



**NATIONAL OPEN UNIVERSITY OF NIGERIA**  
**Faculty of Arts**  
**Department of Languages**  
**2023\_2 EXAMINATIONS**

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**COURSE: ENG316 COMMUNICATION FOR BUSINESS**

**CREDIT UNITS: 2**

**TIME: 1½ Hours**

**INSTRUCTION: Answer any three questions of your choice**

**1. Discuss, using relevant examples, any four major qualities a good speaker should possess?**

(23 marks)

**2. Define the following terms, stating one advantage and disadvantage of each:**

(i) Downwards or vertical communication (11 marks)

(ii) The Grapevine or Popular Gossip. (12 marks)

**3. What do you understand by the term “verbal communication”? State any five advantages of verbal communication. (23 marks)**

**4. Define “Minutes of meetings”, and explain four reasons why it is important to write the minutes of meetings. (23 marks)**