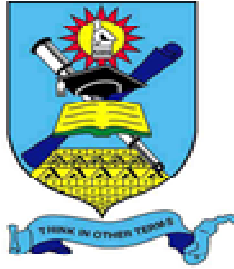


# NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY



## FACULTY OF INDUSTRIAL TECHNOLOGY

### DEPARTMENT OF INDUSTRIAL AND MANUFACTURING ENGINEERING

#### B-Eng Hons Industrial and Manufacturing Engineering

#### Supplementary Examination

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

#### INSTRUCTIONS AND INFORMATION TO CANDIDATE

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

- a) Explain the differences between circulars and notices. [6]
- b) Discuss considerations adopted before writing:
  - i) circulars. [7]
  - ii) notices. [7]

### **QUESTION 2**

Explain the following concepts in relation to computer communication:

- a) Stand alone computer [4]
- b) Network system [4]
- c) Hardware and software [4]
- d) Internet [4]
- e) LAN and WWW [4]

### **QUESTION 3**

You are a Safety Officer in a company named Golden Engineering. Write a memorandum to all staff about Fire Evacuation Drill amendments following a review of the Fire Practice held on new procedures that came into effect forthwith on fire alarm, vacation of building, staff lists, visitors - our responsibility, Fire Brigade and re – entering the building. [20]

### **QUESTION 4**

- a) Explain the advantages of visual communication [10]
- b) Describe the preparatory work to be undertaken before any oral presentation is made. [5]
- c) Explain what a presenter should do during the presentation for effective communication. [5]

### **QUESTION 5**

- a) Describe the process of effective communication. [10]
- b) Identify and explain types of barriers that can occur during communication. [10]

**END OF EXAMINATION**