



**CENTRAL
UNIVERSITY
COLLEGE**

FACULTY OF ARTS AND SOCIAL SCIENCES
DEPARTMENT OF ENGLISH
END OF SEMESTER II EXAMINATIONS, 2015/2016
JANUARY/FEBRUARY ADMISSION

CUVL 102: ENGLISH PROFICIENCY II

Answer questions from Sections A, B and C

TIME: 2 HOURS

Department of English
Second Semester Examinations, 2015/ 2016
CUVL 104: English Proficiency II

Section A: Objectives

Answer all questions from this section

1. A is a written document that seeks to persuade the recipient to do what the writer wishes.
 - a. Report
 - b. Memorandum
 - c. Letter
 - d. Proposal

2. Which of the following is **not** one of the features of a formal report
 - a. Terms of reference
 - b. Subscription
 - c. Procedure
 - d. Findings

3. The method of speech delivery allows the speaker to directly engage the audiences in the most flexible and conversational manner
 - a. Manuscript
 - b. Extemporaneous
 - c. Memorized
 - d. Impromptu

4. The kind of speech that is given in praise of a person or a thing (e.g. an object is known as)
 - a. An award speech
 - b. A tribute
 - c. Eulogy
 - d. A speech of praised

5. Which of the following is **not** one of the seven elements that interact during public speaking
 - a. Interference
 - b. Speaker
 - c. Listener
 - d. Delivery

6. A that contains one message that is meant to be received by different people at different location is referred to as
 - a. Circular
 - b. Collection letter
 - c. Covering letter
 - d. Letter of request

7. Which of the following is not a features of a memorandum
 - a. Subject line
 - b. Date
 - c. Salutation
 - d. Reference notation

8. A is an orderly and objective presentation of information that seeks to solve a problem and assist in decision making
 - a. Technical report
 - b. Scientific report
 - c. Business report
 - d. Industrial report

9. The minimum number of people that should be present to enable the chairperson to start a meeting is referred to as
 - a. Quorum
 - b. The assembly
 - c. Quora
 - d. The executive

10. Pounding heart, trembling hands, quivering voice are all symptoms of
 - a. Nervousness
 - b. Communication difficulties
 - c. Barriers to effective speaking
 - d. Communication challenges

11. Which of the following is one of the advantages of manuscript speech delivery style
 - a. Assurance of accuracy
 - b. Assurance of confidence
 - c. Assurance of expertise
 - d. Assurance of efficiency

12.are record of the proceedings of a meeting
 - a. Notices
 - b. Agenda
 - c. Notes
 - d. Minutes

13. Volume, Rate, Articulation, Pronunciation, Vocal variety are all aspects of
 - a. a speaker's non-verbal skills
 - b. a speaker's skills
 - c. a speaker's competence
 - d. a speaker's professional demonstration

14. Which of the following is not of the features of a business letter?
 - a. Salutation
 - b. Address
 - c. Subscription
 - d. Recommendation

15. Physical appearance, eye contact, nodding, gestures, posture are all forms of
- Human Elements communication
 - Verbal Elements communication
 - Non-verbal communication
 - By-pass communication
16. Conducting a business meeting requires all of the following except
- Observing parliamentary procedure
 - Guiding the interview house
 - Leading the interview to a successful end
 - Preparing the logistic
17. Reducing the effect of nervousness in public speaking requires:
- adequate preparation
 - Fervent prayer
 - Listening to good speakers
 - Oral communication drills
18. The communication that flows among people who work as colleagues in different departments is known as
- Vertical communication
 - Horizontal communication
 - Diagonal communication
 - Cross-channel route of communication
19. Which of the following is not one of the types of interviews conducted in a business organization
- Counseling interview
 - Persuasive interviews
 - Termination interviews
 - Agreement interviews
20. The use of words and expression such as, 'however', 'but', 'nevertheless', 'in-spite-of' are all examples of transitional devices used to show
- Addition
 - Emphasis
 - Contrast
 - Similarities

Section B: Academic Essay Writing

Answer only one question from this section

Write an essay of about 250 words on any one of the following topic:

- Write an article for publication in a national newspaper titled: 'The effect of rampant road accident on your country's national development'.
- Give a detail outline of the various stages in the process of academic Essay Writing.

3. Argued for or against the view that "Teacher are entirely to blame for the rather poor performance in the examinations" (Pre University examination)

Section C: Business Communication and Public Speaking

Answer only one question from this section

4. As the Senior Administrative officer of Divine Mercy Company Limited, write a memorandum to the Administrative Director of the company requesting any administrative equipment with tangible reason.
5. As the Chief Marketing Officer in God's Love Company Limited, write a letter to one of your company's regular customers informing him/ her about any three (3) changes your company has introduced to the regular products.
6. What is audience analysis? Discuss any four factors that a speaker should consider in a speech situation.
7. T&J Company Limited is terribly worried about poor sales of his major products recorded over the past six months. The Marketing Manager of the company has therefore asked you (The Senior Marketing Officer) to investigate the problem and write a report in a form of a memorandum with recommendation to enable him address the issue properly.
8. The management of Excellent Hope Company Limited has requested proposals from competent business persons and companies in order to award them the contract of renovating the administrative offices. As the Senior Project Officer in your company (name it), write a proposal on behalf of your company management to persuade the management of Excellent Hope Company Limited about your company's capability and competency in renovating offices.
9. Identify three to communication that affects effective delivery of service at your workplace and suggest ways to curb them.
10. Discuss four factors that one must acquire to become an effective public speaker.