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DSM 3

SCHOOL OF HOSPITALITY AND TOURISM
KOLEJ YAYASAN PELAJARAN JOHOR

FINAL EXAMINATION
SEMESTER JANUARY 2015

COURSE	:	BUSINESS COMMUNICATION
COURSE CODE	:	GEL 6032
TIME / DURATION	:	9.00 AM – 11.00 AM (2 HOURS)
DATE	:	6 MAY 2015

INSTRUCTION TO CANDIDATES

1. This examination paper consists of **FOUR (4) PARTS**:
 - Part A (20 Marks)
 - Part B (10 Marks)
 - Part C (30 Marks)
 - Part D (10 Marks)
2. Answer **ALL** questions.
3. Candidates are not allowed to bring any material to examination room **EXCEPT** with the permission from invigilator.
4. Please check to make sure that this examination pack consist of:
 - i. Question paper
 - ii. OMR form
 - iii. Answering Booklet

THERE ARE 12 PAGES OF QUESTIONS, INCLUDING THIS PAGE



PART A (Total : 20 Marks)

MULTIPLE CHOICES QUESTION

INSTRUCTION: Answer ALL questions. Choose only the best answer.

Please use the OMR sheet provided.

1. The types for Committee as below, except;
 - a. The Executive Committee
 - b. The Sub-Committee
 - c. The Ad Hoc Committee
 - d. The Annual General Committee

2. There are _____ purposes of Interview.
 - a. 6
 - b. 7
 - c. 8
 - d. 9

3. The brief for Informal Meetings can be classified as;
 - a. Short memo / memoir
 - b. Called at short notice or simply word by mouth
 - c. The formal notice
 - d. The documents from secretary

4. The Standing Committee is appointed by;
 - a. General Manager
 - b. Secretary
 - c. Executive Committee
 - d. Ad-Hoc Committee

5. There are some documentation that are needed in meeting process, such as;
 - a. Notice, Agenda, Minutes of Meeting
 - b. Memo, Notice, Minutes of Meeting
 - c. Agenda and Minutes of Meeting
 - d. Minutes of Meeting and the whole reports for presentation

6. The person who are involved with Legal Interview are as below, except;
 - a. Lawyer
 - b. Judges
 - c. Police
 - d. Jury

7. These are 'a-must-have' in a Notice. Circle only the correct match.
 - a. Must be sent to every person, free from anything calculated
 - b. Must contain all important details, without signature
 - c. Must be issued with the date of meeting, written by chairperson
 - d. Must be in colored paper and with Arial font

The figure shows a collage of six distinct advertisements:

- Spring Crossings from London to New York—direct service:** An advertisement for Atlantic Transport Line, highlighting direct service between London and New York.
- It's Smart! THE WORLD FAMOUS Clover Club:** An advertisement for a nightclub featuring Frankie Masters and his orchestra, with Alice Faye as the guest of honor on Thursday nights.
- VACANCIES ANNOUNCEMENT:** A recruitment notice from a leading and fast-developing firm in Pakistan, seeking various professionals such as Trainers, Services Managers, and Sales Officers.
- SME Bank Ltd:** An advertisement for SME Bank Ltd, emphasizing small business and big opportunities, and seeking bankers for various roles.
- REQUIRED SURVEYORS & SURVEY SUPERVISORS:** A recruitment notice for a leading development sector organization, requiring field surveyors and supervisors with specific educational and professional backgrounds.
- Montamara Festo and Auto Races:** An advertisement for a racing event at Tacoma Speedway, featuring Barney Oldfield and 'Colonial Days'.

Figure 1

8. Above (Figure 1) is an example for advertisement. What type of advertisement is this?
 - a. A call-in interview advertisement
 - b. A brief advertisement
 - c. A walk-in interview advertisement
 - d. A write-in advertisement

9. For writing application letter, the top of it is;
 - a. Receiver's address
 - b. Sender's address
 - c. Date
 - d. Subject

10. Information about applicant, can be written as those;
 - a. Name, address, contact number
 - b. Working experience, practical training
 - c. Personal characteristic, availability
 - d. Referees, expected salary

