



THE COUNCIL OF COMMUNITY COLLEGES OF JAMAICA

BACHELOR OF SCIENCE EXAMINATION

SEMESTER I – 2009 DECEMBER

PROGRAMME: ENVIRONMENTAL STUDIES
BUSINESS STUDIES

COURSE NAME: ADMINISTRATIVE COMMUNICATION
CODE: (COMM3501)

YEAR GROUP: THREE

DATE: MONDAY, DECEMBER 7, 2009

TIME: 9:00 A.M. – 12:00 NOON

DURATION: 3 HOURS

EXAMINATION TYPE: FINAL



INSTRUCTIONS:

SECTION B: ANSWER ANY TWO (2) QUESTIONS FROM THIS SECTION.

SECTION B

Instructions: Answer any two (2) questions from this section.

Question 1

As the manager of a company that manufactures and distributes office supplies you have been receiving complaints from customers that their orders are not being delivered on time.

- i. Write a memo to your delivery manager requesting a report which explains the cause of this problem ***(10 marks)***
- ii. As the delivery manager write a short formal report in response to your manager's memo. ***(15 marks)***

(Total 25 marks)

Question 2

Managers who listen are **MOST** effective. ***Discuss.***

(Total 25 marks)

Question 3

Explain the approaches to conflict management and conflict resolution techniques. Use practical examples in your explanation

(Total 25 marks)

Question 4

Imagine that you are a business communication designer who has been invited to speak to final year degree students about the importance of listening. In your speech, discuss **five (5)** strategies that can be used to improve one's listening skills in the workplace.

(Total 25 marks)

END OF EXAMINATION