

UGANDA MARTYRS UNIVERSITY
INSTITUTE OF LANGUAGES AND COMMUNICATION STUDIES
DEPARTMENT OF LANGUAGES
FIRST SEMESTER EXAMINATIONS 2021-22
BUSINESS ENGLISH

DATE: 17TH JANUARY 2022

TIME: 9.30 AM -12.30 PM

INSTRUCTIONS

1. Attempt **THREE** questions in all.
2. Question 1 is compulsory.
3. Start each question on a new page.
4. Indicate clearly the questions you have attempted.
5. Write legibly.

QUESTION 1

You were the Secretary at a meeting that was held on Friday 14th January 2022 at 9.00 a.m in the Main Boardroom of your organization. As the Secretary you were involved in all the processes of notifying and inviting members to the meeting through a memo, designing the agenda, in consultation with the Chairperson, and recording the minutes.

Task

- a) Think of a name of the organization to which you belong (which could be real or imaginary) and the type of meeting you held.
- b) Design the memo that you used to notify and invite the members to the meeting.
- c) Write a full text of the minutes that you recorded for the meeting. **(40 Marks)**

QUESTION 2

There are various methods of business communication that business organisations can use to reach out to their customers and business partners. Choose any three and show effectively how they can be used to benefit the organization. **(30 Marks)**

✓ QUESTION 3

It is the policy of your faculty/institute that every student coordinator for each year has to write a report at the end of every semester giving details on, among other things, (you may think of more) the following:

- Attendance of lectures by both students and lecturers
- Quality of teaching
- Quality of learning
- Quality of assessment
- Problems encountered during the course of the semester
- Way forward/recommendations.

As the coordinator of your class, write a report for the Year 3 Semester 1, which you will submit to the Dean of your faculty/institute.

(30 Marks)

QUESTION 4

Discuss the guidelines that should be followed by individuals or business organisations in dealing with people in different social contexts for commercial benefits.

(30 Marks)

QUESTION 5

Many organisations use meetings not only as an administrative tool but also as platforms through which a lot of potential from the members can be tapped. Evaluate the validity of this assertion.

(30 Marks)

* TITLE
* EXECUTIVE SUMMARY
* INTRODUCTION
* BODY - methodology & findings
* CONCLUSION

- Observation
- Questionnaire
- Interview

- Proper Communication
- Good reputation *
- Confidentiality *
- Fast Communication skills of members *
- Allocate tasks *
- Make decisions *
- Discuss issues affecting Org *
- Identify Opportunities & threats *
- Mutual Understanding *