**ASSIGNMENT 1**

**COMMUNICATION AND COMPUTER SKILS**

**Qustion1**

The Shannon weaver model of communication

destination

receiver

transmitter

Information source

Consist of:

* A data source(information) which usually yields an email
* Some sort of Transmitter which encodes the particular communication into indicator
* Sales channel to be able to which usually indicators are taken for signal
* Receiver which “decodes” (reconstructs) the particular communication from the indication
* Desired destination in which communication occurs

Shannon weaver’s Is a model which is simplicity, Generality and Quantifiability for use.

**Question2**



(i) **Fully blocked layout**  simply means that every line is aligned to the left margin, no paragraphs are indented, no headings are centred everything starts at the left margin.

(ii) **Business letter using a fully blocked layout**

Layout using fully blocked(from left margin)

* Name and the address of the sender plus phone number
* The date usually underneath the address and separated by one line
* Designation or name plus address of the recipeant
* Salutation separetad by one line (Dear Sir or madam)
* Reference (Re) :should capture the main detail about the letter
* The message it should be in line with the Re
* Complementary close (it indicates the end of the message), eg I hope you will get back to me as soon as possible, yours faithful, yours sincerely your signature and your full name

**(b) A democratic leader in an organisation**

People in the organisation they are well oriented, fully participation of all members, encouraged, ownership of organisation and motivation of workers

* All members are trained in decision making and leaders only guides does not dictale

**Question3**

The contribution of the department to the enterprise :

1. Misunderstandings between members of management and between management and employees are reduced or eliminated. – Also misinterpretation of instructions is minimized. The creation and maintenance of good understanding management and employees avoids misunderstandings as well as hasty breactions to rumours and speculations and gossip which could lead to resentment and disputes  
2. Employees become more loyal to the enterprise if they are kept fully aware of the activities and affairs.  
3. If employees have a quick access to management to make known their complaints, the chances for junior irritation becoming major complaints, are nullified. Major disputes are time wasting and costly and should be prevented through effective communication.  
4. Employees feel more secure and satisfied if they can obtain solutions to their problems, complaints, grievances and advice and assistance is quickly made available

5. Employees who know that managers recognises and welcomes new ideas may help the firm by passing to management new effective suggestions for improving output.  
6. Instructions can be passed quickly from management to lower levels and reports to the top. No bottlenecks leading to delays encouraged.  
7. Training of new and existing staff can be more quickly undertaken where necessary.  
8. Smooth vertical and horizontal communication leads to smooth operations and coordination of departments easier.  
9. Regular and accuratev reports from all quarters to management enables coordination of departments and their effective control. Decisions based on up to date information are reached quickly and changes implemented without costly delay

**Question4**

**Question5**

ENQUIRY LETTER

Pipeline fashions

(Quality clothesline)

Samora Ave

Harare

28 March 2022

Mr Mambanda

Manager

Pipeline fashions

Harare

Sub:Enquiring the financial status of Angwa House, Harare

Dear Mr Mambanda

Will you please respond to the following questions about Angwa House which has listed your name as a credit reference on its letter for credit purchase.

1. How long Angwa House has a credit account with your company?

2. What is the credit limit you currently extend to them?

3. What is the maximum amount of credit you have ever extended to them?

4. Has it ever been delinquent in paying his dues?

I assure you that information provided by you will be treated confidentially. If you send answers to the above questions will be highly appreciated. We will be highly glad to provide you any such help in future.

Sincerely,

(Mr. Mambanda)

Manager, Credit Division

**Enquiry response**

Pipeline fashions

(Quality clothesline)

Samora Ave

Harare

30 March 2022

Mr Mambanda

Manager

Pipeline fashions

Harare

Subject: Reply to financial status inquiry of Angwa house

Dear Sir

Thank you for your letter of March 28, 2022. We have regular and satisfactory business relation for long time with Angwa house about whom you have sought information. They are doing business in this line since long ago with utmost sincerity and   
honesty. Their financial capability and business goodwill are highly appreciable. Their business dealings and payment records with us during the last several years can be held in high esteem. You can supply them goods worth 1300$ on credit in a single consignment without any hesitation.

We feel proud to provide Information about the firm and we think our confidence on this firm will never be misplaced. Expecting your business success.

Thanking you.

Sincerely yours.

