

**INSTITUTE OF BANKERS IN MALAWI**

**CERTIFICATE IN BANKING EXAMINATION**

**SUBJECT: INTRODUCTION TO BUSINESS COMMUNICATION – C105)**

**Date: Sunday, 12th May 2019**

**Time Allocated: 3 hours (08:00 – 11:00 Hours)**

**INSTRUCTIONS TO CANDIDATES**

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

2 Section A consists of 20 multiple questions, each question carries 2 marks.

Answer **ALL** questions.

3 Section B consists of 5 questions, each question carries 20 marks. Answer **ANY THREE** 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 Begin each answer on a new page.

6 **Please write your examination number on each answer book used. All 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**

Using examples, explain the difference between the following pairs of terms, as used in communication:

1. Sender/receiver (*5 marks)*
2. Encoding/decoding *(5 marks)*
3. Positive feedback/negative feedback (5 marks)

**(Total 15 marks)**

**QUESTION 2**

1. Using an illustration, explain each of the following types of note taking:
2. Linear method *(4 marks)*
3. Pattern method *(4 marks)*
4. Explain what is meant by the SQ3R. (*7 marks)*

**(Total 15 marks)**

**QUESTION 3**

1. Imagine that you wanted to buy airtime credit using an online bank facility. Your account has been debited but your phone has not been credited. After reporting the issue to your bank, you have been asked to write a letter presenting the issue.

**Required**:

Write the letter. *(10 marks)*

1. List any **five** differences between a business letter and a memorandum. *(5 marks)*

**(Total 15 marks)**

**QUESTION 4**

1. Define a barrier to communication. *(2 marks)*
2. How can the following barriers to communication be overcome:
   1. Stereotyping *(2 marks)*
   2. Language differences *(2 marks)*
   3. Information under load *(2 marks)*
3. Imagine that the offices you work in will be undergoing renovations and that this will require that staff must not report for duties.

**Required**:

Write a notice informing other stakeholders about this development. *(7 marks)*  **(Total 15 marks)**

**SECTION B (40 MARKS)**

Answer **ANY TWO** questions from this section.

**QUESTION 5**

* + 1. Using examples, differentiate hearing from listening. *(4 marks)*
    2. Imagine that you have been asked to make an oral presentation of a report to colleagues in your department.

**Required**

Explain any **four** activities that you would do to make the presentation effective:

1. before making the presentation. *(8 marks)*
2. during the presentation *(8 marks)*

**(Total 20 marks)**

**QUESTION 6**

a) Imagine that you are a secretary of a Staff Welfare committee in your organization. Creating as much details as you can, write a notice of a meeting and include the agenda. *(12 marks)*

b) Explain the following terms in relation to meetings:

* 1. Adjournment *(2 marks)*
  2. Postponement *(2 marks)*
  3. Quorum *(2 marks)*
  4. Call meeting to order *(2 marks)*

(**Total 20 marks)**

**QUESTION 7**

1. Explain any **four** benefits of communicating with a customer through the telephone rather than writing a letter. *(8 marks)*
2. Using any **four** examples, mention how barriers associated with telephone communication can be overcome. *(8 marks)*
3. List any **four** items found on a telephone message slip. *(4 marks)*

**(Total 20 marks)**

**QUESTION 8**

Imagine that you applied for a job and you have been invited for an interview.

**Required:**

1. Explain how knowledge of the PASS principle can help you succeed in the interview.

*(8 marks)*

1. Using any **three** examples, discuss the role of non-verbal communication in an interview. *(12 marks)*

**(Total 20 marks)**

**END OF THE EXAMINATION PAPER**