



NATIONAL OPEN UNIVERSITY OF NIGERIA
Faculty of Arts
Department of Languages
2023_2 EXAMINATIONS__

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)