

**UNIVERSITY OF ESWATINI**  
**DEPARTMENT OF ADULT EDUCATION**  
**DIPLOMA IN ADULT EDUCATION YEAR 11**  
**RE-SIT EXAMINATION PAPER – JANUARY, 2019**

**TITLE OF PAPER : BUSINESS COMMUNICATION IN  
ADULT EDUCATION**

**COURSE CODE : AED211**

**TIME ALLOWED : THREE (3) HOURS**

**INSTRUCTIONS : ANSWER ANY FOUR QUESTIONS**

**THIS PAPER IS NOT TO BE OPENED UNTIL PERMISSION HAS  
BEEN GRANTED BY THE INVIGILATOR**

## ANSWER ANY FOUR (4) QUESTIONS

### QUESTION 1

- a) Explain what you understand by business communication? (10)
- b) Identify and discuss the three (3) major forms of communication in a business setting. (15)

[25 marks]

### QUESTION 2

What questions would you ask require about your audience before you begin speaking to them? Indicate at least five (5) explaining why the information sought is necessary for you to know beforehand as a speaker.

[25 marks]

### QUESTION 3

- a) Is hearing the same as listening? Explain your answer. (10)
- b) Identify and explain at least three (3) techniques to use as a listener that will show the speaker you are actively listening. (15)

[25 marks]

### QUESTION 4

- a) What is a medium in communication? (5)
- b) Identify and discuss at least four (4) important factors to consider when choosing the most appropriate medium for communication in the workplace, indicate one appropriate medium to use for each factor to consider. (20)

[25 marks]

### QUESTION 5

A job application letter should be accompanied by a curriculum vitae. Explain at least five (5) important components to include in your curriculum vitae, showing why they are important.

[25 marks]

### QUESTION 6

- a) What is a formal meeting? (4)
- b) Name and explain three (3) basic documents used for formal meetings. (12)
- c) Explain at least three (3) duties of a chairperson for each of the 3 categories; before, during and after a meeting. (9)

[25 marks]

**END OF EXAM**