



## FINAL EXAMINATION

**COURSE : BASIC ENGLISH COMMUNICATION**

**COURSE CODE : HPE0023**

**DURATION : 2 HOURS**

### INSTRUCTIONS TO CANDIDATES :

1. This question paper consists of **FOUR (4)** parts : PART A (10 questions)  
: PART B (10 questions)  
: PART C (4 questions)  
: PART D (4 questions)
2. Answer ALL questions from PART A, PART B, and PART C. Answer **TWO (2)** questions from Part D.
3. The answer must be in handwriting. Please write your answer using a ball-point pen on a foolscap paper. The answer need to be submitted to your respective lecturer either using:
  - i) CamScanner Apps. Scan and email the answer **OR**,
  - ii) Whatsapp. Snap / Take picture and send your answer **OR**,
  - iii) Upload the PDF file to **OLES** or **Edmodo**
4. Plagiarism, copying and cheating will not be tolerated where no marks will be given and disciplinary actions can be taken.

**MYKAD NO :** \_\_\_\_\_

**ID. NO. :** \_\_\_\_\_

**LECTURER :** \_\_\_\_\_

**SECTION :** \_\_\_\_\_

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**DO NOT OPEN THIS QUESTION PAPER UNTIL YOU ARE TOLD TO DO SO**

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*The question paper consists of 7 printed pages*

**2022/A/HPE0023**

**MAC2022/A/HPE0023**

**PART A: MULTIPLE CHOICE**

**Identify the choice that best completes the statement or answers the question.**

1. When a receiver relays information, they expect \_\_\_\_\_ .
  - A. reaction
  - B. symbols
  - C. feedback
  - D. communication
  
2. What type of speech influences the thoughts, feelings and action of the audience?
  - A. Persuasive speech
  - B. Informative speech
  - C. Manuscript speech
  - D. Entertainment speech
  
3. A type of speech that follows the word-for-word method and may tempt the speaker to avoid practicing the speech.
  - A. Manuscript
  - B. Impromptu
  - C. Persuasive
  - D. Extreponeous
  
4. Anything that interfere with the sender's creating and delivering a message and the receiver interpreting the message is called \_\_\_\_\_.
  - A. distortion
  - B. distraction
  - C. netiquette
  - D. communication

**CONFIDENTIAL**

5. When you stand up to talk in front of a group of people, what can you do to show confidence?
- A. Strike a wide stance
  - B. Claps your hands in front of you
  - C. Look down at the floor every 30 seconds.
  - D. Try to position a desk or table between you and your audience
6. Font size of the bullet points on presentation materials should be large enough;
- A. For you to be able to read from the screen during the presentation
  - B. For your team members to be able to view the presentation clearly
  - C. For the audience in the last row of the presentation room to view the presentation clearly
  - D. For the audience in the first few rows of the presentation to view the presentation clearly
7. Which of the following is **NOT** an example of body language?
- A. Talking too fast
  - B. Rolling your eyes
  - C. Crossing your arms over your chest
  - D. Drumming your fingers on the table
8. The possible order of points for describing the steps for doing something in sequence is known as \_\_\_\_\_.
- A. casual order
  - B. spatial order
  - C. topical order
  - D. chronological order
9. A persuasive speaker uses information to \_\_\_\_\_ audience.
- A. inform
  - B. convince
  - C. entertain
  - D. challenge

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10. A speaker must use \_\_\_\_\_ to support reasons given in a persuasive speech.
- A. evidence
  - B. questions
  - C. quotations
  - D. propositions

**(TOTAL: 10 MARKS)**

**PART B: TRUE/FALSE**

**Indicate whether the statement is True or False.**

- |     |                                                                                                       |              |
|-----|-------------------------------------------------------------------------------------------------------|--------------|
| 1.  | Information that is transmitted among workers is often transmitted through the grapevine.             | True / False |
| 2.  | Crossed arms always indicate someone who is closed-off.                                               | True / False |
| 3.  | A presentation is aimed to the people in the closest rows.                                            | True / False |
| 4.  | A spontaneous speech where the speaker has nothing to read or memorized is called memorized speaking. | True / False |
| 5.  | A belief must be contradicted to be used persuasively in a speech.                                    | True / False |
| 6.  | Delivering a message by means other than speaking or writing is called verbal communication.          | True / False |
| 7.  | Putting objects in the mouth (such as pens, eyeglasses, fingernails) can be a sign of anxiety.        | True / False |
| 8.  | You should keep text to a minimum one sides, so the focus is on you as the speaker.                   | True / False |
| 9.  | To persuade is to convince the audience to accept or approve your point of views.                     | True / False |
| 10. | Integrating visual aids, photographs can be particularly effective in motivating the audience to act. | True / False |

**(TOTAL: 10 MARKS)**

**PART C: STRUCTURE**

**Write your answers on a foolscap paper.**

1. State **FIVE (5)** importance of body language.

(5 marks)

2. List **FIVE (5)** types of communication.

(5 marks)

3. State **FIVE (5)** benefits of planning a good presentation.

(5 marks)

4. List **FIVE (5)** common mistakes people make when delivering a speech.

(5 marks)

**(TOTAL: 20 MARKS)**

**PART D: SHORT ANSWER**

**Choose any TWO (2) questions and write your answers briefly for the questions below. Write your answers on a foolscap paper.**

1. Briefly explain the **FIVE (5)** techniques to reduce presentation anxiety.

(5 marks)

2. Briefly describe the **FIVE (5)** benefits of visual aids in a presentation.

(5 marks)

3. Briefly explain **FIVE (5)** methods of effective gestures.

(5 marks)

4. Briefly explain **FIVE (5)** benefits of planning a presentation.

(5 marks)

**(TOTAL : 10 MARKS)**

**END OF QUESTION PAPER**