



ZIMBABWE

**MINISTRY OF HIGHER AND TERTIARY EDUCATION,
INNOVATION, SCIENCE AND TECHNOLOGY
DEVELOPMENT**

**HIGHER EDUCATION EXAMINATIONS COUNCIL
(HEXCO)**

NATIONAL CERTIFICATE

IN

**MBVR, DPF, MOTOR VEHICLE MECHANICS, MOTOR CYCLE ,
AUTOMOTIVE ELECTRONICS AND ELECTRONICS AND PRECISION
MACHINING**

MODULE: Automotive Communication

PAPER NO: 346/18/S10

DURATION: 3 Hours

MARCH/ APRIL 2025 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

Answer ALL questions.

PAPER NO: 346/18/S10 – AUTOMOTIVE COMMUNICATION

QUESTION 1

- (a) Explain the difference between internal and external communication in an organisation. (4 marks)
- (b) List five examples of communication documents in an organisation. (5 marks)
- (c) You are the general Manager of TADIWA MOTORS draw up a NOTICE to inform workers that the company will be closed during the Easter holiday. (7 marks)
- (d) (i) SHEQ stands for _____ (2 marks)
(ii) PRAZ stands for _____ (2 marks)

QUESTION 2

- (a) Give three examples of:
 - (i) Telephone Do's (3 marks)
 - (ii) Telephone Dont's (3 marks)
- (b) Briefly assess the importance of communication in an organisation. (6 marks)
- (c) Explain the main objectives of PRAZ as an organisation. (2 marks)
- (d) List four rules observed in an automotive workshop. (2 marks)
- (e) State four duties of a stores person in an automotive workshop. (4 marks)

QUESTION 3

- (a) Write the following procurement and stores related abbreviations:-
 - (i) GRV (1 mark)
 - (ii) GRN (1 mark)
 - (iii) PO (1 mark)
 - (iv) RFQ (1 mark)
 - (v) POP (1 mark)
 - (vi) PPE (1 mark)
 - (vii) COB (1 mark)
 - (viii) PR (1 mark)
 - (ix) IFB (1 mark)

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(b) List four dangerous flammable liquids/substances that can be kept in the automotive storeroom. (4 marks)

(c) Write a memo to your manager requesting for apprentices from ITTD. (7 marks)

QUESTION 4

(a) Discuss three effects of communication breakdown in an organisation. (6 marks)

(b) Briefly explain the following communication terms and give examples in each case:-

(i) Oral communication (3 marks)

(ii) Verbal communication (3 marks)

(c) Explain any four stock control techniques. (8 marks)

QUESTION 5

(a) Briefly explain the purpose of the following documents:

(i) Job cards (3 marks)

(ii) Asset register (3 marks)

(b) Explain the following meeting terms:-

(i) Formal meeting (3 marks)

(ii) Committee meeting (3 marks)

(iii) Command meeting (2 marks)

(iv) Agenda (2 marks)

(c) Use the correct preposition to the given word:

(i) Abide (1 mark)

(ii) Accustomed (1 mark)

(iii) Afraid (1 mark)

(iv) Aspire (1 mark)

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