

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

CHUKA AND EMBU CAMPUSES

EXAMINATION FOR THE AWARD OF CERTIFICATE IN COMPUTER SCIENCE

COSC 00105: IT TECHNICAL SUPPORT AND CUSTOMER CARE

STREAMS: CERT. Y1S2

TIME: 2 HOURS

DAY/DATE: MONDAY 22/03/2021

2.30 P.M. – 4.30 P.M.

INSTRUCTIONS:

- **Answer question ONE and any other TWO**

QUESTION ONE

- (a) Communication refers to imparting or exchanging of information by speaking, writing or using some other medium. Briefly explain four categories of communication. (4 marks)
- (b) Differentiate between vertical and horizontal communication in an organization. (5 marks)
- (c) Explain five elements of communication. (5 marks)
- (d) Name and describe four types of communication devices. (8 marks)
- (e) Discuss four barriers to effective communication. (8 marks)

QUESTION TWO

- (a) Adherence to proper etiquette for a business meeting establishes respect among meeting participants.
- (i) Outline eight rules for proper business meeting etiquette. (8 marks)
- (ii) Discuss the procedure of arranging and conduction a business meeting. (12 marks)

QUESTION THREE

- (a) A group is considered as a set of two and more interacting individuals set to achieve a certain goal.
- (i) Outline five general features of a group. (5 marks)
 - (ii) Differentiate between formal and informal groups. (5 marks)
 - (iii) Discuss five reasons for joining a group. (10 marks)

QUESTON FOUR

- (a) Discuss five ways of establishing personal rapport with the customer in a business environment. (10 marks)
- (b) 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)
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