



ZIMBABWE EZEKIEL GUTI UNIVERSITY

FACULTY OF HERITAGE AND SOCIETAL ADVANCEMENT

DEPARTMENT OF DEVELOPMENT, PROGRAMMING AND MANAGEMENT

EXAMINATION PAPER

SEMESTER 2 PART 2 (2:2)

COURSE CODE : ATR200
COURSE TITLE : English For Professional Purposes
DURATION : 3 Hours
DATE : 27 NOV 2025

INSTRUCTIONS TO CANDIDATES:

1. Answer **Three** questions only
2. Section **A** is **COMPULSORY**
3. Choose any other **TWO** questions from section **B**
4. Each question carries 25 Marks.
5. Start each question on a new page of your answer sheet.
6. Use relevant examples in answering your questions

SECTION A

1. As a facilitator at a given workshop, you are unfortunate to be given the late afternoon slot to present your topic. Outline the different non-verbal communication cues you would look out for in your audience to establish if there is still any effective communication taking place.

SECTION B

2. A secondary school in the community where your organisation is situated has extended an invitation to your organisation to come and address their students on several issues your organisation deals with. On behalf of your organisation, respond to their letter expressing your interest to visit them. In your response, provide all the necessary information pertaining to dates, topics you look forward to address and the reasons for your choices. Add any relevant information you see fit.
3. 'Over-reliance on informal communication may be detrimental to an organisation, but ignoring them can have disastrous effects as well. Grapevine is thus a necessary evil which management should however treat with utmost care.' As part of management at an organisation of your choice, outline how you would manage grapevine to ensure effective organisational performance.
4. Social work and development planning organisations deal with clientele from diverse cultural backgrounds. As such, social workers and development practitioners ought to be intercultural communication competent. Examine the role of organisations in ensuring its workers possess the necessary intercultural communication competence.
5. 'Conflict in professional spaces often emanates from colleagues' misinterpretation or failure to observe and value proxemics.' It is your duty as a student going on work related learning to be well aware of the different zones of interpersonal communication. Discuss these zones and how they may lead to conflict within a professional set up.

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