



KOLEJ YAYASAN PELAJARAN JOHOR**FINAL EXAMINATION**

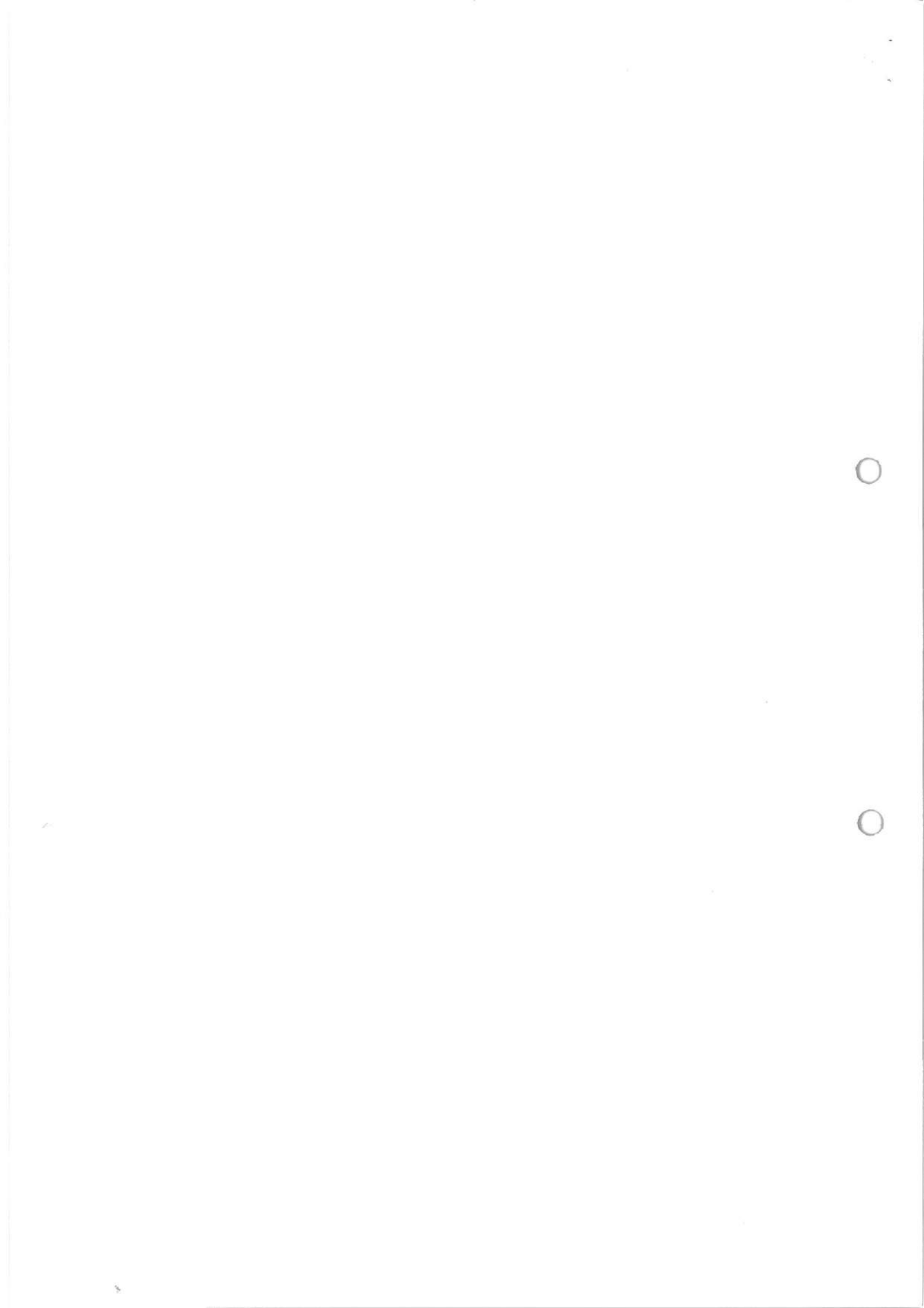
COURSE : ENGLISH FOR OCCUPATIONAL PURPOSES
COURSE CODE : MPU 2233
EXAMINATION : OCTOBER 2019
DURATION : 2 HOURS AND 30 MINUTES

INSTRUCTION TO CANDIDATES

1. This examination paper consists of **THREE (3)** PART A (20 Marks)
parts :
PART B (50 Marks)
PART C (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. Objective Answer Form
 - iii. Answering Booklet

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

This examination paper consists of 9 printed pages including front page



PART A

Question 1

Answer ALL questions in Objective Answer form.

