ORAL SKILLS

TELEPHONE CONVERSATION

***The following is an interview between you and the manager of a company to which you have applied for employment. Fill in the missing gaps with appropriate responses.***

**Manager:** Ah, good morning. Please have a seat.

**You:** ………………………………………………………………………………(1 mk)

**Manager:** ………………………………………………………………………………(1 mk)

**You:**  My name is John Wekesa and I had applied for a position in your company.

**Manager:** Of course you have applied for a position in the company. Please tell me about

your education.

**You:** ……………………………………………………………………………………..

…………………………………………………………………………….(1 mk)

**Manager:** I see. Why didn’t your advance your academics.

**You:** ……………………………………………………………………………………..

……………………………………………………………………………………..

**Manager:** ………………………………………………………………………………………

…………………………………………………………………………….(1 mk)

**You:** Yes, the vacancy advertised was in line with my area of interest.

**Manager:** Okay, that will be enough for now. We will contact you later. Thank you.

**You:** …………………………………………………………………………….(1 mk)

***Carefully study the following conversation and then answer the questions that follow:-.***

**Juma** : I am so happy! (Jumps up) we finally did it! Four powerful sweet goals!

**Solomon**: No doubt about that victory! Chelsea…..

**Collins** :(interrupting) shut up your pointed beak! Its Chelsea not Chelesea! Simply stated; the

blues.

**Solomon**: Accept my apology. I didn’t mean to offend anyone. For your information Collins, Man

City isn’t my team. Notwithstanding, the fact remains that Manchester city outran and

outfoxed your team. I saw the match myself.

**Juma:** Hold your peace, boy. Are you not aware of the adage that goes: he who fights the truth,

fights against God! Chelsea can beat any other team in the English premier league but not

Manchester City: that’s the truth, period.

**Collins**: Sure? Come to think of it, have you ever stopped to wonder why all the beautiful women in this present world and probably the one that will come, prefer to associate with Chelsea players and fans rather than those of man city? Still wondering? Answer is obvious: Man city players are not only short and ugly but also daft morons!

**Juma:** To be honest, you could be saying the truth as far as your captain’s snatching of Wayne

bridges girl friend is concerned. However, don’t you think it’s a show case of immorality, for

a married man like him to engage in an extra-marital affair?

**Catherine**: Guys, let’s end the entire talk. Why can’t we talk about AFC Leopards, Sofa Paka,

and Western Stima! Isn’t there any football being played in Kenya?

**Solomon:** True

**Catherine:** What I…..mean is, who in England talks about Western Stima? Anyway, thanks for your

company! (Walks away)

i) Identify and illustrate any two features demonstrated by Collins which indicate lack of courtesy while conversing with others

ii) From the above dialogue, identify any two features of a healthy conversation

iii) With relevant illustrations from the above dialogue state any two features that characterize natural speech

***Read the conversation below and then answer the questions after it.***

**Hawa** : Hallo, is that Thatu’s Girl’s school?

**Peter** : Yes, what is your name?

**Hawa** : Hawa Mukova

**Peter** : What do you want?

**Hawa** : May I speak to the head teacher?

**Peter** : He went to do shopping for his family. What did you want to tell him?

**Hawa** : Sorry it is confidential. May I speak to the deputy?

**Peter** : He is attending a pre-wedding in fact he is never in school

**Hawa** : Oh! I will call later

**Peter** : It’s okay

**i)** Identify four instances of lack of telephone conversation etiquette

ii) Write corrections using correct telephone etiquette

***The following is a conversation between an Admission’s teacher and Juma, a Form One seeking admission to Elimu Secondary School. Study it and complete the blank spaces appropriately****.*

**Juma :**  ………………………………………………………….……………………………………………………………

**Teacher :** Good morning young man, howare you?

**Juma** : …………………………………………………………………………………………………………………………

**Teacher** : Welcome to Elimu Secondary School and have a seat.

**Juma** : Thank you, Madam.

**Teacher** :……………………………………………………………………………………………………………………..

**Juma** : I’m Hassan Juma Masumbuko.

**Teacher** : I have verified your documents and therefore allowed you to join the classroom next door

as our first Form One student this year, congratulations.

