



**NATIONAL OPEN UNIVERSITY OF NIGERIA**

**Faculty of Arts**

**Department of Languages**

**2021\_2 Examination**

**COURSE: ENG316 COMMUNICATION FOR BUSINESS (SET B)**

**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)

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