

NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY



FACULTY OF INDUSTRIAL TECHNOLOGY

DEPARTMENT OF INDUSTRIAL AND MANUFACTURING ENGINEERING

B-Eng Hons Industrial and Manufacturing Engineering

Main Examination

COURSE : ENGINEERING COMMUNICATION SKILLS
CODE : TIE 1102
DATE : JANUARY 2013
DURATION : 3 HOURS

INSTRUCTIONS AND INFORMATION TO CANDIDATE

1. Answer all questions.
 2. Each question carries (20) marks
 3. This paper contains Five (5) questions.
 4. There are Two (2) printed pages.
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QUESTION 1

State the main objective of communication and describe it using the process diagram and brief notes on each stage. [20]

QUESTION 2

- a) Identify TWO standard methods of communication commonly used by managers. [2]
- b) Explain the elements and benefits of each method of communication identified in (a) above. [10]
- c) Describe interpersonal communication and explain FOUR of its elements. [8]

QUESTION 3

Discuss with examples FIVE types of barriers to communication. [20]

QUESTION 4

Illustrate the main aspects of a Business Letter and apply them in writing a letter responding to a sales enquiry on earthenware handcrafted dinner service from your company. With the letter, enclose your catalogue and price list that has been requested. [20]

QUESTION 5

You are a Safety Officer on a large building site. Recently, a serious accident occurred and you are required to report on the incident. Think of a plausible scenario and write a report describing what happened. You are convinced that you know what went wrong. In your report you want to highlight problems such as: poor road facilities, rapid turnover of inexperienced staff, existence of many deliveries of materials and the slow response by management to supply requests. [20]

END OF PAPER