1. Guidelines for good Visual Aids, **EXCEPT:**

- A. Fonts should be clear and easy to read
- B. One with the colorful picture
- C. Proofread very carefully
- D. Keep it simple

2. Type of communication that include spoken, verbal also;

- A. Formal meeting
- B. Oral communication
- C. Body language and books
- D. Visualizations communication

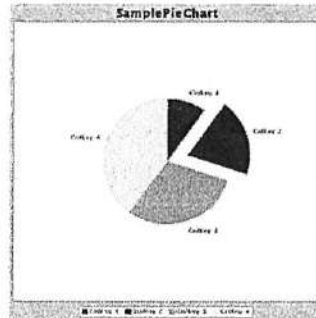
3. Documentation of Notice, Agenda and Minutes of Meeting should be prepared by,

- A. Chairperson / chairman
- B. Committee members
- C. Secretary
- D. Treasurer

4. Preparing for the interview session, interviewee must follow all of the requirement needed in the job advertisement such as,

- A. Educational background
- B. Name of the company
- C. Company's history
- D. Job description

5. Communication is referring to this act.
- A. One way of transferring information
 - B. Two ways of transferring information
 - C. Transferring information from a sender to receiver
 - D. Transferring information from someone who you really know
6. Presenting the Project need you to prepare several important context. Those are as below **EXCEPT**:
- A. When and where will you deliver
 - B. Within a formal and less formal
 - C. Familiar with the audience
 - D. Using voice effectively
7. One of the tip for effective interpersonal communication is 'Shake Hands Firmly' this is because, a weak handshake may indicate:
- A. It is very rude
 - B. Ability to listen
 - C. Lower self- confidence
 - D. Use the right communication method
8. Most of the job advertisement request a resume together with the application letter. The information needed in the resume would be as follows, **EXCEPT**:
- A. Email address
 - B. Marital status
 - C. Full name
 - D. Gender



Picture 1

9. Picture 1 is one example for pie chart that used to show
- A. Graphical representation of a process
 - B. Communicate how a process works
 - C. Percentage or proportional data
 - D. Displaying a list of event
10. Visuals important in a presentation because they help the audience understand and remember, increase interest and,
- A. As cue card
 - B. As variable interact
 - C. As notes or reminders
 - D. As systematic arrangement

(10 MARKS)

Question 2

Read the statements below and answer to the **TRUE/FALSE** statements. Please use the answering booklet provided.

1. Notice should be prepared right after the meeting.
2. "To compare features of product or process", is the use of table in visual communication.
3. Grooming for both male and female reflects first impression and also performance.
4. One of the role for Committee member is to express ideas.
5. Non verbal communication types can be recognized by saying "I am sorry".
6. To write an application letter, you need to put only your address.
7. Step in interview preparation plan is to compare your skills and qualifications to the job requirements
8. Agenda is a document in a meeting that need to be discussed during the meeting.
9. One of the basic of Business Etiquette is you can always arrive as you please
10. Cultural differences, emotional and taboos are common barrier to effective communication.

(10 MARKS)

[20 MARKS]

PART B

Answer all questions.

Question 1



- a) Define the communication process (2 marks)
- b) State **TWO (2)** barriers in communication process. (2 marks)

Question 2

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

- Milton Erickson

- a) What are the **FIVE (5)** characteristics of effective communication? (5 marks)
- b) Illustrate **SIX (6)** factors that affect communication in a mind map. (6 marks)

Question 3

Most managers make decisions and solve problems based on the information and analysis they received in report, written factual accounts that objectively communicate information about some aspects of business. State **TWO (2)** functions of report.

(2 marks)

Question 4

Identify the **SIX (6)** process of report writing.

(6 marks)

Question 5

List and explain **FOUR (4)** characteristics of a good report.

(8 marks)

Question 6

In the past two hundred years, the field of visual communication has been influenced by technological inventions.

Describe **FOUR (4)** benefits of using visual aids with examples.

(8 marks)

Question 7

Verbal and non verbal communication is important when we do the presentation. Give **TWO (2)** main areas that need to be paid attention in delivering a presentation with examples.

(4 marks)

Question 8

Illustrate and explain the **Functional Structure** in presentation.

(7 marks)

[50 Marks]

PART C

Answer all questions.

Question 1

In response to advertisement below, write an

- I) **application letter** (15 marks)
- II) **resume** . (15 marks)



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[30 Marks]

END OF QUESTIONS PAPER