

NATIONAL UNIVERSITY OF LESOTHO

FACULTY OF HUMANITIES

BA/BED EXAMINATIONS

ELG 4302 SPECIALISED COMMUNICATION AND STUDY SKILLS

JANUARY 2024

MARKS 100

3 HOURS

Instructions

- **ANSWER ALL QUESTIONS**
- **MARKS WILL BE AWARDED FOR GOOD PRESENTATION**

1. You want to set up an editorial company and would like to make inquiries concerning office equipment needed for your new company.
 - a. Write a letter of inquiry to R & R Suppliers and inquire about the equipment you will need. Provide them with a detailed list of relevant specifications, sizes, and quantities.

OR

 - b. Write a letter of complaint, reporting about the missing goods from the delivery of goods you had ordered. Provide a detailed description of your order. **[25]**
2. For communication to be effective, it has to follow a specific pattern. Explain the process of communication and illustrate by the use of a diagram. **[25]**
3. With relevant examples, write short notes on each of the following types of communication:
 - a) intrapersonal
 - b) interpersonal
 - c) extrapersonal
 - d) public speaking
 - e) mass communication. **[25]**

4. Research has shown that introductory communication courses provide important skills necessary for functioning in entry-level jobs. You have been hired as a communication specialist and your employer expects you to create awareness about communication platforms that will improve external communication in the organization. Discuss the communication platforms you feel are most likely to improve external organizational communication and substantiate your answer by relating your choices to the relevant communication theories

[25]