- (c) State three advantages and two disadvantages of management committees [5 marks]

### QUESTION THREE

- (a) Define an office [2 marks]
- (b) Highlight three functions of an office [3 marks]
- (c) State and explain any five office machines their functions [10 marks]

### QUESTION FOUR

- (a) Define a filing system in an office and explain its three classifications [7 marks]
- (b) State four barriers to effective communication and how to overcome them [8 marks]

### QUESTION FIVE

- (a) Explain any five innovative ways to manage your customer service enquiries [5 marks]
- (b) Discuss any five types office layouts. [10 marks]

