

Section I. Choose and answer any six (6) questions

30 marks

- (01) Today many companies are closing their businesses due to the lack of customer care service. Suppose that your dream is to start a construction company, what are the customer care principles which can help you to realize your dream?
(5 marks)
- (02) Kelly and Kevin run small businesses in their village. They all sell cements and other items used in construction. When you compare the movement of the people from the two businessmen, it seems that Kevin hosts many customers. When we interviewed one of the customers, she said that when you buy a bag of cement, Kevin gives you a pen. According to the story, explain the positive effects of the service delivered by Kevin on his business.
(5 marks)
- (03) Once upon in your life time, you have been a customer and in some cases you provided a service. We all agree that one the basic customer needs is "Welcome".
Suppose that you are providing a service to someone. What do you do to make him/her feel "welcome"?
(5 marks)
- (04) In the following list, write down the documents which are related to work place.
(5 marks)
- Business letters
 - Memories
 - E-mail messages
 - Laptops
 - Agenda
 - Pens and pencils
 - Estimate and specification document
 - Calendar
 - Reports

(05) Select from the following list, the situations at which the authoritarian and persuading styles of leadership are most prevalent or used: (5 marks)

- o In small groups
- o In active groups
- o In large groups
- o In passive group
- o In groups which meet regularly
- o At time when deadline must be met
- o In groups which seldom meet

(06) Mugisha applied for a job in big quincallerie in his village. During the job exam, one of the questions was to explain the levels of customer service. If you were Mugisha what would you respond? (5 marks)

(07) In your district, there is a job opportunity for people who graduated in masonry. One of the job requirements is to possess a Health insurance and the telephone.
Why do you think the telephone is necessary to your job? (5 marks)

(08) As leaders, it is important to the different styles of leading. The style you choose will depend on the context in which you are working- who you are working with and what their needs and expectations are, whether or not you have a deadline.

The table below includes the leadership style commonly used. Link the leadership style to its meaning. (5 marks)

Leadership style	meaning
1. The "authoritarian" leader	a. Presents the problem and relevant background information, then asks the members for their ideas on how to solve the problem
2. The "persuading" leader	b. Participates in the discussions as "just another" member agreeing in advance to carry out whatever the decision the group makes
3. The "consulting" leader	c. Relies primarily on his or her own judgment

4. The "joining " leader	d. Creates a vision to guide the change through inspiration
5. The "transformative" leader	e. Describes how the decision fits every ones'interests

(09) Kanakuze is a business woman who owns a boutique in her village. Her dream is to start from her small boutique and have a big shop within five years. She is making a lot of efforts to meet the basic customer needs. Last month, her cousin Kamanzi who is also a business man come to visit her. During their conversations, Kanakuze asked Kamanzi to give her advices on how to make her costumers feel that they are important. Suppose that you were Kamanzi, what advice would you give to Kanakuze? (5 marks)

(10) Fill the gaps (---) in the following passage using appropriate words from the list below: *speak, voice, feedback, receiver listen.* (5 marks)

Communication is a two-way process where you need to..... and well and ask for clarification when necessary. Speak with a clear, understandable and convincing For communication to be effective, the message should be clearly understood by the as intended by the sender and the receiver responds by any form of

Section II. Choose and Answer any seven (7) questions

70 marks

(11) Hirwa graduated from a TVET school last year in Masonry. Last week he signed a job contract with a construction Company in Kigali. His job is to mix cement for a wall that will surround a school play ground. His supervisor had told him that for every bag of cement, he should mix in 5 bags of sand. Distracted by a football match which was taking place at that time, he could not remember the number of bags of sand to add to the cement. He feared he would lose his job if he asked his supervisor once again. So he did what he thought was right -9 bags of sand for every bag of cement. After two days the wall broke down.

