



**NATIONAL OPEN UNIVERSITY OF NIGERIA, JABI, ABUJA**  
**FACULTY OF ARTS**  
**DEPARTMENT OF ENGLISH**  
**2024\_2 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 As a young public speaker, you are expected to control your nervousness during speech presentation; with five points, clarify how you can achieve this. (15 marks)
- 1b Effective delivery of speech depends on the technique and manner of the presenter of the speech. Educate a junior colleague on the technique and manner of delivering a speech. (15 marks)
- 2a Discuss in details five qualities of a good report. (10 marks)
- 2b In order to be able to write a good special report successfully, one needs to carry out three actions. List and discuss the three actions. (10 marks)
- 3a A register is said to be a variety of language that is related to particular field of discourse. In line with the above statement, choose five areas/professions and give five special registers that are used in each of the professions chosen. (10 marks)
- 3b. Using correct grammatical sentences, show how each of the following registers can be used in business communication:
- (i) Itinerary
  - (ii) Discounted Cash flow
  - (iii) Tariff
  - (iv) Budget control
  - (v) Income per capita (10 marks)
- 4a In oral business communication, face-to-face communication is taken to be the oxygen in the life blood of any organization. With reference to this statement, discuss exhaustively the advantages it has over other forms of communication. (10 marks)

4b As someone who engages in inter-personal communication, discuss three factors that will guide you to achieve effective inter-personal communication. (10 marks)

5a Comment on the need for revision and timing of revision for business reports before a final draft is produced. (10 marks)

5b Write a report based on the outcome of the meeting held by the Committee set up to investigate the incessant rise in examination malpractice among undergraduate students of an imaginary institution. (10 marks)