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FINAL EXAMINATION

COURSE NAME : ENGLISH FOR OCCUPATIONAL PURPOSES
COURSE CODE : MPU 2233
EXAMINATION : MAY 2018
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. Answer 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 (20 MARKS)

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

Answer **ALL** in Answer Booklet.

Question 1

Business letter is a tool used by a business organization to communicate with its clients.

- i. What are the differences between Complete Block Format and Semi Block Format of business letter?
(10 Marks)
- ii. The following is a layout of a business letter. Name the parts indicated by A, B, C, D and E.
(10 Marks)

A	MADAM ROSE SDN BHD. 20 OCTOBER , 2017
B
C	Dear
D.....	Subject
E MNFB/mms PS :

SECTION B (60 MARKS)

INSTRUCTION: Answer all questions below. Please use the answer booklet provided.

1. 'In any form of communication, ethical values are very important'.
 - i. Why English is important for your career? (4 MARKS)
 - ii. State **3 (three)** examples of non-verbal communication. (6 MARKS)
 - iii. What are the **5 (five)** guidelines to communicate ethically that presented by Guffey, 2004? (10 MARKS)

2. Interview is referring to a formal consultation usually to evaluate qualifications (as of a prospective student or employee) .
 - i. Why interview is important in recruitment process? Provide examples to support your answer. (10 MARKS)
 - ii. Draw a table on the Do's and Don'ts that need to be taken into consideration by the candidate when he/she is attending an interview. (10 MARKS)

3.

Business etiquette is a set of manners that is accepted or required in a profession.

 - i. What are the **5 (five)** basics of business etiquette? (5 MARKS)
 - ii. List **5 (five)** advantages of business etiquette. (5 MARKS)
 - iii. Illustrate the ABC's of Image in business etiquette? (10 MARKS)

60 MARKS

END OF QUESTION PAPER