**Juma :…………………………………………………………………………………………………………………………….**

***Mr. Angwech of Shangilia mixed secondary school asked his class to decide on which set of text books in their syllabus they should perform for the rest of the school. She asked Noreen to lead the discussion. Read their discussion below and then answer the questions that follow:-***

**Mr. Angwech** : Noreen, would you lead the discussion?

**Noreen**: Aha, Ok. The question is: What play should we pick for our class play? Does

anyone have suggestions? Kabonyi?

**Kabonyi**: I suggest we do ‘An Enemy of the People’.

**Tom:** How about ‘Shreds of Tenderness?’

**Noreen**: No. I dislike ‘Shreds of Tenderness’

**Lilian:** I love ‘The River Between’.

**Kabony**i: No way! That will make a stupid play! Let’s do ‘An Enemy of The People.’

**Noreen:** Peter?

**Peter:** I have never watched ‘Shreds of Tenderness’ but…

**Peris:** It’s a superb play.

**Noreen**: Peris, Please let Peter finish then it will be your turn

**Peris:** Sorry.

**Peter:** Anyway, I have seen a play on ‘An enemy of the People’ but I have watched

the movie and I love it

**Noreen:** Peris?

**Peris:** I just want to say that I think ‘Shreds of Tenderness’ is a really good play.

**Noreen**: Apepo?

**Apepo**: I saw the movie ‘An enemy of the people’ too and I really like it. I loved that

part where Aslasken asks Dr. Stockmann to…

**Noreen**: Excuse me, Apepo, but we should talk about that after the discussion is over.

Does anyone have any other suggestions? No? Ok, Kabonyi proposed ‘ An

enemy of the People’, Tom likes ‘Shreds of Tenderness’ and Lillian wants to

the ‘The River Between’. Has anyone seen or read all three? No. Ok? I suggest

that we all go to the library and read them and then continue the

discussion in a couple of days. Is that ok with everyone? Ok. The discussion

is over.

1. Identify any *three* wrong things done by the class in terms of effective communication

***Two teachers (Mrs. Stima – D.O.S and Mr. Obwaya – the drama teacher) of Kiti High school are involved in a discussion in the staffroom. They are assessing the possibility of allowing students continue with their entertainment on Friday evenings. Complete the conversation:-***

Mrs Stima: Mr. Obwaya, do you think entertainment is necessary in this school?

Mr. Obwaya: ………………………….

Mrs. Stima: More time? This is unacceptable! Let the students do what brought them to school.

This is a school and not a leisure resort.

Mr. Obwaya: ………………………………………

Mrs Stima: In fact we are wasting time discussing this issue. Let’s ban entertainment. We are not

destroying anybody.

Mr. Obwaya:

Mrs. Stima: (calmly) Would you please, explain why you are favouring this issue.

Mr. Obwaya: ………………………………………….

Mrs. Stima: But when they go into the dance hall they are never grown ups nor are they

responsible. They should stick to books.

Mr. Obwaya:..

Mrs Stima: I am sorry, Mr. Obwaya, I’ve to cut you short. Are you aware that the majority in

this school are of the opinion that entertainment should be curtailed?

Mr. Obwaya: (shocked)

Mrs. Stima: That is it. Nothing is going to happen and nobody is going to change this.

Mrs. Stima:…………………….

Mr. Obwaya: yes! Why not? They even need to be added more time

Mrs. Stima: ………………………..

Mr. Obwaya: I agree with you but you know, we may think we are assisting the children but find

we are destroying them.

Mrs. Stima:……………………………….. **\***

Mr. Obwaya: to me entertainment is part and parcel of learning. It is absolutely necessary

Mrs. Stima: ……………………………………

Mr. Obwaya: Students need time away from their books. Let them ventilate their steam.

Furthermore, they are responsible as they are grown-ups

Mrs. Stima: ……………………

Mr. Obwaya: But they need……

They show interruption. if no ellipse or dots, award “0” mark.

Mrs. Stima: ……………………………………..

Mr. Obwaya: What! It can’t be! You are invited for trouble√

N/B:- The exclamation mark is necessary to show shock.

Mrs. Stima:……………………………..

