

## **DIPLOMA IN INSURANCE**

**Unit Name: Business Communication**

**Unit Code: DIP 104**

### **SAMPLE QUESTION**

In the recent past, XYZ Insurance Company where you are a Supervisor, has been facing many communication challenges that have affected its operations. You have been requested by the management of the company to investigate the matter and write a report. After writing the report, you were invited to a meeting that was to discuss the recommendations of the report.

- a) As the Supervisor, write a report on the challenges that XYZ Insurance could be possibly facing. (15marks)
- b) Advise the management of XYZ Insurance Company on the possible measures that may be taken to address the communication challenges. (8marks)
- c) As the Secretary to the meeting that discussed the recommendations, write the possible minutes of the meeting. (12marks)