11. 'Write in simple English, type the letter on a good quality paper, avoid abbreviation' are parts of;
- Writing an application letter
 - Writing a resume
 - Writing an advertisement
 - Writing a job vacancy
12. Here is the _____, which can deal with correspondence, sending out Notice, preparing Agenda, making record, reading minutes and filing all documents.
- Role of the chairperson
 - Role of the secretary
 - Role of the treasurer
 - Role of the committee member
13. Currently there are FOUR ways of responding to a job advertisement. Choose the best pairs.
- Using application letters with curriculum vitae
 - Using advertisement from newspaper
 - Using application form
 - Walk- in interview
 - Phoning in interview
- i,ii,iii and iv
 - i,iii,iv and v
 - i,ii,iv and v
 - ii,iii,iv and v
14. Writing a proper application letter need a formal format. Which from these are in correct order?
- Signature, subject of the letter, designation and address
 - Designation, subject of the letter, contents and closing
 - Address, signature, closing and date
 - Date, address, signature and closing

15. The correct description for The Appraisal Interview is,
 - a. Used to help interviewee to deal with unpleasant emotions
 - b. Used to select a person/s out of larger interview
 - c. Used to evaluate and improve performance of worker
 - d. Used to learn why employees who leave voluntarily are doing so

16. Role of Committee Members should know better about;
 - a. Accounts and financial investment of society
 - b. Reports from all committee members presentations
 - c. Deal with any documentations and correspondent
 - d. Make positive contribution and actively participate in all meeting

17. Details that must be included in a Notice such as below, except;
 - a. Type of meeting, time and place
 - b. Full name, designation and date of issue
 - c. Name of society, the NOTICE word and type of meeting
 - d. Signature, subject and closing

18. To attend the interview, the most important thing to do is,
 - a. Talk slowly
 - b. Slam the door
 - c. Sit down
 - d. Smile

Anahillas Protozoa
Bridal Centre
Skudai, JB

NOTICE

The 2nd Sub Committee Meeting of the Anahillas Protozoa Bridal Centre , Skudai JB will be held on Monday, 11 May 2015 at 9.00am in the VidalaDiva Meeting Room.

All members are kindly requested to attend.



.....
Mariah Adleine Bt. Mohd Adli
Secretary

4 May 2015

Figure 2

19. Above (Figure 2) is an example of a Notice. Details number 5 is about;

- a. Day and date
- b. Time
- c. Place
- d. Signature

20. 'to give a meeting direction and purpose, to prevent many questions and prevent much confusion and irritation' are the best way to mention;

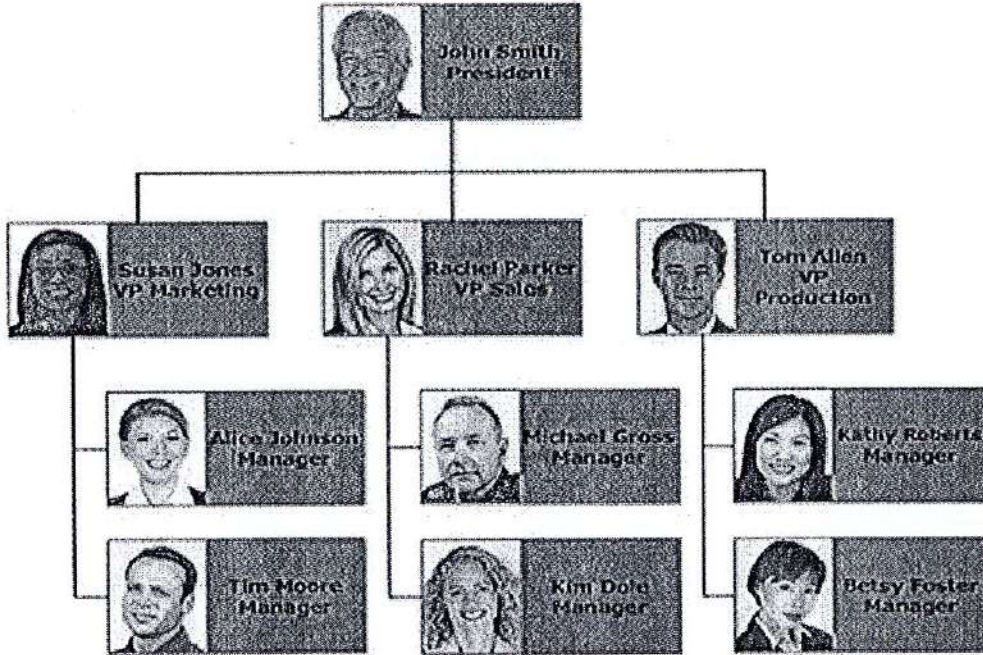
- a. Notice
- b. Agenda
- c. Minute of Meeting
- d. Interview Process

PART B (Total :10 Marks)

QUESTION 1

INSTRUCTION: Answer ALL questions based on the organization chart.

