



ZIMBABWE

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DEPARTMENT OF DEVELOPMENT STUDIES

EXAMINATION PAPER

COURSE CODE : ATR 200
COURSE TITLE : English for Professional Purposes
DURATION : 3 Hours
DATE :

04 OCT 2022

INSTRUCTIONS TO CANDIDATES:

1. Answer any THREE questions only.
2. Section A is **COMPULSORY**
3. Each question carries equal marks. [25]
4. Start each question on a new page of your answer sheet.

NB: DO NOT TURN OVER THE QUESTION PAPER OR COMMENCE WRITING UNTIL INSTRUCTED TO DO SO

SECTION A

1a. As Head of Department in an institution, you notice that despite having insisted on punctuality among workers, most of them still report late for work. Write a memorandum to the workers reminding them of the need for punctuality and what action will be taken against those who fail to comply with the instruction. **[10 marks]**

b. Write a notice to your co-workers notifying them about the changes in the duty roster in the workplace. **[15 marks]**

SECTION B: ANSWER ANY TWO QUESTIONS

2. Using examples from a work place of your choice, explain how any **five (5)** non-verbal cues can enhance or hinder communication among workers. **[25 marks]**

3. Conflict in any workplace is good but can also be destructive if not handled properly. Assess the validity of this statement by drawing examples from an organisation of your choice. **[25 marks]**

4. You have been invited to an interview for a post in an organisation that specialises in your area of study. Give your actual responses to the following questions:

- a) Briefly tell us about yourself. **[5 marks]**
- b) Why would you want to work at this organisation? **[5 marks]**
- c) What improvements do you hope to bring to our organisation? **[5 marks]**
- d) What would you consider to be your weakness **[5 marks]**
- e) What do you consider to be your strength **[5 marks]**

5. No single model of communication can account for all real-life communication situations.

Discuss this assertion by citing examples from a professional setting of your choice. [25 marks]

END OF PAPER

15/70 Pm