(ii) State two forms of polite address used by Mrs. Stima in the above conversation (1mk)

***Read the following dialogue and answer the questions that follow:***

**Makokha** :Hi old man! I hope you know why I’m here, Your girl Lavender

loves me and I have come to take her away. Where is she?

**Murunga** :Did I hear you right? Did you say ………………………….

**Makokha** : Yes, Lavender! Just say how many goats you want!

**Murunga** : Who are you? Whose son are you?

**Makokha** : Good heavens! You mean you don’t know f who Iam? You must be

the only one in this village who doesn’t know famous people like

me. I am Makokha or Deno, the guy whose voice you usually hear

on Egesa F.M. radio. You are a very lucky father- in- law!

**Murunga** : What is the world coming to?

**Makokha** : I hope you are not going completely blind. The world is going

nowhere! It is Lavender who is coming to my three- stories palace.

Ask her to come. I am running late.

**Murunga** : Young man …….. get out of my sight before I set dog, Tobby, on you!

**(**i) Identify and illustrate four things that you find wrong with Makokha’s manner of speech.

(ii) “Your girl, Lavender, loves me and I have come to take her away.” Rewrite this sentenc in the

manner in which Makokha should have uttered if he had a sense of courtesy.

1. At one point Makokha deliberately misunderstands Murunga. Identify this point and state

what it reveals about Makokha’s attitude.

*The* *following is part of a conversation between a student and a principal of some school in Kakamega District. The student is the chairperson of the school’s writers’ club and is requesting for permission for the club members to attend a writers symposium at a neighbouring school. Complete the conversation.*

Student: ………………………………….. . . …………………………………………

**Principal**: Good morning, your club patron Mrs. Wasike had mentioned that you would see me

about a symposium but she did not elaborate what is the symposium about and Show

will you benefit from it.

**Student**: ………………………………………………………………………………

**Principal**: That sounds like a very useful symposium How many club members will attend and how

do you intend to finance the trip? .

**Student:** ………………………………………………………………………………

**Principal**: That is a good number, and I hope you will raise enough money from the projects. If

some remains after the trip you could support the school bursary fund. You have my

permission.

**Student** : …………………………………………………………………………………………

***The following is a telephone conversation between Jane and her mother. Jane is a student at Mwalimu High School, while her mother, who has been unwell for some time, is a business lady. Complete the dialogue by filling in the blanks with appropriate responses.***

MOTHER : Hello Jane! How are you?

JANE : ……………………………………………………....................................

Mother : Oh! Little girl. Don’t worry about that, I am still on drugs and I believe all will be well very soon. I am concerned about your school work. Have you improved?

JANE : …………………………………………………………………………….………

Mother : This is great. I have always prayed for you. Don’t relax after mid-term results.

Now make sure that you are working hard to be the best in the district.

JANE : …………………………………………………………………………….………

MOTHER : You are right Jane. Caro is joining University of Nairobi and all of us in the

village are proud of her. Where are you going on the tour?

JANE : …………………………………………………………………………….………

MOTHER : I will send somebody to clear the remaining amount. Next month is only ten

days away.

JANE :…………………………………………………………………………….………

MOTHER : Daddy is doing well but he has gone on transfer to Kianyaga.

***Shouting and screaming from your class disrupted the other students during study time. As the class monitor, you have been called by the teacher on duty to her office to give an explanation. Complete the conversation below by filling in the blank spaces.***

Teacher: You are the class monitor of Form Two East, aren't you?

You: …………………………………………… (1 mark)

Teacher: Why was your class shouting and screaming?

You: I am not sure, madam. The noise started at the back of the classroom.

Teacher: ……………………..................................... (1 mark)

You: You see madam, I sit at the front of the classroom and by the time I turned to look, the boys

at the back were already on top of the desks and some were trying to jump out of the

window.

Teacher: ……………………..................................... (1 mark)

You: I ran out, madam!

Teacher: ……………………..................................... (1 mark)

You: I am sorry madam, but it seemed like there was great danger in the middle of the class. I had

to run for my life.

Teacher: When the noise subsided, what did you find out?

You: …………………………………………… (1 mark)

Teacher: A snake?

