



**ZIMBABWE**

**MINISTRY OF HIGHER AND TERTIARY EDUCATION,  
INNOVATION, SCIENCE AND TECHNOLOGY  
DEVELOPMENT**

**HIGHER EDUCATION EXAMINATIONS COUNCIL  
(HEXCO)**

**NATIONAL CERTIFICATE**

**IN**

**MANAGEMENT AND BUSINESS STUDIES, FASHION, CLOTHING,  
INFORMATION TECHNOLOGY, COSMETOLOGY**

**SUBJECT: Work Place Communication PAPER NO: 310/22/M02**

**DURATION: 3 Hours**

**NOVEMBER/DECEMBER 2025 EXAMINATION**

**REQUIREMENTS**

**INSTRUCTIONS TO CANDIDATE**

- 1) Answer all questions.
- 2) Start each answer on a fresh page.

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*This paper consists of 3 printed pages.*

**QUESTION 1: COMMUNICATION THEORY (20 MARKS)**

- a) In the workplace environment communication is the backbone. Define the term communication. (2 marks)
- b) Provide three (3) functions of communication at the workplace. (3 marks)
- c) Citing examples explain the following forms of communication:
- i) Non-verbal communication (3 marks)
  - ii) Small group communication (3 marks)
  - iii) Mass communication (3 marks)
  - iv) Channel of communication (3 marks)
  - v) Feed back in communication (3 marks)

**QUESTION 2: ORAL AND WRITTEN COMMUNICATION (20 MARKS)**

- a) At each workplace the Front Office manned by the Receptionist is unique. Outline five (5) skills of a good receptionist or etiquettes. (5 marks)
- b) Differentiate oral communication from written communication. (10 marks)
- c) Define barrier to effective communication and state four (4) types of them. (5 marks)

**QUESTION 3: MEETINGS (20 MARKS)**

In any organisational establishments, business meetings play major roles and are held regularly:

- a) Outline five (5) purposes of meetings. (5 marks)
- b) Provide five (5) duties of a chairperson in a formal meeting. (5 marks)
- c) In meetings certain terminologies are used. Explain the following terms:
- i) Status quo (2 marks)
  - ii) Motion (2 marks)
  - iii) Ex-officio (2 marks)
  - iv) Intra-vires (2 marks)

v) Proxy

(2 marks)

**QUESTION 4: BUSINESS LETTER (15 MARKS)**

You are the Inventory Controller of Luton Motors (Pvt) Ltd a car spare parts and accessories company. One of your longtime customers bought spare parts for his buses worth \$25 000.000 on credit, but has not paid anything for six (6) months, despite telephone calls you made, statements and letters of reminder you sent before. Write a final letter of demand.

**QUESTION 5: MEMORANDUM (15 MARKS)**

You work for Rhinos Cargo (Pvt) Ltd a transport company and it has come to the notice of management that some drivers while they will be out on duty they are ferrying unauthorised goods and passengers presumably for an undisclosed fee which they pocket for personal uses. As the Transport Manager of the company write a memorandum to all drivers instructing them to stop such actions with immediate effect and the consequences which will follow in the event of non compliance.

**QUESTION 6: LANGUAGE (10 MARKS)**

- a) Identify antonyms (opposites) of the following words:
- |              |          |
|--------------|----------|
| i) Abundant  | (1 mark) |
| ii) Accept   | (1 mark) |
| iii) Fail    | (1 mark) |
| iv) Generous | (1 mark) |
| v) Present   | (1 mark) |
- b) Explore meanings of the following figuratives:
- |                                               |          |
|-----------------------------------------------|----------|
| i) To smell a rat                             | (1 mark) |
| ii) To be on cloud nine                       | (1 mark) |
| iii) Beating around the bush                  | (1 mark) |
| iv) Jumping from the frying pan into the fire | (1 mark) |
| v) Storm in tea cup                           | (1 mark) |
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