



KOLEJ YAYASAN PELAJARAN JOHOR**FINAL EXAMINATION**

COURSE	:	ENGLISH FOR OCCUPATIONAL PURPOSES
COURSE CODE	:	MPU 2233
EXAMINATION	:	OCTOBER 2018
DURATION	:	2 HOURS

INSTRUCTION TO CANDIDATES

1. This examintaion paper consists of **Two (2)** parts :
PART A (50 Marks)
PART B (30 Marks)
2. Candidates are not allowed to bring any material to examination room except with the permission from the invigilator.
3. Please check to make sure that this examination pack consist of:
 - i. Question Paper
 - ii. Answering Booklet

DO NOT TURN THIS PAGE UNTIL YOU ARE TOLD TO DO SO

This examination paper consists of 6 printed pages including front page

PART A – 15 Marks

Answer all questions.

Question 1

Communication is a process of sending and receiving messages through verbal or nonverbal means, including speech, or oral communication; writing and graphical representations (such as infographics, maps, and charts); and signs, signals, and behavior.

- i. Why English is important for your career? (4 marks)
- ii. Illustrate a mind map on the **three (3)** types of non-verbal communication with examples.

(6 marks)

Question 2

Effective communication is a key interpersonal skill and learning how we can improve our communication has many benefits. Communications a two way process, so improving communication involves both how we send and receive messages.

- i. What are the **five (5)** characteristics of effective communication? Provide examples to support your answer.

(5 marks)

Question 3

A report aims to inform and sometimes to persuade. They should be written as clearly as possible, with evidence about a topic, problem or situation.

- i) What are the **four (4)** functions of report writing? (4 marks)
- ii) Illustrate the **three (3)** process of report writing. (6 marks)

Question 4

A presentation is referring to communication that can be adapted to various speaking situations, such as talking to group, addressing a meeting or briefing a team.

- i) What are the purposes of business presentation? (5 marks)
- ii) Draw **5 (five)** tips for effective presentation. (5 marks)

Question 5

Visual aids are important to help the audience more understand, remember and increase their (audience) interest, also act as notes or reminders for the speaker.

- i. Draw a mind map on the **five (5)** benefits of using visual aids.

(5 marks)

- ii. The table below shows the number of Adigun Sdn. Bhd. house sales in year 2018, according to the types of house. **Create a suitable graph and provide short explanation based on the information given.**

(10 marks)

Types of House	Unit Sold
Low Cost Apartment	80,000
Studio Suite	10,000
Semi-D Terrace	60,000
Bungalow	40,000

PART B – 30 MARKS

Answer all questions.

Question 1

In response to advertisement below, write an **application letter** to the post.

(15 marks)

REQUIRED	
LITTLE FOOT HOLDINGS	requires following staff
Senior Architect	With minimum 10 years experience of work on renowned projects. Should possess excellent skill adoptable to contemporary materials and design. Must be efficient in architectural softwares.
Junior Architect	Graduate from recognized university with minimum 2 years experience.
Quantity Surveyor	Having Diploma (Civil) plus minimum 5 to 10 years of experience with consultants and contractors.
Interior Designer	Minimum 3 years experience Female Commercial Projects Good know-how of materials Good presentation skills
MS Mika (MANAGER OF LITTLE FOOT HOLDINGS) Taman Setiawangsa, 54200 Kuala Lumpur. Email : mika@littlefoot.com , www.littlefoot.com / 03-414 2344	
Apply Here Withing 7 days of this advertisement. (Clearly mention position applied)	

Question 2

You are working as a secretary for Dato' Sri Azlan, the Managing Director of Rancak Holdings who intends to call for a meeting to discuss preparations for the upcoming annual dinner. Based on the following conversation, prepare the **agenda of meeting**.

(15 Marks)

Dato' Sri Azlan	Let's have the organizing committee set on Monday next week. Please issue the notice of meeting and the agenda. Please also inform all heads of department to attend the meeting and get the Unicorn Meeting Room ready for this meeting.
You	Yes, Dato' Sri. Your schedule is free at 10 am. Will that suitable for you?
Dato' Sri Azlan	Yes, we would need to determine the committee members to organize the annual dinner and discuss the programme as well as the budget for the overall event.
You	All right, Dato' Sri. I will include that into the agenda.
Dato' Sri Azlan	Since this is our 30 th years in operation, I would also like to have a special session recognizing our long service employees. Please inform the HR Director to report on the staff list for that. Any other relating to organizing the annual dinner will be discussed during the meeting.
You	Noted Dato' Sri. I'll be sure to add that into the agenda as well.

END OF QUESTIONS PAPER