You: …………………………………………… (1 mark)

Teacher: Whose toy snake was it?

You: …………………………………………… (1 mark)

Teacher: You can go now, but I will need to know whose toy snake it was.

You: …………………………………………… (1 mark)

***The following is a conversation between a father and his daughter. Identify eight shortcomings in the father’s listening skills ( 8 mks)***

DAUGHTER: (*shortly having arrived home from school*) Good afternoon,

Daddy

FATHER: *(Sitting complacently in the sofa, reading a newspaper. Looking up…..)* Good afternoon *(Resumes reading)*

DAUGHTER: (*Holding out her school report form)* Daddy, I’m excited. My teacher said I was the best improved. I was………..

FATHER: Oh, you were? Me, I used to be number one. I was absolutely unbeatable.

DAUGHTER: Chemistry has been a particular headache *( now looking at the report form which she thought her father would want to see)*, but this time…….

FATHER: (*Stretching his arms, looking preoccupied)*

Chemistry for me was particular easy.

I never scored anything less than 90%

DAUGHTER: Dad, I was going to tell you that this time…….

FATHER: *(Absent minded)* by the way, where is your mum?

DAUGHTER: Mum is in the garden picking vegetables. But dad, you’re not listening to my story. I was telling you about Chemistry

FATHER: You mean you have a story about chemistry? Chemistry is not about stories. It is hard science.

DAUGHTER: It’s about my improvement……..

FATHER: (laughing*)* me, it wasn’t matter of improvement. I was always at the top of the class

DAUGHTER: Daddy, I give up. You’re not listening

FATHER: *(looking surprised)* Listening? I heard you: you were talking about improvement in chemistry, weren’t you?

DAUGHTER: anyway, Dad. Thank you for paying attention. Enjoy your newspaper.

FATHER: Oh yes, I’m reading an interesting story about politics

***You have lost your luggage on your way back to school. You decide to report the matter to the nearest police station. Below is part of the conversation between you and the police officer at the reporting desk. Fill in the other part. (Read through the conversation first before writing your responses).***

You: ………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………… (2mks)

Police Office: (Interrupting) Easy. I am sorry about what happened but before you go into the lost items, please give me your full name and address.

You:…………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………

(2mks)

Police Officer: That is good. Now go ahead and tell me what happened, without leaving out any important details.

You:………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………… (3mks)

Police Officer: From which schools are the students who alighted before you? You see, it is possible that your box was off loaded from the bus by mistake especially because another box that nearly resembles yours was left behind.

You:………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………… (2mks)

Police Officer: Good. At least that is a starting point; we will get the box from

the bus then go to that school to make enquiries.

You:………………………………………………………………………………

……………………………………………………………………………………

……………………………………………………………………… (1mk)

***In the telephone conversation below, Pamela calls Viatu Shoes Company to book for an appointment with the Managing Director. Complete the telephone conversation using the most appropriate language (6 mks)***

Pamela: ……………………………………………………………………

Telephone operator: Yes, it is. How can I help you?

Pamela: ……………………………………………………………………..

Telephone operator: I would like to book an appointment with the managing director on Thursday next week at 2:00 pm

Pamela: Friday, 12.45 is fine with me

Secretary: ………………………………………………………………………

Pamela: I will be there on time. thank you very much

Secretary: ………………………………………………………………………….

***Read the conversation below between Audrey, a student, and the school secretary then answer the questions that follow.***

Audrey: Hallo. Good morning.

Secretary: Hallo. Who is on the line and what do you want?

Audrey: I am a Form 4Y student and I have been away from school for three days now. May I speak to the Principal?

Secretary: The Principal is not in the office now.

Audrey: Could I please leave a message for him?

Secretary: Oh, please, don’t you have his cellphone number?

Audrey: No madam, since it is official, kindly take down the…

Secretary: Excuse me, young girl, I am too busy for this idle chat.

Audrey: I am sorry but it is very urgent, madam.

Secretary: (*without a pen or paper)* Go ahead and you better be quick.

Audrey: Thanks for the attention

1. *Identify the weaknesses in the secretary’s telephone conversation skills.*
2. *What should she do to improve on this?*

***Imagine that your teacher catches you reading a magazine during a class lesson. He summons you after the lesson and the following is part of the conservation between you and him. Fill in the missing part***.

