**119454 Knowledge Assessment**

**NQF 2 Contact Centre Support ID 71490 LP 73269**

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| **Name:**  |  |
| **ID Number:**  |  |
| **Workplace:**  |  |
| **Region:**  |  |
| **Date:**  |  |
| **Signature (to verify this is my own work)**  |  |

# Marking Grid: (For Office Use ONLY)

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| **SECTION**  | **TOTAL**  | **Learner Achievement**  |
|  |  |  |
|  | **33**  | **%**  |

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| **Marked By:**  |  |
| **Date:**  |  |
| **Competent**  | **Not Yet Competent**  |
| **Assessor Sign off:**  |  |
| **Notes:**  |  |
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1. List the five questions you should ask obtain information and clarify meaning. {5}

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1. List four new words you learnt during this training intervention {4}

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3. Name three phrases that you can use to request a speaker to elaborate. {3}

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1. Explain the tone of your voice. {1}

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1. Explain the pitch of your voice. {1}

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1. Give an example of repetition {1}

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1. Name 3 barriers to effective communication. {3}

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1. Explain what borrowed words are. {1}

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1. Explain what Jargon or Technical language is {1}

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10. Explain what an acronym is. {1}

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1. Name the three types of sentences. {3}

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1. Name 3 ways to use to sort your paragraphs {3}

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13. Name 3 kinds of visual aids. {3}

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14. What techniques do people use to influence the audience? Name 3. {3}

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