After reading and understanding the scenario, answer the following questions:

- a. In your own words, explain the challenges/problems that Hirwa had faced according to the scenario. **(4 marks)**
- b. Suppose that you were Hirwa, what listening skills and strategies would you apply to solve the problem? **(6 marks)**

(12) Kagambira is a young girl who graduated in culinary arts. Nowadays, she works in a local Bar-Restaurant. Last Friday, an impatient customer ordered a couple of Brochettes and potatoes. Kagambira told him that it would take 40 minutes to prepare. After a while the customer was angry and began to insult her. Kagambira tried to calm down the customer and assure him that the meal will be delicious and available as soon as possible.

Below, you have a list of speaking skills and strategies that would help Kagambira to overcome the problem. As a graduate student, help Kagambira to select and underline the best speaking skills and strategies.

(10 marks)

- ✓ Be clear, brief, concise –to the point
- ✓ Be polite and unfriendly
- ✓ Use examples to get to the point
- ✓ Be dishonest
- ✓ Be respectful
- ✓ Speak with confidence but with arrogance
- ✓ Be flexible-check the mood and attitudes of others and adjust accordingly
- ✓ When you need to be direct, try to be tough
- ✓ Be aware of body language-your own and that of others

- (13) Kariza and Kamanyana are both graduates from a TVET school in the Section of Culinary Arts. They both had an idea of creating a Restaurant Business in their village. Today they are looking for effective members for their Business. If you were asked to help them to recruit effective and cooperative Business members; what indicators would you set? Below, you have a list of characteristics of an effective and cooperative team member. Select the useful ones. (10 marks)

An effective and cooperative team member:

- Interacts with and includes others in courteous, respectful and honest ways
- Is respectful and dishonest to others
- Provides opinions and ideas and seek the opinions and ideas of others
- Ignores differences in opinions, culture, etc
- Perform identified tasks to meet the goals of the group
- Listen without interrupting
- Offers ideas by interrupting
- Is aware of own emotions, thoughts and feelings and keeps them under control for the good of the group

- (14) Munezero is a TVET graduate in Culinary and he found a job in a Hotel. Today, the Hotel has a task of Preparing and Serving food to 3,000 attendants to an international meeting and the Chef asked Munezero to lead a team of 40 Leaders of Services and their 160 assistants.

What would Munezero do to develop the team spirit? How can the following conditions help him? You're required to select those which are useful to him.

- Work with the team to develop a common goal
- Encourage the sense of belongingness
- Encourage personal goals rather common goals
- Help team members work together to efficiently solve the problem
- Treat team members unfairly and not equally
- Make all team members feel that they have something to contribute
- Manage team efficiently so that work proceed in a timely manner

(10 marks)

(15) Byiringiro graduated in Carpentry. Today, he works in AGAKIRIRO of his District where he is in charge of stock among other responsibilities. When he carried out an inventory he noticed that tools are disappearing from the work site on a regular basis.

Select the best problem solving steps and tips from the following list to help Byiringiro to overcome the situation.

- ✓ Define the problem. Keep emotions aside and state the problem
- ✓ Harass every person you think is involved. Gather every people and beat them until they speak
- ✓ Get information about the problem: At work-from supervisor, colleagues, written materials
- ✓ Give much emphasis on rumours among co-workers
- ✓ Generate many ideas on how to solve the problem: there is often more than one solution
- ✓ Choose a solution: should be acceptable to all involved
- ✓ Implement the solution
- ✓ Call the police immediately
- ✓ Evaluate the solution: has the problem been solved?

(10 marks)

- (16) BYUNGURA and BYIMANA graduated from in masonry Level 4. In their village they were asked to choose a candidate who will represent the youth at the Sector Level. The Executive Secretary of the Sector asked them to take a lead in mobilizing other people in the village. The following are indicators of a great leader. Link the indicator in Column A to its explanations in Column B and write the correct answer. (10 marks)

Column A

- 1) Determination
- 2) Flexibility
- 3) Creativity
- 4) Self-confidence
- 5) Responsibility
- 6) Good communication skills
- 7) Planning ahead
- 8) Patience
- 9) Being objective
- 10) Perceptive

