

CHUKA



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CHUKA/EMBU

EXAMINATION FOR THE AWARD OF CERTIFICATE IN COMPUTER SCIENCE

COSC 00105: IT TECHNICAL SUPPORT AND CUSTOMER CARE

STREAMS: Y1S2

TIME: 2 HOURS

DAY/DATE: THURSDAY 08/07/2021

11.30 A.M – 1.30 P.M

INSTRUCTIONS:

Answer question one and any other two questions

QUESTION ONE

- (a) Discuss five reasons for joining a group. [5 marks]
- (b) Explain five ways of establishing personal rapport with the customer in a business environment. [5 marks]
- (c) Discuss five benefits of modern communication devices to the organization. [10 marks]
- (d) Networks help managers in an organization to establish contact with other employees. With an aid of a diagram, describe five types of communication networks. [10 marks]

QUESTION TWO

- (a) You have been invited to give an oral presentation to a group of clients as an IT technical support officer. Explain how you would carry out an effective presentation. [10 marks]
- (b) Online communication allows people to pass information over the internet through a network of computers. Discuss five communication methods available through the internet. [10 marks]

QUESTION THREE

- (a) Discuss five demerits of vertical communication in an organization. [10 marks]
- (b) Listening is an important skill which should be given a lot of attention. Discuss the principles of effective listening. [10 marks]

QUESTION FOUR

Communication refers to imparting or exchanging of information by speaking, writing or using some other medium.

- (a) Briefly explain five elements of communication. [10 marks]
- (b) Discuss five barriers to effective communication. [10 marks]
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