



PROFESSIONAL GRADUATE DIPLOMA IN RISK AND SECURITY MANAGEMENT

NOVEMBER 2020 ASSIGNMENT QUESTIONS

Level 1

COMMUNICATION SKILLS

COURSE CODE: RSM 105

INSTRUCTIONS TO CANDIDATE

1. This question paper comprises of **2** printed pages.
2. The assignment is marked out of **75 marks**.
3. **ANSWER ALL QUESTIONS**
4. Start each question on a new page.
5. The assignment is due on the 9th of November 2020 and shall be uploaded on the CIRSM Student online learning portal website: www.cirsm.com.
6. Students should subscribe to the subjects they seek to write examinations on the website portal between the 18th of October 2020-8th of November 2020.
7. Students are expected **NOT** to exceed **4 pages** per question.
8. Students must submit the assignments in Microsoft Word format.
9. **Assignments expire after every examination sitting.**

You are reminded of the need for good English and clear presentation in your answers.

NB: PLAGIARISM AND COPYING IS AN ACADEMIC OFFENSE THAT MAY RESULT IN DISCIPLINARY ACTION. ALL PAPERS WILL BE SCANNED BY ANTI-PLAGIARISM SOFTWARE.

QUESTION 1

The first impression(s) a client has of an organisation are often based on conversation(s) with front office personnel. In light of this, identify any organisation of your choice with a view to analysing its communication process and telephone etiquette.

Required:

- a) Provide the organisational summary using the following guidelines: **Organisation name**, **Type of the organisation** (for example, profit or non-profit type of legal entity), **Size of the organisation** (in terms of turnover or number of employees), **Portfolio of products or services** and **Customer base** (Business to Business or Business to Customer). **[5 MARKS]**
- b) Identify any **TEN** principles of telephone manners that front office personnel for an organisation identified in question 1a) above should adopt. **[10 MARKS]**



- c) Suggest how those principles of telephone manners (identified in question 1b) above) can be manipulated (for the organisation mentioned in question 1a) above) to achieve its competitive advantage. **[10 MARKS]**

QUESTION 2

A position of Chief Risk Officer has arisen in the organisation identified in question 1a) above.

Required:

- a) Write a job application letter to the organisation identified in question 1a) above for the vacancy of Chief Risk Officer. **[10 MARKS]**
- b) Prepare a motivation letter to accompany your application. **[15 MARKS]**

QUESTION 3

In the organisation identified in question 1a) above, it has been noted that there are scenarios that can warrant choosing written, visual or oral forms of communication to pass a particular message.

- a) With the aid of examples, explore and justify such scenarios. **[10 MARKS]**
- b) Explain the type of message you think could best be passed by:
- i) a written method, **[5 MARKS]**
 - ii) oral method, and; **[5 MARKS]**
 - iii) a visual method. **[5 MARKS]**

*****END OF ASSIGNMENT QUESTIONS*****