ARBOR BUSINESS COMPANY, INC



1. Arbor Business Company has been holding a meeting once a year to elect the officials of the committee. This meeting can be called as _____.
2. If Susan Jones from Vice President (VP) of Marketing, and she would like to have a meeting to her Managers about particular task to perform which does not require the attention of all committee members, this meeting can be called as _____.
3. As a Manager of Sales, Kim Dole can held day to day affairs in _____ with her own committee members.

4. Tom Allen has appointed Kathy Roberts to handle a project and this urgent matter which cannot wait until the next Annual General Meeting. So, Kathy Roberts has to have _____.
5. In _____, every committee has to decide whether a society should be formed or not.
6. John Smith is President of Arbor Business Company Inc. He is to be known as _____.
7. Alice Johnson, Michael Gross and Kathy Roberts are appointed for the purpose of decentralization. They were in _____.
8. _____ represent Susan Jones, Rachel Parker and Tom Allen to deal with separate sections of work as Marketing, Sales and Production.
9. When Arbor Business has to deal with special purpose, they have to make up a committee that exist until the work was appointed is finished. They are _____.
10. This company wants to have an Annual Dinner. So, Mr. President has set up two or more society to deal with it. This _____ can probably be handling by Tim Moore, Kim Dole and Betsy Foster.

(10 marks)

PART C (Total : 30 Marks)**SHORT ANSWERS****INSTRUCTION: Read and answer ALL questions.****Please use the answer booklet provided.**

1. Briefly explain about these roles;
 - i. Role of the Chairman
 - ii. Role of the Secretary
 - iii. Role of the Treasurer

(6 marks)

2. List down **FIVE (5)** things which are usually contained in a job advertisement.

(5 marks)

3.
 - i. Why we need an Agenda before a Meeting. (2 marks)
 - ii. List down **FOUR (4)** purposes of agenda. (2 marks)

4. These are the details which must include in a NOTICE. Draw up a NOTICE based on it.
 - a) Zoo Wee Enterprise
 - b) NOTICE
 - c) The 2nd Sub Committee Meeting
 - d) Monday
 - e) 9th May 2015
 - f) 9.00 am
 - g) Lavender's Meeting Room
 - h) Signature, Adelaide Amalin Bt Ramlee
 - i) Secretary
 - j) 2rd May 2015

(10 marks)

5. Complete these details that must be in a Formal Letter Format.

- i. Sender's address
- ii. _____
- iii. _____
- iv. _____
- v. Subject
- vi. Content
- vii. _____
- viii. Signature
- ix. Full Name
- x. _____

(5 marks)

PART D (Total : 10 Marks)**LETTER WRITING****INSTRUCTION: Answer ALL questions.****Please use the answer booklet provided.****QUESTION 1**

Based on the advertisement below, choose a job you would probably apply and **write an application letter.** (10 marks)



It takes a special kind of person to **work at Shangri-La**: someone with an eye for details and the skills to perform; someone with an attitude to deliver and a passion to delight. Are you Shangri-La?

Walk in interview;

Time : 10.00am to 5.00pm (23th – 27th May 2015) / 10.00am to 1.00pm (28th May 2015)

Venue : Human Resources Department

Putrajaya Shangri-La,
Taman Putra Perdana, Presint 1,
62000 Wilayah Persekutuan Putrajaya.**Vacancies:**

- 1. Waiters / Waitresses**
- 2. Front Office Assistants**
- 3. Spa Therapists**
- 4. Spa Supervisors**
- 5. Steward**
- 6. Pastry Chef**
- 7. Kitchen helper**

Requirements:

- Well groomed
- Preferably above 20 years of age and able to converse in English
- Please bring along one passport-sized photograph and resume

Write—in Positions:

- 1. Human Resource/Training Manager**
- 2. Sales Manager**

Interested candidates with suitable qualifications and experience should forward their full resume quoting current and expected salary and relevant experience to:

E-mail address: Please Login or Register to apply this job online.

Fax : 03-8888 4266

Closing date : 4th June 2015

Only short listed candidates will be notified.

www.areyoushangri-la.com**Putrajaya Shangri-La**
MALAYSIA

