



NATIONAL OPEN UNIVERSITY OF NIGERIA, JABI, ABUJA
FACULTY OF ARTS
DEPARTMENT OF ENGLISH
2024 1 EXAMINATION

COURSE CODE: ENG 316

COURSE TITLE: Communication for Business

COURSE UNIT: 2 Credit Units

Time allowed: Two (2) Hours

Instruction: Answer Question one and any two questions.

- 1a. Memos inform a group of people about specific issues such as policy, events or other issues that concern the organization. Write a sample memo that addresses impolite language use by members of staff in your organization on customers. (10 marks)
- 1b. Imagine you were the Secretary of the Committee set up to organize an election for the Youth's Association in your town; write a communique that will be published in a newspaper after the election. (20 marks)
- 2a. Every good report writer maps out a report working plans before the actual writing of the report. Discuss exhaustively the components of report working plans. (10 marks)
- 2b. Organizational reports have the procedure through which data for the report are collected. Discuss five of the procedures exhaustively. (10 marks)
- 3a. Every good organizational report should have a standard structure. Critically, assess the statement. (10 marks)
- 3b. Using the letter format report pattern, show the features of a good report. (10 marks)
- 4a. Imagine you were the President of an Association in your Institution, describe how you would commence a meeting once a quorum is formed and how you can give support to speakers during the meeting. (10 marks)
- 4b. There is need for evaluation after meetings. List and discuss three ways such an evaluation can be done. (10 marks)
- 5a. Technology remains indispensable in today's business communication. Using five items of your choice, demonstrate how these items are used to facilitate communication in business. (10 marks)
- 5b. For effective use of the electronic mail (e-mail), three basic requirements are needed. List and discuss the requirements. (10 marks)