



**KOLEJ YAYASAN PELAJARAN JOHOR
FINAL EXAMINATION**

COURSE NAME : BUSINESS COMMUNICATION
COURSE CODE : ENL2032
EXAMINATION : MEI 2017
DURATION : 2 HOURS 30 MINUTES

INSTRUCTION TO CANDIDATES

1. This examintaion paper consists of **TWO (2)** :
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. Answer Booklet

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

This examination paper consists of 4 printed pages including front page

PART A

This part contains of **FOUR (4)** questions.

Answer ALL in Answer Booklet.

QUESTION 1

- a) Define communication? (2 marks)
- b) Name four (4) types of non-verbal communication. (4 marks)
- c) Name four (4) common types of communication barrier. (4 marks)

QUESTION 2

- a) What is memorandum? (2 marks)
- b) State three (3) purposes of a memo. (3 marks)
- c) State the format differences between formal letter and memorandum. (10 marks)

QUESTION 3

- a) Define report. (2 marks)
- b) State five (5) characteristics of good report. (5 marks)
- c) The table below shows the percentage of United State immigrants in 2016. Draw a bar charts and provide all information needed based on information given below.

Region of Birth	Percent of US Immigrants (%)
Asia	33
Mexico	19
Europe	15
Carribbean	10
Central America	7
South America	7
Africa	6

(10 marks)

QUESTION 4

- a) Define resume. (2 marks)
- b) State three (3) advantages of using a chronological and functional format resume.

	Chronological	Functional
Advantages	1. 2. 3.	1. 2. 3.

(6 marks)

[50 MARKS]

PART B

This part contains of **TWO (2)** questions.
 Answer ALL questions in Answer Booklet.

QUESTION 1

You are the secretary of the Health Club of your company. Your club is organising an "Aerobic Class" for all staff on 13 May 2017. Write a **memo** to members that have registered for the class on the date, time, place and other information relevant to the activity. Participants are also required to confirm their attendance.

(10 marks)

QUESTION 2

You are working as a Secretary for Mdm. Julia Ahmad, the Managing Director of Suria Holdings who intends to call for a meeting to discuss the preparations for the upcoming company annual dinner. Based on the following conversation, prepare the **notice of meeting** and the **agenda**.

Mdm Julia	Anita, let's have the organizing committee meeting 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 Bunga Raya Meeting Room ready for this meeting.
Anita	Yes, Madam. Your schedule is free at 2 pm. Will that be suitable for you?
Mdm Julia	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.
Anita	All right Madam. I will include that into the agenda.
Mdm Julia	Since this is our 25 th years in operation, I would also like to have a special session of recognizing our long service employees. Please inform the HR Director to report on the staff listing for that. Any other relating to organizing the annual dinner will be discussed during the meeting.
Anita	Noted Madam. I'll be sure to add that into the agenda as well.

(20 marks)

[30 MARKS]**END OF QUESTION PAPER**

