



**NATIONAL OPEN UNIVERSITY OF NIGERIA  
PLOT 91, CADASTRAL ZONE, JABI, ABUJA**

**Faculty of Arts  
Department of Languages  
2020\_2 EXAMINATION**

**COURSE CODE: ENG316**

**COURSE TITLE: Communication for Business**

**COURSE UNIT: 2units**

**TIME ALLOWED: 2 HRS**

**INSTRUCTION:** Answer any two (2) questions of your choice.

- (1a) As the managing director of Koboko Ventures, your company's telecommunication equipment was destroyed during the #ENDSARS protest in Nigeria, write a letter to the state government asking for assistance for the destroyed equipment
- (1b) Highlight eight qualities of effective communication
- (1c) Explain 'Business communication'
- (2a) State and discuss three major abilities/skills a successful speaker should possess.
- (2b). Define letter-head and state its purpose, position in an organization.
- (2c). State and explain nine elements of a business report
- (3a) What is public speaking?
- (3b) Enumerate with examples four purposes of communication.