



Kasarani Campus
Off Thika Road
Tel. 2042692 / 3
P. O. Box 49274, 00100
NAIROBI
Westlands Campus
Pamstech House
Woodvale Grove
Tel. 4442212
Fax: 4444175

**KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2016/2017 ACADEMIC YEAR
DIPLOMA IN HOSPITALITY AND TOURISM MANAGEMENT**

DHT 001 - COMMUNICATION SKILLS

Date: 8th August, 2016.
Time: 3.30pm – 5.30pm

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

You have been chosen as the class representative in your class. During the last class meeting, a number of issues were discussed including the following: Respect for one another, maintaining class cleanliness, maintaining silence during class hours, Completing and submitting assignments in time. During the meeting, you were mandated to take notes on the issues discussed.

- i) As the class representative, briefly write out summarized notes on each of the issue discussed by the class above
(10 Marks)
- ii) You have been requested to present these issues to the class for their confirmation. Discuss the verbal and non-verbal cues you will employ to ensure effective delivery.
(10Marks)
- b) By use of relevant examples, explain various types of listening.
(5 Marks)
- c) Your lecturer has recommended a certain reference for you to read. Identify what information in the reference will help you locate it in the library.
(5 Marks)

QUESTION TWO (20 MARKS)

- a) Discuss the importance of downward communication.
(10 Marks)
- b) Discuss any five barriers to communication which prevented the right message getting through. Illustrate your points by using examples.
(10 Marks)

QUESTION THREE (20 MARKS)

- a) With examples, explain three components of the communication process. (10 Marks)
- b) Explain in detail the services you would expect to get from a library. (10 Marks)

QUESTION FOUR (20 MARKS)

- a) Explain four principles to adhere to in a written communication. (10 Marks)
- b) Explain various ways of enhancing the listening skills. (10 Marks)

QUESTION FIVE (20 MARKS)

- a) Oral communication can be taken for granted. Explain reasons that can lead to this. (10 Marks)
- b) Explain the necessary steps you will take before making a presentation. (10 Marks)