



KOLEJ YAYASAN PELAJARAN JOHOR**FINAL EXAMINATION**

COURSE : ENGLISH FOR OCCUPATIONAL PURPOSES
COURSE CODE : MPU 2233
EXAMINATION : APRIL 2019
DURATION : 2 HOURS

INSTRUCTION TO CANDIDATES

1. This examination paper consists of **TWO (2)** parts :
PART A (50 Marks)
PART B (30 Marks)

2. Candidates are not allowed to bring any material to the examination room except with the permission from the invigilator.

3. Please check to make sure that this examination pack consists of:
 - i. Question Paper
 - ii. Answering Booklet

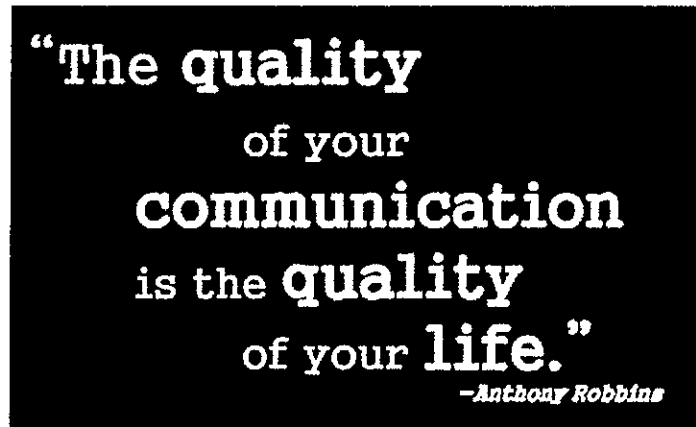
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This examination paper consists of 5 printed pages including front page

PART A

Answer all questions.

Question 1



- a) State **two (2)** types of communication. (2 marks)
- b) List **four (4)** types of non verbal communication. (2 marks)

Question 2

**"The effectiveness of
communication is not
defined by the
communication, but by
the response."**

- Milton Erickson

- a) State **five (5)** effective communication skills (5 marks)
- b) Identify **six (6)** barriers in communication. (6 marks)

Question 3

List **two (2)** functions of report. (2 marks)

Question 4

Identify the **six (6)** process of report writing. (6 marks)

Question 5

State and describe **four (4)** characteristics of a good report. (8 marks)

Question 6

Explain four **(4)** benefits of using visual aids with examples. (8 marks)

Question 7

Elaborate **two (2)** tips for effective presentation. (4 marks)

Question 8

Illustrate and explain the **Functional Structure** in presentation. (7 marks)

[50 Marks]

PART B

Answer all questions.

Question 1

You are working as a secretary for Madam Afiqah, the Managing Director of Suria Holdings who intends to call for a meeting to discuss preparations for the upcoming annual dinner. Based on the following conversation, prepare the **Notice of Meeting** and **Agenda** (30 Marks)

Madam Afiqah	Let's have the organizing committee set on Wednesday 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 Bunga Kekwa Meeting Room ready for this meeting.
You	Yes, Madam. Your schedule is free at 2 pm. Will that be suitable for you?
Madam Afiqah	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, Madam. I will include that into the agenda.
Madam Afiqah	Since this is our 30 th year 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 Madam. I'll be sure to add that into the agenda as well.

[30 Marks]

END OF QUESTIONS PAPER