



**Business
Leaving Certificate
Ordinary Level**

**Past Exam Questions on
Communication in Business**

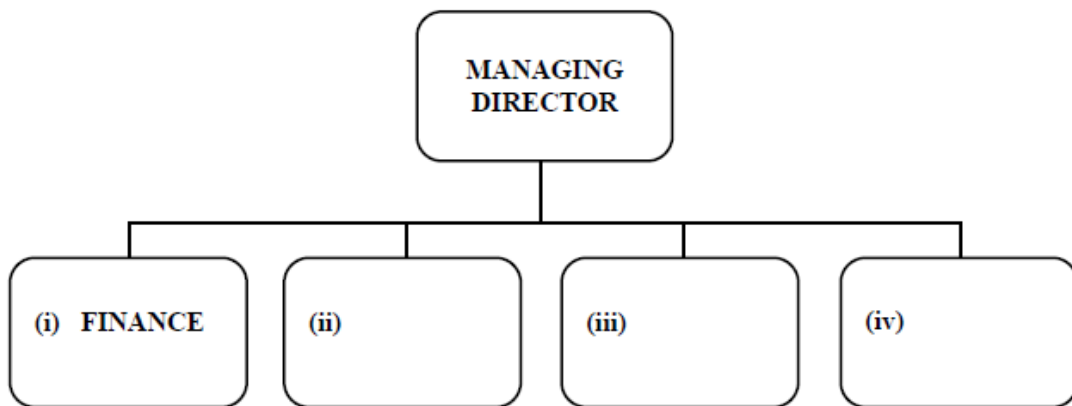
Q11 Section 1 2013

11. List three benefits to a business of investing in new technology:

- (i) _____
- (ii) _____
- (iii) _____

Q12 Section 1 2013

12. Complete the functional organisation structure of a business with four departments:



Q9 Section 1 2012

9. Outline two characteristics of an autocratic leader:

- (i) _____
- (ii) _____

Q15 Section 1 2012

15. List three methods of external communication used in business:

- (i) _____
- (ii) _____
- (iii) _____

Q4 Section 2 Part 2 2012

QUESTION 4

Read the information supplied and answer the questions which follow.

Renew Rathnew

The people of Rathnew have come together to start a Renew Rathnew Campaign. High unemployment and a drop in tourist numbers has resulted in many business closures. The town is located in a scenic area and the people believe that better use could be made of the unused buildings and the local walking trails to attract tourists. They have formed a committee, led by Chairperson Margaret Lynch and Secretary Danny Kelly to plan the campaign. They are determined to improve their town and attract more business and tourism to the area. A committee meeting is to be held shortly.

- (A) Outline **three** enterprising skills/characteristics required for this plan to succeed. (15 marks)
 - (B) Using today's date, draft the Notice **and** Agenda for the first meeting of the Renew Rathnew Committee. (The Agenda should contain at least **four** items.) (25 marks)
 - (C) Outline **two** advantages of meetings as a method of communication. (10 marks)
 - (D) Describe **two** functions of the Chairperson at a meeting. (10 marks)
 - (E) Outline **two** benefits of planning for the Renew Rathnew Committee. (15 marks)
- (75 marks)**

Q9 Section 1 2011

9. List **three** methods of Written Communication a business might use:

- (i) _____
- (ii) _____
- (iii) _____

Q7 section 1 2010

7. Draft, using today's date, a Memorandum (Memo) from Michelle Deasy, General Manager to all staff reminding them of the training day to be held on Friday the 2nd July.

MEMORANDUM	
To:	_____
From:	_____
Date:	_____
Re:	_____
Signed:	_____ Title: _____

Q5 Section 2 Part 2 2010

Read the information supplied and answer the questions which follow.

Glendarn Sports Club in Galway will hold its Annual General Meeting (AGM) in a local hotel next month.

The Chairperson Joanne O Boyle and the Secretary Michael Brown are planning the meeting and discussing items for the agenda.

Six months ago flooding caused damage to the clubhouse.

Joanne checked the insurance policy and contacted the insurance company for a claim form.

- (A) Using today's date draft the Notice **and** the Agenda for the Annual General Meeting of Glendarn Sports Club. (The Agenda should contain five items) (25 marks)
- (B) (i) Outline two duties of a Chairperson at a meeting. (20 marks)
(ii) Outline two duties of a Secretary at a meeting. (20 marks)
- (C) State two advantages of meetings as a method of communication. (10 marks)
- (D) (i) Explain the insurance terms underlined above. (10 marks)
(ii) Outline how the flood damage may affect future insurance premiums for the club. (10 marks)
- (75 marks)**

Q8 Section 1 2009

8. List three barriers to effective communication.

- (i) _____
- (ii) _____
- (iii) _____

Q6 Section 2 Part 2 2008

Study the information supplied and answer the questions which follow:

*A vacancy has arisen in LMN Ltd for the position of Office Manager.
John Muldoon is the Human Resource Manager and he wants to fill this position internally.*

- (A) Draft, using today's date, a Memorandum (memo) from John Muldoon to all staff reminding them that the closing date for job applications is the 20th June, 2008. (15 marks)
- (B) Apart from memos, name **three** other methods of internal communication. (15 marks)
- (C) Identify and explain **three** factors that affect the choice of methods of communication in business. (20 marks)
- (D) Outline **two** advantages for LMN Ltd of recruiting internally. (10 marks)
- (E) Explain the following terms:
(i) Stock Control.
(ii) Financial Control. (15 marks)
- (75 marks)**

Q2 Section 1 2007

2. List **four** methods of written communication used in business:

- (i) _____
- (ii) _____
- (iii) _____
- (iv) _____

Q13 Section 1 2006

13. Information and Communications Technology provide opportunities to business. Outline **two** of these opportunities:

- (i) _____

- (ii) _____