**Teacher** : (Holding out the magazine) Why were you reading this kind of trash during

the lesson? An innuendo, I guess.

**You** :\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**Teacher :** My question is why you were reading, not what you did not intend to do!

**You** : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**Teacher :** A what? You have the nerve to just dismiss it as a

**You :** Sir, I am

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**Teacher :** (Walking away) Follow me to the disciple master’s office. There you

can explain better what you mean by calling it an oversight.

**You :** (Pleading desperately)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**Teacher :** I just can’t get myself to sort anything with you. Do as I say!

**You :** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**Teacher :** Alright then. But be careful not to promise that which you can’t keep.

Last pardon, and just as you said, bring your updated note-book latest

four o’clock this evening.

**You :** (Almost kneeling)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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(Fakes off almost unsure of the pardon)

***You have just transferred to a new school. The head teacher has called you to his office. Below is the conversation you two have. Read through it and write your responses.***

Head teacher: Yes come in, young man and sit down. What’s your name?

Student : ( 1mark)

……………………………………………………………………………………………………………………………………………………………………………………………………

Headteacher: That’s right. You transferred here recently. Didn’t you?

Student : ( 1mark)

……………………………………………………………………………………………………………………………………………………………………………………………………

Headteacher: Now, I need to find out a few details about you, so we can assist you better. How old are you, John?

Student : ( 1mark)

……………………………………………………………………………………………………………………………………………………………………………………………………

Headteacher: What subjects did you do well in form one?

Student : ( 1mark)

……………………………………………………………………………………………………………………………………………………………………………………………………

Headteacher: Are there any subjects you feel you need more help in?

Student: (1mark)

……………………………………………………………………………………………………………………………………………………………………………………………………

Headteacher: Don’t worry John; we can help you improve in these subjects. Do you have any other interest apart from classwork?

Student : ( 2 mark)

……………………………………………………………………………………………………………………………………………………………………………………………………

Headteacher: Good. We would like you to continue with those interests here. Feel welcome and try to settle down as quickly as possible. Thank you, John. That’s all for now.

Student : ( 1mark)

……………………………………………………………………………………………………………………………………………………………………………………………………

***Your friend, Joseph, has accumulated a hefty fees balance and may be forced to drop out of school if the balance is not cleared. Both of you attend a public function where the area M.P. is in attendance and Joseph is committed to approach him for sponsorship. Complete the following conversation between Joseph and the M.P.***

**Joseph:** (Looking into his eyes) Excuse me sir, may I talk to you for a minute?

**M.P.:** (Abit shocked) Mmh………………………………………………………(1 mk)

**Joseph:** …………………………………………………………………………….(1 mk)

**M.P.:** You are a very confident boy! What kind of assistance do your need from me?

**Joseph:** …………………………………………………………………………….(1 mk)

**M.P.**: (Taking his note book) ……………………………………………………(1 mk)

**Joseph:** My outstanding fees balance is Sh 36,000. I would appreciate your financial

support.

**M.P.:** I shall definitely assist you …………………………………………………………

………………………………………………………………………………(1 mk)

**Joseph:** …………………………………………………………………………….(1 mk)

**M.P.:** You had a mean score of ‘A’ last term! That’s excellent! Come to my office on Monday at 8 am and receive a cheque.

**Joseph:** …………………………………………………………………………….(1 mk)

***Read the conversation below between a student and a teacher and then answer the questions that follow.***

**STUDENT**: *(Knocking the door loudly and getting in)*. I am told you called me.

**TEACHER**: *(Motioning him to a seat)*. Please have a seat Rono and don’t be anxious.

**STUDENT**: *(Still standing)*. Don’t tell me you have some …

**TEACHER**: *(Interrupting.)* Please relax. It is not an indiscipline issue again. No cause for alarm.

**STUDENT**: So then, why do you want to see me ?

**TEACHER**: Calm down Rono. On the contrary, it is a positive note.

**STUDENT**: (Looking a bit controlled and sliding into a seat). Sorry sir, may I know what it is all about?

**TEACHER**: *(Smiling broadly)*. That’s better. I called you to discuss your good progress in

Academics lately.

