

EXAMINATION NO. _____



2014 EXAMINATIONS

ACCOUNTING TECHNICIAN PROGRAMME

PAPER TC2: COMMUNICATION

MONDAY 1 DECEMBER 2014

TIME ALLOWED : 3 HOURS
2.00 - 5.00 PM

INSTRUCTIONS

1. You are allowed **15 minutes** reading time **before the examination begins** during which you should read the question paper and, if you wish, make annotations on the question paper. However, you are **not** allowed, **under any circumstances**, to open the answer book and start writing or use your calculator during this reading time.
2. Number of questions on paper - 6.
3. Answer **FOUR** questions **ONLY**.
4. Each question carries 25 marks.
5. Marks will be awarded for clarity, correctness, grammar and logical presentation.
6. Begin **each** answer on a fresh page.
7. **DO NOT OPEN THIS PAPER UNTIL YOU ARE INSTRUCTED BY THE INVIGILATOR.**

This question paper contains 3 pages

This question paper must **not** be removed from the examination hall.

1. (a) “Communication is important for effective operations in any organization”.

Required:

Explain the above statement.

5 Marks

- (b) Using relevant examples, explain how the following communication network patterns can be used in an organization:

(i) Wheel

4 Marks

(ii) Chain

4 Marks

(iii) Circle

4 Marks

- (c) There is more of downward communication in most organizations than upward communication.

Required:

(i) Give **two** reasons why upward communication is not common. **4 Marks**

(ii) State **two** measures that can be taken to encourage upward communication. **4 Marks**

(TOTAL : 25 MARKS)

2. The success and effectiveness of a meeting depends on several factors.

Required:

- (a) State any **five** factors that participants can do in a meeting to make it successful.

5 Marks

- (b) Imagine that you attended a management meeting in which the following issues were agreed:

- Salaries for all staff to be increased by 15% with immediate effect.
- There will be no party at the end of the year as has been the tradition.
- Hard working members of staff to start receiving bonuses at the end of each year.
- Members of staff who are absent from work for whatever reason to have their salaries for that month deducted.

Required:

Write a memorandum, on behalf of management, informing members of staff the issues agreed at the management meeting. (Hint: You will need to rearrange the order of points and add your own explanations for the issues to be well understood).

15 Marks

Continued/.....

- (c) State **one** way of overcoming each of the following barriers to communication:
- | | | |
|-------|----------------------|---------------|
| (i) | Language differences | 1 Mark |
| (ii) | Information overload | 1 Mark |
| (iii) | Stereotyping | 1 Mark |
| (iv) | Stage fright | 1 Mark |
| (v) | Emotional breakdown | 1 Mark |
- (TOTAL : 25 MARKS)**

3. (a) Desk telephones have several facilities which assist in making communication effective.

Required:

Identify **four** common facilities that desk telephones have and for each one of them explain their importance. **12 Marks**

- (b) State **four** benefits of delivering a message through telephone other than delivering the same message face to face. **8 Marks**

- (c) It is said that one needs to be prepared before making a telephone call.

Required:

Explain the meaning of this statement.

5 Marks

(TOTAL : 25 MARKS)

4. (a) Imagine you work as an Accounts Assistant at Zathuzathu Properties. You have received an official letter that you have won the best employee award for the year 2013-2014. Zathuzathu Properties has arranged an award giving ceremony where the Managing Director, Board Members, Management, fellow members of staff and members of the media will be present. The letter has stated that during the ceremony you will be required to give an acceptance speech.

Required:

Write the speech using not less than 350 words. In the speech, you may include the following:

- Thank management for introducing such awards
- Explain what the award means to you and the organization
- Give advice to your fellow workers.

20 Marks

- (b) Mention any **five** ways of preparing for a speech presentation. **5 Marks**
(TOTAL : 25 MARKS)

Continued/.....

5. (a) State **four** ways in which you can make your message attract the attention of readers on a notice board which contains several other messages. **8 Marks**
- (b) Using a relevant example, give **one** possible message that **each** of the following forms of non-verbal communication may convey:
- (i) Dressing in uniform **3 Marks**
 - (ii) Posture **3 Marks**
 - (iii) Logos **3 Marks**
 - (iv) Time management **3 Marks**
- (c) The following sentences have errors. Rewrite the sentences and correct the errors:
- (i) The Accountant gave the loans to the officers on Monday. **1 Mark**
 - (ii) She saw the factory on the way to the bank. **1 Mark**
 - (iii) John almost failed every exam he took. **1 Mark**
 - (iv) Every Saturday he is going home. **1 Mark**
 - (v) The student will occupy there room. **1 Mark**
- (TOTAL : 25 MARKS)**

6. Imagine you applied for a post as an Accounts Assistant at Nasolo Industries (Malawi) Limited and you have been invited to attend interviews. During the interview, you have been asked the following questions whose answers must be written down:

Required:

- (a) May you please introduce yourself? **5 Marks**
 - (b) Why do you want to join us? **5 Marks**
 - (c) What do you consider to be your main weakness? **5 Marks**
 - (d) If you are successful in this interview, how much do you expect as your salary? **5 Marks**
 - (e) Do you have any question or anything to say? **5 Marks**
- (TOTAL : 25 MARKS)**

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