



(University of Choice)

**MASINDE MULIRO UNIVERSITY OF
SCIENCE AND TECHNOLOGY
(MMUST)
MAIN CAMPUS**

**UNIVERSITY MAIN EXAMINATIONS
2023/2024 ACADEMIC YEAR**

**FIRST YEAR FIRST SEMESTER EXAMINATIONS
FOR THE DIPLOMA
OF**

**HUMAN NUTRITION AND DIETETICS/INSTITUTIONAL AND
HOSPITALITY MANAGEMENT**

COURSE CODE: DND 050/DHIM 005

**COURSE TITLE: COMMUNICATION AND PRESENTATION
SKILLS**

**DATE: 5/12/23
12/5/23**

TIME: 9:00 A.M – 11:00 A.M

INSTRUCTIONS TO CANDIDATES

Answer ALL questions in SECTIONS A and B
Read additional Instructions under SECTION C

MMUST observes ZERO tolerance to examination cheating

This Paper Consists of 5 Printed Pages. Please Turn Over.

SECTION A: MULTIPLE CHOICE QUESTIONS; ANSWER ALL QUESTIONS (10 MARKS)

1. A friend, who looks so depressed, comes to see you in your room for a piece of advice, you ask about her concern, but instead, she breaks down just before she speaks, you need to put yourself into her shoe, what would you do?
 - A. Call another close friend to help you control her.
 - B. Encourage her to speak out and be sympathetic.
 - C. Encourage her to speak out and be empathetic.
 - D. Refer immediately to the nearest counsellor without intervening in any way.

2. Under what circumstance would you practice sympathy while interacting with your clients who are emotionally down?
 - A. When they are sad about their situation.
 - B. When you need to show that you care
 - C. All of the above.
 - D. None of the above.

3. Which one of the following is a reading skill?
 - A. Skimming.
 - B. Skiming
 - C. Scaning.
 - D. Scanning.

4. The following are barriers to effective listening **EXCEPT**_____.
- A. Noise.
 - B. Environmental distractors
 - C. Lack of interest.
 - D. Lack of strong accent.
5. Maintaining eye contact is a way of knowing that your listener is_____.
- A. Not listening.
 - B. Engaged with you
 - C. Lacking interest in you
 - D. Tired
6. Gestures that serve same purpose as word are called_____.
- A. Proximity
 - B. Regulator
 - C. Illustrators
 - D. Emblems
7. _____ is a strategic selective reading method where you focus on main idea of the text.
- A. Scanning
 - B. Skimming.
 - C. Scanning.
 - D. Skimming.

8. The following are forms of communication **EXCEPT** _____.
- A. Verbal communication
 - B. Non-verbal communication.
 - C. Social media communication
 - D. Audio/visual communication
9. _____ is automatic reflection of any facial expression used by the speaker.
- A. Reflecting
 - B. Active listening.
 - C. Mirroring
 - D. Positive reinforcement
10. The following are tips of effective presentation skills **EXCEPT** _____.
- A. Showing your passion and connecting with audience
 - B. Concentrate on core message
 - C. Not using non-verbal cues
 - D. Being audible

SECTION B: SHORT ANSWER QUESTIONS; ANSWER ALL QUESTIONS (30 MKS)

11. List **SIX** non-verbal communication cues. (6 mks)
12. Outline **SIX** barriers to effective communication. (6 mks)
13. What are **SIX** ways you can make listening effective? (6 mks)
14. Illustrate the communication process by use of diagram. (6 mks)
15. Assume you recently landed an internship with an organization, list **SIX** ways through which effective communication would be beneficial to you in the organization. (6 mks)

SECTION C: ESSAY QUESTIONS; ANSWER ONLY TWO QUESTIONS; Q16

COMPULSORY (30 MKS)

16. During your long holidays, you decide to visit Lishe Bora Community Health and Nutrition Project to find out if you can get an attachment opportunity, you meet the project officer who advises you to apply formally.
- Write a one-paged cover letter. (5mks)
 - Write a two-paged resume for the application. (10 mks)
17. Assume you were recently elected as a student leader, write a speech that you are expected to give on the swearing day where the vice chancellor, deans of students and students will be present. (15 mks)
18. You are presenting your end year project, and you need to score the highest marks possible. Explain how you would apply the TEN tips of effective presentation skills (15 mks)

