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**KOLEJ YAYASAN PELAJARAN JOHOR  
FINAL EXAMINATION**

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<b>COURSE</b>	<b>:</b>	<b>BUSINESS COMMUNICATION</b>
<b>COURSE CODE</b>	<b>:</b>	<b>ENL 2032</b>
<b>EXAMINATION</b>	<b>:</b>	<b>APRIL 2018</b>
<b>TIME</b>	<b>:</b>	<b>2 HOURS</b>

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**INSTRUCTIONS 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 into the examination hall except with the permission from the invigilator.
  
3. Please check to make sure that this examination pack consists of :
  - i. Question paper
  - ii. Answer booklet

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

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*This examination paper consists of **4** printed pages including front page*



**SECTION A**

Answer ALL questions in Answering Booklet.

**PART 1**

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

**QUESTION 1**

Rewrite the correct order for this **Unsolicited Letter of Inquiry**

- a) Dear Sir
- b) We would be glad if you could send us particulars of you toys. We would also appreciate samples and catalogues.
- c) We look forward to hearing from you soon.
- d) The Marketing Manager  
Syarikat Educational Toys Sdn Bhd  
54A Jalan Padang  
Megah Business Centre  
47800 Petaling Jaya, Selangor.
- e) **Product inquiry: ESUT Educational Toys.**
- f) As experienced dealers in toys, we believed that there is a growing market for such toys as parents are now more aware of the value of educational toys.
- g) 16 April 2018
- h) Mr Azwan and Zulkifli informed us that you are the distributors of the new ESUT educational toys.
- i) Kedai Mainan Sky  
Taman Berjaya  
81800 Ulu Tiram  
Johor
- j) Yours faithfully,  
*Azim*  
Azim Bin Hamzan

(10 marks)

**PART 2**

This part contains of **NINE (9)** questions.

Answer ALL questions in Answering Booklet.

**SHORT ANSWER QUESTIONS**

1. Define Formal Communication. (2 marks)
2. Name **three (3)** flow of formal communication. (3 marks)
3. List the **seven (7)** steps of communication process accordingly. (7 marks)
4. List **four (4)** strategies for communicating effective. (4 marks)
  - ~~obtain~~ ~~self~~ ~~control~~ ~~working~~
  - ~~analyse~~
5. What are the **six (6)** main steps in preparing a report? (6 marks)
  - ~~planning~~
  - ~~analyse~~
  - edit report
6. Give **four (4)** areas that you need to pay attention when delivering a presentation. (4 marks)
7. Explain the differences between formal and informal meeting. (4 marks)
  - at manager
  - MANAGEMENT MEETING
  - DEPARTMENTAL MEETING
8. List and explain **three (3)** types of formal meeting. (6 marks)
  - AS a grand manager A C C
  - the manager board meeting
9. Explain **two (2)** types of job application letter. (4 marks)
  - solicit letter - based on the application job
  - unsolicit letter - based on the articles

**[50 MARKS]**

**SECTION B**

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

Answer ALL questions in Answering Booklet.

- 1) Write a Notice of meeting based on the situation given below.

You are the secretary of Ikhlas Sdn Bhd. You have been instructed to write a notice of meeting to all of the board of management. The meeting will be held on Tuesday, 24<sup>th</sup> of May 2018 at 9.00 A.M, at Cempaka Conference room. In your notice, please specify the date, time and place for the meeting.

(15 marks)

- 2) Write an Agenda with the correct format based on the situation given below.

Your company, Ikhlas Sdn Bhd are going to hold an annual dinner for the staffs. You will be the chairman of the meeting which going to be held on next week. You are required to write an agenda for the meeting. Some of the issues that need to be discussed are the budget required for the annual dinner, theme of the annual dinner, itinerary of the event and suggestions of performance for annual dinner.

(15 marks)

**[30 MARKS]**

**END OF QUESTION PAPER**

