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CONFIDENTIAL

KYPJ/OCT2015/ENL2032



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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>OCTOBER 2015</b>
<b>TIME</b>	<b>:</b>	<b>2 HOURS</b>

**INSTRUCTIONS TO CANDIDATES**

1. This examination paper consists of **TWO (2)** sections: SECTION A (50 Markah)  
SECTION B (30 Markah)
2. Answer **ALL** questions.
3. Candidates are not allowed to bring any material into the examination room **EXCEPT** with the permission from the invigilator.
4. Please check to make sure that this examination pack consists of:
  - i. Question Paper
  - ii. Answering Booklet

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

*This examination paper consists of 8 printed pages including front page*

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**SECTION A [50 MARKS]****SHORT ANSWERS**

1. What is the definition of **MEETING**?  
(2 marks)
2. Explain **FIVE (5)** points on the advantages of having a meeting.  
(5 marks)
3. What are the important documents in the meeting?  
(3 marks)
4. In writing a resume, you need to follow some guides. For working experiences, you shall include **FIVE (5)** points of it. What are they?  
(5 marks)
5. What is **Memoranda / Memorandum**?  
(2 marks)
6. State **THREE (3)** purposes of a **MEMO**.  
(3 marks)

7. You work as an Administration Assistant at Armarinda Hotel. The company has recently redesigned all its stationary (writing paper, memo pad, invoices, company cards, envelopes, etc) and these are to be issued to all staff next week.

The General Manager, Encik Ahmad Maslan, says this to you;

'Could you send a memo to all staff, please? Let them know that we will be giving each department a new supply of stationary later this week. If any department did not get it by Friday afternoon, they should let me know. Please remind everyone that they have to use the new stationary immediately, even if they still have a lot of old stationary. I know this means we might have to waste some of the old stationary, but we could always recycle them. The new stationary is very well designed and I'm sure all of our staff and customers will like it. By the way, you had better send the memo in my name.'

Write a **MEMO** to all staffs in the company.

(10 marks)

8. You are working as a Sales Manager in a large factory producing furniture. Your department has received the following letter.

Dear Sir,  
ORDER NO. 8765



We would like to express our gratitude for the timely delivery of the above order which was received today.

However, we are disappointed to inform you that upon examining the goods, we found that three of the display cabinets were different in color from those ordered. We ordered three (3) display cabinets code 8790 in white color instead of code 8799 in maple brown color were delivered.

This matter caused us some inconvenience, as we would not be able to supply to one of our important customers. We would be very grateful if you could replace the wrong order or advice in what action to be taken.

Thank you.

Yours faithfully,

Annahita Suhaila Bt. Adam.  
Manager,  
Charming Props Berhad.



Please reply the above letter via email by giving reasonable explanations to clarify the mistakes.

(20 marks)

## SECTION B [30 MARKS]

## PART A (10 MARKS)

## FILL IN THE BLANKS

There are TEN (10) steps while doing application letter for formal letter's format. Complete them with the wording a-j. Please use the answer booklet provided.

No 24, Perjiranan 10/1,  
Bandar Dato' Onn,  
81100, Johor Bahru,  
Johor.

\_\_\_\_\_ → (a)

24 September 2015

\_\_\_\_\_ → (b)

Human resource Department.  
HD Marketing & Distribution Sdn. Bhd,  
29-7, The Boulevard,  
Mid Valley City,  
Lingkaran Syed Putra,  
59200, Kuala Lumpur.

\_\_\_\_\_ → (c)

Dear Sir,

\_\_\_\_\_ → (d)

**Vacancy for Food & Beverages Captain**

\_\_\_\_\_ → (e)

I wish to apply for the post of Waitress advertised in the Malay Mail of 23 September 2015.

I am 21 years of age, a Malaysian citizen and was educated at Sekolah Menengah Tinggi Segamat, where I completed my Sijil Pelajaran Malaysia. After leaving school, I did three years Diploma course in UiTM, Jalan Othman. I obtained passes in the following subjects: Dining Room Services class and Basic Cookery.

Mr George Parker as the Headmaster of Sekolah Menengah Tinggi Segamat and Puan Fatimah Abdullah Course Tutor, in UiTM have kindly agreed to act as referees on my behalf.

} (f)



If I am considered for the job, I shall be glad to attend an interview at any time convenient to you.

Yours faithfully,



(Aina Marissa Arianna bt. Mohd. Aidil)

Encl

\_\_\_\_\_ → (g)

\_\_\_\_\_ → (h)

\_\_\_\_\_ → (i)

\_\_\_\_\_ → (j)

(10 marks)

**PART 2 (20 MARKS)****DRAW UP AN AGENDA AND A NOTICE**

Based on the Minutes of Meeting given below, write out an **AGENDA** and a **NOTICE** of the meeting.

**Minutes of Meeting**

John Group SDN BHD

Minutes of the 2<sup>nd</sup> Sub Committee Meeting of John Group SDN BHD held on Wednesday, 16 September 2015 at 9 am in the Kunang Meeting Room.

Present :	1. Mohd Firdaus Mohd Yusof	Chairperson
	2. Umami Aiman Mohd Azman	Secretary
	3. Naresh s/o Ganesan	Treasurer
	4. Jeremy Choo	Committee
	5. Syazwan Shamirin	Committee
	6. Tilaku d/o Mutusamy	Committee

1. Chairperson's Address

The chairperson welcomed the members and thanked them for their cooperation for attending the meeting.

2. Apologies for absence

There were no apologies for absence

3. Minutes of the previous meeting

As there were no amendments the chairperson confirmed the minutes of the meeting.

4. Matters arising from the previous minutes

There were none.

5. Annual Reports from the Committee

Mr. Jeremy Choo has chosen the place for the Charity. Everybody agreed. Miss Tilaku d/o Mutusamy has passed the confirmation letter that the Government would like to donate some money from Kementerian Belia dan Sukan. She also said that the response from the members was overwhelming. Mr. Syazwan Shamirin has also prepared the refreshment for all media. The budget for overall will be present for next meeting.



6. Special Business

- a) The treasurer suggested that for inviting the popular artist for this event will make crowd because everybody will like to meet their favorite artist. He has been given the permission that to have an artist, the budget must be only around RM5,000 only.
- b) Mr. Chairman would like them to think who will be the perfect artist for their charity event is. He asked the committee to list and will do the voting by next meeting.

7. Any Other Business

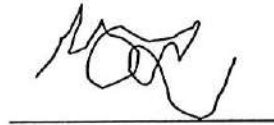
There was no other business

8. Date and time of next meeting

The secretary will inform the members of the next meeting in a Notice.

9. Close

There being no further business, the meeting closed at 11.00 am with a vote of thanks to the chairperson.



Confirmed by  
Mohd Firdaus Mohd Yusof  
(Chairperson)

Sept. 17<sup>th</sup> 2015  
Date

Recorded by  
Umami Aiman Mohd Azman  
(Secretary)



.....  
signature

(20 marks)

END OF QUESTION PAPER

