

UGANDA MARTYRS UNIVERSITY
END OF FIRST SEMESTER EXAMINATIONS 2022/23
THIRD YEAR – BUSINESS ENGLISH

DATE: 25th May 2023

TIME: 2 PM- 5 PM

TIME: 3 HOURS

INSTRUCTIONS:

Attempt three questions.

Question 1 is compulsory and you may choose the other two from the remaining questions

Qn.1

Your friend who intends to start a business organization has approached you for advice on how to use the office telephone to boost his clientele and meetings as an administrative tool once he/she opens. Give this advice focusing on the following;

- The importance of the office telephone (10 marks)
- Importance of holding meetings (15 marks)
- Tips for holding effective meetings (15 marks)

Qn.2

Members of Mengo Investment Club held an annual general meeting on Friday 7th May 2023 at Pope Paul Memorial Hotel conference from 9.00 AM to 2.30 PM. Some members were absent but had communicated to the chairperson about their absence while others did not attend and did not notify anybody that they would be absent.

In the meeting, they discussed the following;

- A brief about the operations of the club
- Updates from various committees.
- A financial report
- Investment opportunities
- Way forward

As the Secretary to this meeting, write out the minutes for this meeting. (30 marks)

Qn.3

You are the officer in charge of inducting new staff at Charma Enterprises a business firm. You are scheduled to address a new lot that has just been recruited on the operations of the firm and customer care among other things. Give details of the presentation to be delivered on this occasion. (30 marks)

Qn.4

There are different modes of business communication that an organization can use in conducting business. Choose any three and show how it can use them to maximize profits.

(30 marks)

Qn.5

Discuss the benefits of studying report writing to a university student. (30 marks)

END