

2819/101

**INFORMATION COMMUNICATION TECHNOLOGY
AND COMMUNICATION SKILLS**

June/July 2011

Time: 3 hours



THE KENYA NATIONAL EXAMINATIONS COUNCIL

**TECHNICAL INDUSTRIAL VOCATIONAL AND ENTREPRENEURSHIP
TRAINING
DIPLOMA IN CATERING AND ACCOMMODATION MANAGEMENT
MODULE 1**

**INFORMATION COMMUNICATION TECHNOLOGY
AND COMMUNICATION SKILLS**

3 hours

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)