INSTRUCTIONS TO CANDIDATES

You should have an answer booklet for this examination.
This paper consists of TWO sections; A and B.
Answer all questions in section A and section B.
All questions carry equal marks.

This paper consists of 3 printed pages.
Candidates should check the question paper to ascertain that all the pages are printed as indicated and that no questions are missing.

SECTION A: COMMUNICATION SKILLS (50 marks)

Answer ALL the questions in this section.

1. (a) Explain the meaning of the term Communication. (2 marks)
   (b) Differentiate between verbal and non verbal communication. (2 marks)
   (c) Explain three types of essays. (6 marks)

2. (a) Define the term etiquette. (2 marks)
   (b) Explain four reasons for practicing official etiquette in an organisation. (8 marks)

3. (a) Explain the three skills that should be considered when selecting members of an interviewing panel. (6 marks)
   (b) Explain two advantages of summary writing. (4 marks)

4. (a) (i) Explain the meaning of a report. (2 marks)
   (ii) Identify four common referencing styles used in reports. (4 marks)
   (b) Highlight four basic customer care skills. (4 marks)

5. (i) Explain the meaning of communication process. (2 marks)
   (ii) Explain four stages of communication process. (8 marks)

SECTION B: INFORMATION COMMUNICATION TECHNOLOGY (50 marks)

Answer ALL the questions in this section.

6. (a) Explain the meaning of the term computer. (2 marks)
   (b) Explain the first four classification of computers according to generations. (8 marks)

7. (a) Explain three data back-up techniques. (6 marks)
   (b) As a supervisor for XYZ catering firm, suggest to the management four ways of automating office operations. (4 marks)
8. (a) Differentiate between the following Information Communication Technology concepts.

(i) Bits and Bytes. (2 marks)

(ii) System file and system Unit. (2 marks)

(b) Explain three functions of computer networking in a business organisation. (6 marks)

9. (a) Explain the meaning of the following Information Communication Technology terminologies.

(i) Random Access Memory (2 marks)

(ii) Ergonomics. (2 marks)

(b) Explain three classes of computer storage media technologies. (6 marks)

10. (a) Explain the meaning of internet. (2 marks)

(b) Explain four roles of extranet in an organisation. (8 marks)