

Part Two-Written

(90 minutes, 120 marks)

Candidates must attempt **FOUR** questions, **ONE** from each of the **FOUR** sections.

EACH QUESTION IN PART TWO CARRIES **30** MARKS.

Section 1 Communications and the Working World

Answer question 1 or 2

1. (a) Give two reasons why listening is an important skill for good communications in the workplace. (6 marks)

1. Listening in the workplace is important as employees must take instructions from their employers. If an employee does not listen properly then the instruction might be misintepretated and this could lead to mistakes and possibly a loss in business.

2. Listening in the workplace is important as the employee needs to be clear about what is expected from them. They need to know what they are doing and what the employer wants and expects. If they don't listen properly this could lead to conflict in the workplace.

- (b) List 2 examples of non-verbal communication common in working life. (2 marks)

1. Email

2. Text Messages/SMS

3. Facebook adverts

- (c) (i) Give one reason why communicating on the telephone at work is very different to chatting to your friends on the telephone. (2 marks)



When you are on the telephone at work, you are dealing with customers. You need to be formal and business-like. You need to be polite, helpful and informative because if you are not you could lose out in valuable revenue. When you are chatting to your friends, you can be informal and very casual. This would be inappropriate in the workplace context.

- (ii) What advice would you give to a student on work experience about using the telephone at work? (6 marks)

1. Begin with a polite greeting.
2. Be informative and helpful. Speak clearly. Don't mutter. Don't be abrupt.
3. Take clear and concise notes.
4. Make sure your handwriting is legible so others can make it out.
5. Make sure you take the customer's contact details.
6. Wish them a good day. Ensure that you leave them with a positive impression.

- (d) You have been asked to give a talk to a new Leaving Certificate Applied class on how to do well at work experience. Write out the speech you would give, including at least 4 points in your answer. (14 marks)

Good morning Leaving Certificate Applied,
My name is Lorna and I am currently in Year 2 of my Leaving Certificate Applied. I have been asked my Mr Carragher to speak to you on how to do well at your work experience. It is vital that you choose an area of work experience that you have an interest in. You cannot feign interest and if you don't select something that you are not interested in, then how can you expect to enjoy it? So I would advise you to choose something that you have an interest in. It is very important to be organised. So find out all you can from your prospective employer. Telephone him/her prior to your work experience. Ask lots of questions and take notes. Be polite and respectful. Find out what time you are expected to begin work and what time you finish at. Find out what duties/tasks are required of you. Find out if you need any special clothing or equipment with you prior to commencing work. Whilst on work experience it is important to be enthusiastic and engaged in your work. It is important that you have