Column B

- People will follow a leader who believes in him-self/her-self
- A great leader can adapt to any situation. He /she see the situation from many different angles and can adjust him-self/her-self accordingly
- A great leader has never -ending determination. He/she is the first one to initiate an idea and the last one to give up
- Thinking of effective ways of doing things that do not require a lot of time, efforts or money
- A great leader understands that whatever happens in his/her team (whether good or bad) is his/her responsibility
- A good leader understands that people don't understand messages in the exact same way so is always confirming what s/he has said or has heard is understood
- A good leader is able to wait, or to continue doing something despite difficulties
- A good leader knows what is up. S/he has a good judgment in predicting what may happen in the future and can make work decisions based on that
- A good leader does not take sides but is open to different opinions
- A good leader has an awareness of the people s/he is leading

- (17) Kamaliza works in a Quinquallerie which is located nearby the market to her village. Monday is always a busy day when people come to buy different items for construction. When Kamaliza was negotiating with one customer for the price, another customer began to take **20** iron sheets and started to pack them on a bicycle. When Kamariza asked him to pay the money the customer refused saying that he had paid it before. In angry manner, the customer said he cannot pay for the second time. If you were Kamaliza, what would you do?

Here are steps to follow in order to handle conflicts with customers.

Link the step with its meaning and explanation.

1. Stay calm and Listen	Listen to the person's whole story; do not interrupt and put yourself in the person's place
2. Deal with the person's feeling first	Ask if it's Ok to get more information. Use words as "Do you mind if I ask you a few questions to help me understand what happened?"
3. Ask questions	Think before you talk and Control yourself
4. Give feedback	Describe what you think the problem is and check if you have described the person's situation accurately
5. Summarize the problem	Find out what the person wants. Use words such as "what would you like us to do?" If you cannot resolve the problem, find someone to help you. If the problem was caused by you, admit the error and apologize
6. Deal with the problem	Restate what you think the customer is thinking in your own words. For example: "It sounds like you were disappointed by the service."

- (18) Kanamugire graduated in Industrial Electricity. Next week, his parents will celebrate a 50th anniversary of their marriage. As they planned to host many guests, they gathered as a family at the round table and decided to buy the following materials:

20 litres of paint (pierre de France to renew their house) which will cost 15,000 FRW

50 plastic chairs which costs 150 FRW for each.

5 caises of Fanta =6,500 FRW for each

10 Kgs of rice =950 FRW for 1K

10Kgs of meat=2,000 FRW for 1K

20Kgs of Potatoes=500 FRW for 1K

5 litres of oil=650 for 1L

At the end of the meeting, Kanamugire was requested to make a Bill of all materials needed for the party. The following is a format of a Bill of materials, fill in all the information

Quantity	Unit	Materials and Description	Unit Price	Total

- (19) Last Saturday after the community work -Umuganda, the executive secretary of the sector announced that there are job opportunities in the sector namely in Ubudehe Programme. The executive said she is looking for 5 people who graduated in masonry who will be responsible for the construction of 5 bridges which link 3 cells in the sector. The job requirement was to write an application letter addressed to the Executive Secretary of the District. Candidates were given 20 minutes to submit their applications. Immediately some of the candidates run to their homes and brought dictionaries to check for vocabularies which would impress the Boss. If you were given the time to give advices on writing job related documents, what advices would provide? The following are general advices on how to write job related documents. Underline the ones which would help the above candidates to get the job.

- Write clearly and simply: Make sure the document is easy to understand
- Check dictionaries to find new vocabularies to impress the reader
- Consider and highlight the purpose
- Know your audience: Who is your audience for and what do they need or want to know?
- Use words such as “my lovely”, “my sweet heart”, etc
- Use appropriate format/style
- If you have your photo, attach it to the document
- Use correct grammar, punctuation and spelling: Re-read and edit your document once you write it. If it is an important document have a colleague check it too.

(10 marks)

(20) Celine was hired as a front desk manager in hotel. One day, two customers come in looking for rooms in the hotel. When they arrived at the reception, Celine was busy chatting to her boyfriend who lives in Kigali to the extent that she did not realize the customers were around for 10 minutes!! In your own words explain the negative effects that the hotel would face due to Celine' attitudes.

(10 marks)