

**INSTITUTE OF BANKERS IN MALAWI**

**CERTIFICATE IN BANKING EXAMINATION**

**SUBJECT: INTRODUCTION TO BUSINESS COMMUNICATION**

**(IOBM – C105)**

**Date: Thursday, 12th November 2015**

**Time Allocated: 08:00 – 11:00 am**

**INSTRUCTIONS TO CANDIDATES**

1 This paper consists of **TWO** Sections, A and B.

2 Section A consists of 4 questions, each question carries 15 marks.

Answer **ALL** questions.

3 Section B consists of 4 questions, each question carries 20 marks.

Answer **ANY TWO** questions.

4 You will be allowed **10 minutes** to go through the paper before the start of the examination, when you may write on this paper but not in the answer book.

5 Being each answer on a new page

6 **Please write your examination number on each answer book used. Answer books without examination number will not be marked**

7 All persons writing examinations without payment will risk expulsion from the Institute.

8 If you are caught cheating, you will be automatically disqualified in all subjects seated this semester.

9 DO NOT open this question paper until instructed to do so.

**SECTION A (60 MARKS)**

Answer **ALL** questions from this section.

**QUESTION 1**

1. Give the **five** styles of note taking. *(5 marks)*
2. Outline any **four** time management strategies. *(4 marks)*
3. Explain any **three** benefits of effective listening in organisations. *(6 marks)*

**(Total15 marks)**

**QUESTION 2**

1. Distinguish scanning from skimming using examples. *(5 marks)*
2. In an essay, explain using examples the SQ3R technique. *(10 marks)*

**(Total 15 marks)**

**QUESTION 3**

1. Give any **three** barriers related to business letters. *(3 marks)*
2. Imagine that you are concerned with the persistent poor performance of candidates in IOB examinations in your college. Write a letter to IOB in which you explain the following:
   * The status of IOB examination results in your college.
   * The possible causes of the poor performance.
   * What needs to be done to check the situation? *(12 marks)*

**(Total 15 marks)**

**QUESTION 4**

Imagine that your friend has asked you for assistance on how to write a short formal report. However, due to your busy schedule you have decided to write her some guiding notes on how she can finally come up with a good short formal report.

**Required:**

Write your notes on how your friend can write each of the main parts of a short formal report. **(Total15 marks)**

**SECTION B (40 MARKS)**

Answer **ANY TWO** questions from this section

**QUESTION 5**

Imagine that you will be attending interviews on the position of Bank Clerk at a bank of your choice. During the interviews, the following questions have been asked. Write down your answers:

1. Please introduce yourself. *(4 marks)*
2. Why do you want to join this bank? *(4 marks)*
3. Tell us about your strength and weaknesses. *(4 marks)*
4. If you are successful, how much do you expect on your salary? *(4 marks)*
5. Do you have any question to ask or anything to say? *(4 marks)*

**(Total 20 marks)**

**QUESTION 6**

1. The success of all meetings depends on the preparation. Give any **three** ways in which each of the following can prepare for a meeting in order to make it a success:
2. Chairperson *(3 marks)*
3. Secretary *(3 marks)*
4. Participant *(3 marks)*
5. “Audio Visual Aids are important to presenters.” Discuss this statement using any **three** examples. *(11 marks)*

**(Total 20 marks)**

**QUESTION 7**

1. “93% of what people talk about others is known non-verbally.” Using any **four** examples of non-verbal communication, explain how this is possible.

*(12 marks)*

1. “The effectiveness of business communication can be enhanced by using principles.” Discuss. *(8 marks)*

**(Total 20 marks)**

**QUESTION 8**

Write a paragraph to show that you know how an organization can use and benefit from using each of the following means of communication:

1. Fax *(5 marks)*
2. E-mail *(5 marks)*
3. Videoconference *(5 marks)*
4. Website *(5 marks)*

**(Total 20 marks)**

**END OF EXAMINATION PAPER**