



**CS FOUNDATION LEVEL**

**PILOT PAPER**

Someakenya.com

**COMMUNICATION SKILLS AND RECORDS MANAGEMENT**

**December 2021.**

**Time Allowed: 3 hours.**

**Answer any FIVE questions.**

**ALL questions carry equal marks.**

**QUESTION ONE**

- (a) Identify seven methods of downward communication. (7 marks)
  - (b) State five non-verbal signals that could convey meaning during an interview. (5 marks)
  - (c) Explain the following barriers to effective communication.:
    - (i) Prejudice. (2 marks)
    - (ii) Stereotyping. (2 marks)
    - (iii) Pre-judgement. (2 marks)
    - (iv) Closed mind. (2 marks)
- (Total: 20 marks)**

**QUESTION TWO**

- (a) Outline five benefits of computer networks in business communication. (5 marks)
  - (b) Highlight five advantages of using letters in business communication. (5 marks)
  - (c) Discuss five principles that should be followed while writing a good report. (10 marks)
- (Total: 20 marks)**

**QUESTION THREE**

- (a) Explore six techniques of improving team communication. (6 marks)
  - (b) With reference to principles of communication, Explain the 7c's of effective communication. (14 marks)
- (Total: 20 marks)**

**QUESTION FOUR**

- (a) Analyse six objectives of carrying out an audience analysis. (12 marks)
  - (b) Outline eight steps of creating an effective records management system. (8 marks)
- (Total: 20 marks)**

**QUESTION FIVE**

- (a) Highlight four demerits of grapevine communication in an organisation. (4 marks)
  - (b) Demonstrate four reasons that makes pre-printed forms popular in business communication. (4 marks)
  - (c) Describe six stages of the communication process. (12 marks)
- (Total: 20 marks)**

**QUESTION SIX**

- (a) Suggest five types of information that could be included in a persuasive message to make it convincing to the audience. (5 marks)
  - (b) Outline five precautions that a presenter could take while using humour during a presentation. (5 marks)
  - (c) Examine five objectives that an organisation could achieve from instituting effective document retention policy. (10 marks)
- Total: 20 marks**

**QUESTION SEVEN**

- (a) Identify eight components of minutes of a meeting. (8 marks)
- (b) Bela Ltd is a manufacturing company that produces animal feeds and supplies to wholesalers all over the country. It has been sourcing its raw materials from Wema Ltd for the last five years. There is an agreement that when Bela Ltd makes an order, Wema Ltd should supply the goods within two weeks from the date of the order.

Bela Ltd made an order on 1 October 2021 and by 30<sup>th</sup> of the same month, delivery had not been made. Due to this delay, production has been affected. Bela Ltd.'s customers have been inconvenienced and some have started buying their supplies from competitors. This has led Bela Ltd to experience loss of market share as well as reduced profits.

You have been requested by the management to communicate this problem to Wema Ltd.

**Required:**

Write a complaint letter.

(12 marks)  
**(Total: 20 marks)**

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