



**KOLEJ YAYASAN PELAJARAN JOHOR
ONLINE FINAL EXAMINATION**

COURSE NAME	:	ENGLISH FOR OCCUPATIONAL PURPOSES
COURSE CODE	:	MPU 2233
EXAMINATION	:	NOVEMBER 2020
DURATION	:	6 HOURS

INSTRUCTION TO CANDIDATES

1. This question paper consists of **THREE (3)** parts :
PART A (20 Marks)
PART B (50 Marks)
PART C (30 Marks)
2. Please refer to the detailed instructions in this question paper.
3. Students are allowed to refer to resources such as lecture notes, books, internet or any other relevant resources.
4. Answer ALL questions in the answer sheet which is A4 size paper (or other paper with the consent of the relevant lecturer).
5. Write your details as follows in the upper left corner for each answer sheet:
 - i. Student Full Name
 - ii. Identification Card (I/C) No.
 - iii. Class Section
 - iv. Course Code
 - v. Course Name
 - vi. Lecturer Name
6. Each answer sheet must have a page number written at the bottom right corner.
7. Answers should be handwritten, neat and clear.

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

*This examination paper consists of **11** printed pages including front page*

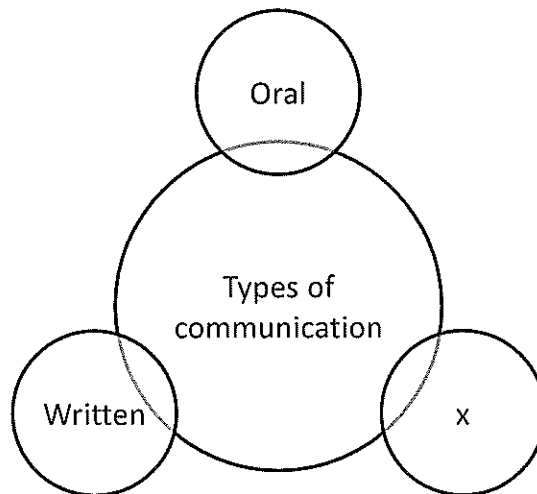
PART A

This part consists of **TWO (2)** questions.

Instruction: Read the questions and choose the suitable answer.

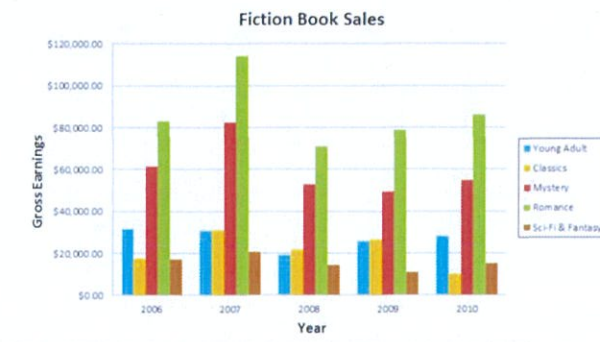
QUESTION 1

1. Communication can be defined as _____.
- 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



Picture 1

2. What is x?
- A. Formal communication
 - B. Gossip communication
 - C. Verbal communication
 - D. Visual communication



Picture 2

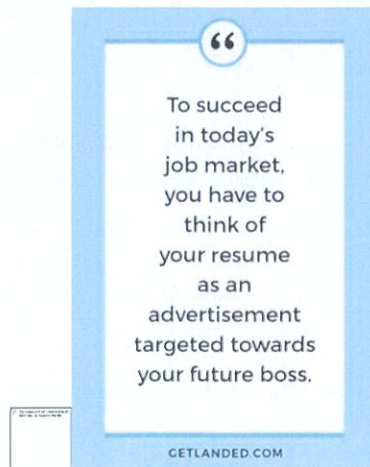
3. Picture 2 is an example of bar chart that used to show
- Graphical representation of a process
 - Comparison qualities at a glance
 - Percentage or proportional data
 - Displaying a list of events
4. Guidelines for good Visual Aids, **EXCEPT**:
- Fonts should be clear and easy to read
 - One with the colourful picture
 - Proofread very carefully
 - Keep it simple

Meeting helpers!