**STUDENT**: *(With a lightened up face and more reassured)*. Yes sir.

**TEACHER**: Looking at your trend of performance especially in languages and Mathematics, I am very impressed. *(pointing at the Math and English columns.)* See, from **D+** to **B** in

Math and **D** to **C+** in English is commendable!

**STUDENT**: *(Rubbing his hands and slightly smiling)*. Thanks sir. I am grateful for your kind guidance.

**TEACHER**: *(In an affirmative note)*. Yes. This is the result of change of attitude, obedience and determination.

**STUDENT**: *(Sighs).* Thank you once more for your concern. I will be able to face my dad courageously now.

**TEACHER**: Yes, that’s how it should be. Always work to impress your parents. Never look back again. Forward ever.

**STUDENT**: Thanks Sir. I promise never to let you and my parents down ever again.

**TEACHER**: Good. You can now go back to class.

**STUDENT**: *(Stands up and shakes hands with the teacher.)* Thanks once more and good day Sir.

1. How does the teacher establish good rapport with the student ? (2mks)

………………………………………………………………………………………………………………………………………………………………………………………………………………………………

1. What good conversational skills are displayed by:
2. The teacher (4mks)
3. The student

………………………………………………………………………………………………………………

………………………………………………………………………………………………………………

1. Identify any **two** shortcomings in the student’s speech. (2mks)

………………………………………………………………………………………………………………………………………………………………………………………………………………………………

***Read the following part of conversation in a meeting and answer the questions that follow.***  Chair : The next item of the agenda is the issue of bursaries. As we all know every

year we get Kshs. 200,000 to give to needy students in the district. We will

therefore discuss the allocation of these funds

Mr. Ouma : What is there to be discussed about bursaries? It shouldn’t even be on the agenda,. It is a total waster of time.

Chair : I thought we could discuss what amount each school should get and

possibly…

Mr. Ouma: That is not necessary at all the poor school should get a lot of it while the rich schools get very little. Simple that is the way it should be done.

Chair : Ladies and gentlemen, let us look atthis issue positively and let us not get carried away by emotions what do the othersthink?

Mr. Njiru: Mr, Chair, I think all schools have needy students. There are no poor and rich…

Mr. Ouma you cant beseriousNjiru.

Mrs. Kipsang : For heaven sake, Mr. Ouma be sensible we resolved that issue last year.

Mr. Kioko I suggest that schools be informed about availability of this money and the bursary application forms be sent tot hem,. Each school should be sent thirty forms and the headteacher asked to issue the forms to needy students only. Mr. chair.

Chair I think that a good solution Mr. Kioko any more suggestions?

Mr. Oumsa That will take ages to process. The schools may not respond intime.

Mrs. Kipsang Why don’t we give it a try? It seems to me quite a good idea

Chair Have all agreed onthis or does anyone have something else to say? M/s naliaka,any suggestion?

M/s Naliaka: the idea is a good one and quite workable although this method may create other problems such as…

Mr. Ouma: that is Rubbish,Naliaka we all know the reality! That method is not workable.

Chair: I am the chair, Mr. Ouma the idea is viable and has been endorsed by the committee.

***Questions***

1. State **two** aspects of Mr. Ouma’s speech Mannes that is offensive. (2mks)

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1. How does the chair demonstrate his ability to control the meeting well. (2mks)

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1. What is shown by Mrs. Kipsangwords. “for heavens sake, MrOuma be sensible?” (2mks)

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1. Comment on M/s Naliaka participation inthis meeting (2mks )

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*Read the conversation between Audrey, a student, and the school secretary then answer the questions that follow.* (6 marks)

1. **Identify the weaknesses in the secretary’s telephone conversation skills.**

* *She does not introduce herself and the institution.*
* *She does not get such details as the full name of the caller, his or her residence.*
* *She interrupts Audrey.*
* *She is impatient.*
* *She is discourteous. (Any 3 points)*

1. **What should she do to improve on this?**

* *Practice on turn-taking*
* *She should be patient*
* *She should be courteous*
* *Should introduce herself and her institution*

*(Any 3 points)*