

TAKORADI TECHNICAL UNIVERSITY
FACULTY OF BUSINESS STUDIES
DEPARTMENT OF PROCUREMENT AND SUPPLY
RESIT EXAMINATION (2022/2023)
PUS 118: BUSINESS COMMUNICATION (HND REGULAR)

Time allowed: 2 HOURS

INSTRUCTIONS: Answer any **FOUR** out of the **SIX** questions.

QUESTION ONE

Meetings at the workplace are organized for several reasons.

TASK

- a. Identify any **TEN (10)** reasons for organizing meeting [10 marks]
- b. Out of the **TEN (10)** reasons identified, explain **FIVE (5)** in detail.[15 marks]

QUESTION TWO

For a meeting to be properly attended, it must be well publicized to its expected audience

TASK

Identify and explain **TEN (10)** important elements that must appear on a meeting notice. [25 marks]

QUESTION THREE

Presentation are vital for the execution of procurement duties at the workplace

TASK

State and explain the **TEN (10)** guidelines for delivering a presentation. [25 marks]

QUESTION FOUR

Reports are a reliable source of information for decision making at the workplace

TASK

Explain the following aspects of reports;

- | | | |
|------|----------------|-----------|
| i. | Introduction | [5 marks] |
| ii. | Conclusion | [5 marks] |
| iii. | Recommendation | [5 marks] |
| iv. | Reference | [5 marks] |
| v. | Title page | [5 marks] |

QUESTION FIVE

Grapevine communication refers to communication that is spread through any other channels aside that which is officially prescribed by the organization.

TASK

State and explain any **TEN (10)** ways by which grapevine can be managed at the workplace. [25 marks]

QUESTION SIX

The use of presentation aids is helpful in conveying information with clearer meaning in fewer words

TASK

Explain the following in relation to their use in presentation

- | | | |
|------|-------------|-----------|
| i. | Samples | [5 marks] |
| ii. | Diagrams | [5 marks] |
| iii. | Graphs | [5 marks] |
| iv. | Flip charts | [5 marks] |
| v. | Video clips | [5 marks] |