Picture 3

5. Who is the person that need to prepare the documents of meeting?
- Chairperson / Chairman
 - Committee members
 - Secretary
 - Treasurer



Picture 4

6. The information needed in the resume would be as follows, **EXCEPT:**
- A. Email address
 - B. Marital status
 - C. Full name
 - D. Gender
7. 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
8. 'Shake hands firmly' is one of the tips for effective interpersonal communication. 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

9. Visuals 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. Presenting the Project need you to prepare several important contexts. 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

(10 marks)

QUESTION 2

Instruction: Read the statements below and answer to the **TRUE/FALSE** statements.

Please use the answering booklet provided.

1. One of the roles for Committee member is to make positive contributions towards decision making.
2. Minutes should be prepared before the meeting.
3. "To compare features of product or process", is the use of table in visual communication.
4. Non-verbal communication types can be recognized by saying "I am sorry".
5. Grooming for both male and female reflects first impression and also performance.
6. Solicited letter is written to apply for a position that not been advertised.
7. Agenda is a document in a meeting that need to be discussed during the meeting.
8. One of the steps in interview preparation plan is to compare your skills and qualifications to the job requirements
9. One of the basic of Business Etiquettes is you can always arrive as you please.
10. Noise, emotional, information overload and channel breakdown are common barriers to effective communication.

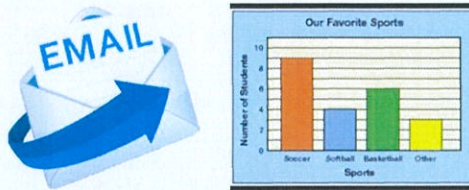
(10 marks)

[20 MARKS]

PART B

This part consists of **EIGHT (8)** questions.

Instruction: Answer ALL questions.

Question 1

Picture 5

a) State **TWO (2)** types of communication based on the example above.

(2 marks)



Picture 6

b) List **TWO (2)** types of non-verbal communication, from picture 6 above.

(2 marks)

Question 2

a) *“Use the right communication method”* is one of the effective Interpersonal Communication skills, state another **FIVE (5)** tips.

(5 marks)

b) Explain **THREE (3)** barriers in communication.

(6 marks)

Question 3

Draw a suitable chart *to compare quantities at a glance and to show trend* of this Fruit Sales table.

Fruit	Grapes	Bananas	Avocados	Apples
Sales (sum)	40	20	30	50

Fruit Sales table.

(5marks)

Question 4

Define these **THREE (3)** objectives of Meeting or having Job Related Discussion.

I) To inform

II) To solve problem

III) To resolve conflict

(6 marks)

Question 5

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

(8 marks)

Question 6

Describe **FOUR (4)** purposes of Business Presentations with the examples.

(8 marks)

Question 7

Classify **TWO (2)** tips for effective presentation.

(4 marks)

Question 8

Illustrate and briefly explain on *Divisional Structure*.

(4 marks)

[50 MARKS]

PART C

This part consists of **ONE (1)** question.

Instruction : Answer ALL questions.

Question 1

Based on the advertisement below, write

a) **An application letter** using the correct format

(15 marks)

b) a complete **resume**

(15 marks)

WE'RE HIRING

- ✓ **ARCHITECT**
- ✓ **INTERIOR DESIGNER**
- ✓ **ENGINEER**

Requirements:

- Candidate must possess at least diploma or Bachelor Degree in Engineering (Electrical & Electronic) / Interior design / Architecture or any equivalent fields .
- Fresh graduates are encouraged to apply. Experience is an added advantage.
- Required languages : Bahasa Malaysia & English
- Willing to work overtime

Please send your Application letter & Resume to the address below:

Fattah Amin, HR Executive, Reeka Temor Sdn. Bhd. Lot 283,
Jalan Pinang Sebatang, 42100, Johor Bahru, Johor.

FEEL OUR DREAMS, SHARE OUR SUCCESS, WALK OUR PATH

[30 MARKS]

END OF QUESTION PAPER