



MAASAI MARA UNIVERSITY

**REGULAR UNIVERSITY EXAMINATIONS
2018/2019 ACADEMIC YEAR
THIRD YEAR FIRST SEMESTER**

**SCHOOL OF ARTS & SOCIAL SCIENCE
BACHELOR OF ARTS IN LINGUISTICS**

COURSE CODE: BLL 314

COURSE TITLE: BUSINESS ENGLISH

DATE: 11TH DECEMBER, 2018

TIME: 1100 - 1300 HRS

INSTRUCTIONS

ANSWER QUESTION ONE AND ANY OTHER TWO QUESTIONS

1. You are the secretary of your organization and you are holding a meeting. Write the minutes of the meeting. (30 marks)
2. a) Explain the elements of communication. (10 marks)
b) Explain the characteristics of effective office correspondence. (10 marks)
3. Discuss language use in accounting. (20 marks)
4. Explain the role of secretary in a meeting. (20 marks)
5. Discuss the role of good interpersonal relations in a working environment. (20 marks)

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