



**KOLEJ YAYASAN PELAJARAN JOHOR
FINAL EXAMINATION**

COURSE : BUSINESS COMMUNICATION
COURSE CODE : ENL 2032
EXAMINATION : OCTOBER 2017
DURATION : 2 HOURS

INSTRUCTION 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 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. Answering Booklet

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

This examination paper consists of 3 printed pages including front page

PART A - (50 MARKS)

This part contains of **three (3)** 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)
- d) List **five (5)** characteristics of effective communication? (5 Marks)

QUESTION 2

- a) In the past two hundred years, the field of visual communication has been influenced by technological inventions. Give **two (2)** benefits of using visual communication in presentation. (4 Marks)
- b) Name **four (4)** types of graphs and describe their function. (8 Marks)
- c) The table below shows the number of DRB-HICOMS car sales in a year 2015, according to the types of car. Create a bar graph based on the information given below. (10 Marks)

Types of car	Unit sold
Perdana	32 500
Inspira	45 000
Persona	25 500
Gen-2	15 000
Satria Neo	23 000
Saga	40 000

QUESTION 3

- a) Define resume (2 Marks)
- b) State **three (3)** types of resume. (6 Marks)
- c) State **five (5)** types of interview. (5 Marks)

PART B (30 MARKS)

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

Answer **ALL** in Answer Booklet.

QUESTION 1

You are the secretary of the English Club at Kolej Yayasan Pelajaran Johor (KYPJ). Your club is organising and " Zumba Class " for all students on 10th November 2017. Write a **memo** to all students 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 Madam Suraya Ahmad, the Managing Director of Musytari Holdings who intends to call for a meeting to discuss preparations for the upcoming annual dinner. Based on the following conversation, prepare the **notice of meeting** and the **agenda**. (20 Marks)

Madam Suraya	Siti, let's have the organizing committee 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 Matahari Meeting Room ready for this meeting.
Siti	Yes, Madam. Your schedule is free at 10 am. Will that suitable for you?
Madam Suraya	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.
Siti	All right, Madam. I will include that into the agenda.
Madam Suraya	Since this is our 30 th years in operation, I would also like to have a special session recognizing our long service employees. Please inform the HR Director to report on the staff list for that. Any other relating to organizing the annual dinner will be discussed during the meeting.
Siti	Noted Madam. I'll be sure to add that into the agenda as well.

END OF QUESTION PAPER