

**T187**

**Monday, 26/7/2021**  
**08:30 – 11:30 AM**

**Names**

Index number

**TVET NATIONAL EXAMINATION, RTQF LEVEL 5, 2020-2021**

## QUESTIONS and ANSWERS BOOKLET

**OPTION/TRADE: OFFICE MANAGEMENT**

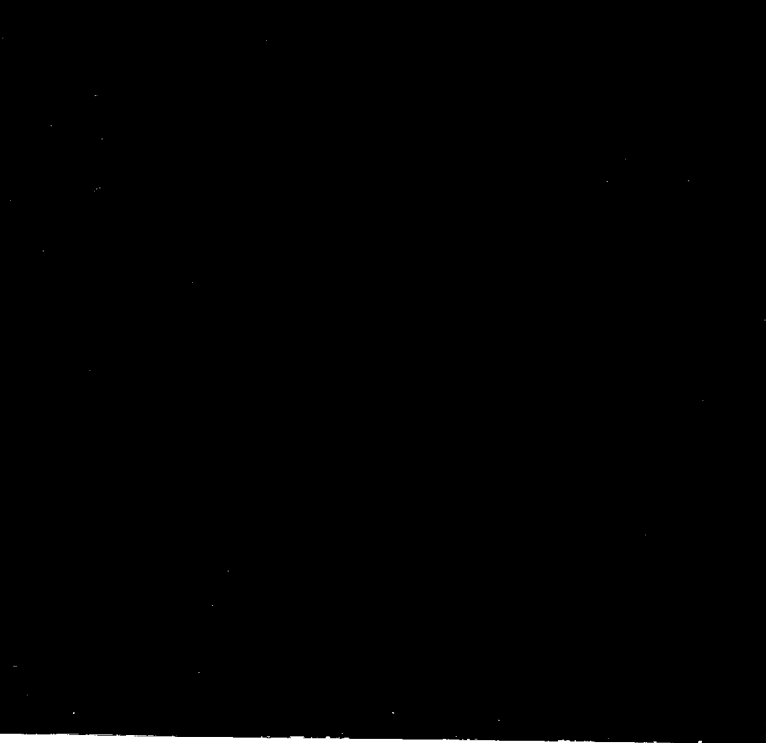
**SUBJECT: Business English communication**

ACADEMIC YEAR: **2020-2021**

Read carefully the instructions on page (i) & (ii).

**FOR EXAMINER'S USE ONLY**

[illegible]



# **TVET NATIONAL EXAMINATION, RTQF LEVEL 5, 2020-2021**

## **INSTRUCTIONS TO CANDIDATES: PART I (Answer Booklet)**

1. A candidate should fill in the actual names and the index number on the cover of this questions and answer booklet on the provided place (Black Box).
2. It is illegal for a candidate to write any of his/her names, index number or a school name inside the answer booklet.
3. A candidate should check if all pages of the answer booklet are complete. No candidate should remove or tear any pages or part of it from the answer booklet.
4. A candidate should answer in the language in which the examination is set. (See page **(ii)**)
5. A candidate should sign on the sitting plan when submitting the answer booklet. He/she has also to check if the answer booklet is well sealed.
6. No extra paper is allowed in the examinations room. If a candidate is caught with it his/her results will be nullified.
7. No candidate is allowed to write answers not related to the subject being sat for, otherwise it will be considered as a cheating case.
8. Write your answers on the 12 lined pages (From page 1 of 12 to page 12 of 12).
9. Use the last non-lined pages as draft.
10. Results for any candidate who is caught in examination malpractices are nullified. The cheating can be recognized during examinations administration, marking exercise or even thereafter.

# **TVET NATIONAL EXAMINATION, RTQF LEVEL 5, 2020-2021**

**OPTION/TRADE: OFFICE MANAGEMENT**

**SUBJECT: Business English communication**

**DURATION: 3 hours**

## **INSTRUCTIONS TO CANDIDATES: PART II (Question Paper)**

The paper is composed of two (2) Sections as follows:

**Section I: Attempt all the Twelve (12) questions (60 marks)**

**Section II: Attempt any Four (4) questions out of Six (6) (40 marks)**

### **Allowed materials:**

- Ruler or square
- Calculator

### **Note:**

***Every candidate is required to carefully comply with the provided assessment instructions.***

**Section I : Attempt all the Twelve (12) questions (60 marks)**

**01.** Define briefly the following terms:

a. Receipt

b. Invoice

c. Promissory note

d. Inquiry letter

e. Report. (5 marks)

**02.** Mention any five (5) elements or information that must appear in taking minutes. (5 marks)

**03.** State five (5) types of routine letters and documents commonly written at a workplace. (5 marks)

**04.** Discuss the importance of effective communication in business. (5 marks)

**05.** Outline five (5) types of point of sale used in Rwanda while paying for goods and services. (5 marks)

**06.** State five (5) sources of customers' services records in a business organization. (5 marks)

**07.** Differentiate the component of marketing. (5 marks)

**08.** How can you treat well your customers? (Give five examples). (5 marks)

**09.** Describe the procedure of recording cash received in a cash register book. (5 marks)

**10.** Mention five (5) important steps followed while conducting an interview. (5 marks)

**11.** List any five (5) qualities of a good business letter. (5 marks)

**12.** Discuss five (5) barriers to effective communication. (5 marks)

**Section II: Attempt any Four (4) questions out of Six (6) (40 marks)**

**13.** When you decide to leave your current job, you need to communicate to your employer.

**(a)** Name the letter you write for this particular communication.

**(b)** Explain two (2) major reasons why this communication is important.

**(c)** Give the importance of this letter and describe its content.

**(10 marks)**

**14.** Explain at least five (5) sources of business ideas.

**(10 marks)**

**15.** Your company, Rwanda Plastic Company Ltd, PO BOX: 1140 Kigali, has placed an order for the following goods with a Kenyan supplier USHIRIKA Plastic Manufacturers Company, P.O Box: 22450 Nairobi:

- 10.000 plastics cups
- 12.000 plastic buckets
- 8.000 plastic shoes
- 9.000 plastic plates

On behalf of the Supplier, write a letter of delivery of these goods and include the expected arrival date, means of transport and the invoice.

**(10 marks)**

**16.** State and discuss any five (5) routine documents written at a workplace.

**(10 marks)**

**17.** Describe five (5) methods of cash payment used in business transactions.

**(10 marks)**

**18.** The letter of application below misses some information.

This is to apply for a position in with your company. At present, I am completing my studies in ..... at Cambridge University and will graduate with a Bachelor of business administration degree with an emphasis in marketing this ..... I have taken all the courses in marketing available to me as well as other ..... such as statics, organizational psychology and e-commerce.

I have good ..... as host and food server and sales associate. Please see details on the enclosed ..... I believe that I am well qualified for a working for .....

In marketing and am ..... Working for a ..... of your size and description. Because I am taking a ..... On my career soon, I request you write soon.

For your ....., I will be available for interview on December 30<sup>th</sup>.

**(10 marks)**

- a. Select among the words in brackets and complete the numbered blanks to make the above letter more concise. (Working experience, résumé, position, decision, information, marketing, December 2018, helpful, courses, considering, company).
- b. Find out and explain other five (5) main parts of a letter missing to make this letter complete.

***Do not write anything on this page !***





