



ROBERT MUGABE SCHOOL OF HERITAGE AND EDUCATION

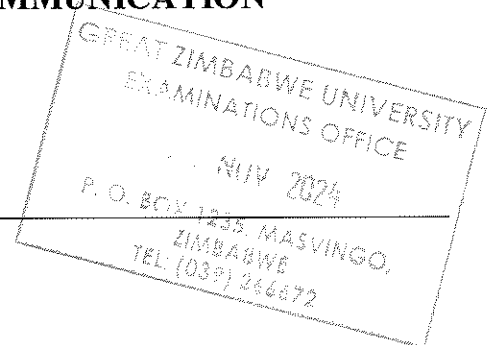
DEPARTMENT OF EDUCATIONAL FOUNDATIONS AND CURRICULUM DEVELOPMENT

BACHELOR OF COMMERCE HONS DEGREE IN INFORMATION SYSTEMS

LEVEL 2 SEMESTER 2

EXAMINATION QUESTION PAPER

MODULE CODE	ISH226
MODULE NARRATION	BUSINESS COMMUNICATION
DATE	2024
DURATION	3 HOURS



INSTRUCTIONS TO CANDIDATES:

- 1. Answer any FOUR questions**
- 2. All questions carry equal marks**
- 3. DO NOT REPEAT MATERIAL**

1. As the Human Resources Manager of QV Technology Private Limited, draft a motivational speech addressed to the employees of your organisation highlighting the need for positive work ethics. (25 Marks)
2. Discuss **any five** features of effective business communication. (25 Marks)
3. (a). As the Human Resources Manager for a named organization, draft an office circular warning all employees of the need for discipline at work and measures that would be used against wayward members. (13 Marks)
(b). How would the office circular above differ from a memorandum? (12 Marks)
4. Using illustrative examples, explore the considerations for drafting and displaying a public notice to inform shareholders of the impending liquidation process of a debt-ridden organization. (25 Marks)
5. (a). As the Head of Sales Division for Hope Fountain International, draft a memorandum to inform department members of an impending audit and reminding them to be in their respective offices for the duration of the audit period. (13 Marks)
(b). How does the memorandum above differ from a business circular? (12 Marks)
6. Explore the major features of a good academic essay at university level. (25 Marks)

END OF EXAMINATION PAPER