(Mr. Nyakabau)

QUOTATION LETTER

ZESA, HEAD OFFICE

First Street

Samora Ave

Harare

25 February 2019

M/s Popular Cables,   
4th street  
Nehanda Harare

Dear Sir,

You have previously supplied us cables and we should be glad if you would now quote   
for the items named below, manufactured by Saru Cables. The cables we require are listed in your Catalogue no. 24 and 38.   
Catalogue No. Dimensions   
No. 28...................3/2   
No. 36.................3/41   
No. 27.................7/20   
No. 40.................1/40   
Prices quoted should include packing and delivery at the above address.

While replying please state (i) discount, (ii) mode of payment, (iii) date of delivery

Yours faithfully,   
K.Mandaza  
(Manager)

QUOTATION RESPONCE

POPULAR CABLES

4TH STREET

NEHANDA HARARE

28 February 2016

ZESA Head Office,

First street

Samora

Harare

Dear Sir

With reference to your inquiry of 25 February 2016 for further supply of our cables, we are pleased to quote at follows:

Cable Dimension $s. Per Cable

3/2...................... 178 each

3/41.................... 120 each

7/20.................... 238 each

1/40.................... 140 each

These prices include packing and delivery charges. We can deliver from our stock and will allow you a discount of 100% but only on items in quantities of 200 or more. In addition, there shall be a cash discount of 5% on total cost if payment were made within 45 days from the date of invoice. We hope you will find these terms satisfactory and look forward to your order.

Yours faithfully

P Maringe

(Manager)

ORDER LETTER

Mancini Kitchen Equipment

Troy D. Mancini

174 Westlea

Harare

Dear Mr. Mancini,

We would like to purchase twenty two (22)individual stand mixers (Model #43423), all in the color red. We would like you to charge this purchase to the preexisting account that we have with you, business account #543234. We hope to receive this order no later than Friday, November 11th, 2009. Attached to this letter please find our preferred shipping method and receiving address.

Please confirm that you received this order by calling us at 232-231-4563 anytime during business hours, Monday to Friday.

Thank you for your cooperation

Keller Kitchen Co.

DELIVERY LETTER

The Director

Limitless pro

Subject: Acknowledgement Letter for Receiving Goods

Dear Sir

This letter has been written to inform you, that I acknowledge the receiving of goods by your company. The slip and invoice has been checked. All the goods are passed from the session of checking and no defect have been found.

The number is items is proper and without any doubt. Under signatory is grateful for your punctuality.

Warm Regards,

Panashe Maringe

Limitless pro

26 March 2021

COLLECTION LETTER

Dear MR Maringe

You have been a valued customer for many years, and you have alwaysv been vconscientiousv aboutv paying vyour bills within the 30-day payment period. This is just a reminder that your payment of 200usd for invoice which has notv beenv received by our office. If you forgot to mail us your payment, please send it today. If you have already mailed your check , please disregard this notice. As always, if you have any questions or problems feel free to contact us at {0778572836}.

Sincerely,

Mr Panashe

The director

COMPLAINING LETTER

Kuwadzana 1 high schol

Po box 70

Harare

15 December 2019

Manager

Lafage Flour ltd

Harare

Dear Manager

We have placed an order on 12 December 2019 for 2000 bags of flour to be sent within 13 December 2019. You have sent an order acknowledgement letter and promised to deliver the shipment within the stipulate time. But it is unfortunate that the actual delivery was delayed for 03 (Three) days. Due to your delay in sending the shipment, we could not maintain promise with our customers. Recurrence of this problem will force us to business elsewhere.

We expect that you will take the matter seriously and will take necessary step to prevent its recurrence. We are looking for future business.

Thanking you,

Mr Mamombe  
Manager

**Question6**

Accident report proceedurs

The Accident Report Form is in 2 parts. The first part is completed by the employee who suffered   
the accident, and the second part is completed by the supervisor.   
  
The supplied template calls on the employees, with the assistance of a manager, to fill in the first   
page details including:   
employee details,   
injury details- including date, time and expected time off, medical treatment required, and   
events leading up to the injury- this is important to gain the employees perspective of   
what actually happened.

The second section of the form is to be completed by the manager and requires the manager to   
identify the following:   
witness details,   
how the accident happened, and   
how a recurrence can be prevented.  
FORMAT OF A REPORT   
1. COMPANY NAME   
2. REPORT TITLE   
3. TERMS OF REFERENCE.   
• They form the opening of the report.   
• They should include the following:   
(a) By whom the report has been requested e.g.   
At the request of a sales director or as directed by the board.   
(b) The precise areas to be covered e.g.   
To enquire into present procedures of.................   
To examine how the................................................................................   
To carry out a feasibility study into the...................................................   
(c) What is intended should be the outcome of the report e.g.   
To establish the nature and extent of existing problems and make recommendations for their   
solution.