

**THE UNITED REPUBLIC OF TANZANIA  
NATIONAL EXAMINATION COUNCIL OF TANZANIA  
GRADE A TEACHERS' CERTIFICATE EXAMINATION**

**624**

**COMMUNICATION SKILLS.**

**Time: 3 Hours.**

**Year: 2006**

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**Instructions**

1. This paper consists of sections **A, B** and **C**.
2. Answer **all** questions in sections A and B and **one (1)** question from section C.
3. Mobile phones and unauthorized materials are **not allowed** in the examination room.
4. Write your **Examination Number** on every page of your answer **booklet(s)**.

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### **SECTION A (36 Marks)**

Answer all questions in this section.

1. State four barriers to effective listening in face-to-face communication.
2. Give four advantages of using visual aids during a presentation.
3. List four functions of a notice in workplace communication.
4. State four disadvantages of using telephone communication.
5. Give four qualities of a good public speaker.
6. State four roles of a chairperson in a meeting.
7. List four purposes of a report in an organization.
8. Mention four factors to consider when choosing a medium of communication.
9. State four uses of memos in office communication.

### **SECTION B (40 Marks)**

Answer all questions in this section.

10. You have been appointed as a team leader in a project involving people from different departments. Some members are reluctant to share progress updates, which slows down decision-making. Explain five strategies you would use to improve openness and information sharing among team members.
11. In a large company, complaints have been received about delays in responding to customers' emails. As the newly appointed communication officer, outline five measures you would put in place to ensure prompt responses without compromising the quality of communication.

### **SECTION C (24 Marks)**

Answer one question from this section.

12. In recent years, organizations have increasingly adopted virtual meetings instead of physical ones. Discuss six advantages and six disadvantages of holding virtual meetings.
13. Imagine your organization is preparing to launch a new community outreach program. You have been tasked to write a persuasive speech to encourage local leaders to support and participate in the program. Present the speech in about 250 words.
14. Some managers believe that face-to-face communication is always more effective than written communication. Using six points for each side, argue both for and against this statement.
15. As a communication consultant, you are asked to train new employees on “The Role of Non-verbal Communication in Customer Service.” Prepare a detailed training outline with six main points and sub-points.