

**CONFIDENTIAL**
**OPEN UNIVERSITY**  
**UNIVERSITI TERBUKA**  
**MALAYSIA**

**FINAL EXAMINATION**

**JANUARY SEMESTER 2005**

<b>COURSE CODE</b>	:	<b>OUMH2203</b>
<b>COURSE TITLE</b>	:	<b>ENGLISH FOR WORKPLACE COMMUNICATION</b>
<b>TIME</b>	:	<b>9.30 AM – 11.40 AM</b>
<b>DATE</b>	:	<b>22 APRIL 2005</b>

**INSTRUCTIONS TO CANDIDATES**

1. Please read **CAREFULLY** the instructions given below.
2. This question paper is printed on both sides of the paper. Please ensure that there are **SEVEN (7) PAGES**.
3. This question paper is divided into **2 PARTS, A and B**.
4. Answer **ALL** questions in Part A and **THREE (3)** questions in Part B.
5. Please write your answers in the Answer Booklet provided.

**THERE ARE 7 PAGES OF QUESTIONS, EXCLUDING THIS PAGE.**

## PART A

**INSTRUCTIONS:** Answer **ALL** questions.

### QUESTION 1

Write separate sentences with the phrases below.

- (a) I have enclosed
- (b) your inquiry
- (c) with reference to

**[9 marks]**

### QUESTION 2

Write separate sentences with the words below.

- (a) personnel
- (b) personal

**[6 marks]**

### QUESTION 3

The following paragraph contains four grammatical errors.

- (a) Identify each error.
- (b) Write the correct form.

Johan Ariff, chairman of Malaysian Computer Designs, said that the company's personal computer shipments had risen sharp. He said that deliveries should climb to more than 25,000 units this year, compare to 17,000 last year. However, price reductions is still eating into profit margins and the company will have to address these issue soon.

**[8 marks]**

**QUESTION 4**

- (a) Rewrite the following paragraph in **ONE (1)** sentence of about 20 words.
- (b) Your sentence should contain all the ideas in the paragraph.

There are many ways of answering an advertisement for a job. One of the ways is to arrange an interview through the telephone. Another way is to send your resume accompanied by a cover letter. (35 words)

**[8 marks]**

**QUESTION 5**

List three main characteristics of a **resume**.

**[9 marks]**  
**[Total :40 marks]**

## PART B

**INSTRUCTIONS:** There are five (5) questions in Part B. Answer **THREE (3)** questions only.

### QUESTION 1

Read the following report and answer the questions that follow.

#### REPORT ON GLOBAL WARMING

(1) The rise in ocean temperatures is perhaps the most compelling evidence yet that global warming is happening right now. In coming decades, global warming will have a dramatic impact on water supply. The results of this study also show that global warming is caused by industrial release of carbon dioxide.

(2) Several computer simulations were run to reproduce the observed rise in ocean temperatures over the last 40 years. The possibility that oceanic changes were due to natural climate variability, solar radiation and volcanic emissions was also examined. However, human activity is the most likely cause for the rise in ocean temperatures around the world.

(3) In Japan regional water supplies will be dramatically affected by climate change in the decades in the near future. The western US is already experiencing water shortages and research suggests that the region could face a water crisis within 20 years. In the South American Andes and western China, millions of people could be left without adequate water during the summer due to accelerated melting of glaciers. If the snow melts sooner, and if societies do not have the ability catch all of that water, they are going to end up with water shortages in the summer.

(4) Political leadership was now needed to avert a global disaster. Hopefully we can get the government to change people's attitude. The first thing to do is figure out the global warming-related problems we have around the world.

Adapted from <http://news.bbc.co.uk/2/hi/science/nature/4275729.st>

Answer the following questions in complete sentences.

- (a) What makes the writer say that global warming is currently occurring? **[3 marks]**
- (b) Is the rise in ocean temperatures a cause or an effect of human activity? **[2 marks]**
- (c) Other than human activity, what factors could have led to changes in ocean temperatures? **[3 marks]**
- (d) How will humans be affected by global warming? **[3 marks]**
- (e) What is meant by the term *accelerated melting of glaciers* mentioned in paragraph 3? **[3 marks]**
- (f) What is meant by the term *avert a global disaster* mentioned in paragraph 4? **[3 marks]**
- (g) What is one way in which we can address the problem outlined in this report? **[3 marks]**

**[Total : 20 marks]**

**QUESTION 2**

You are the Medals Coordinator of the Olympic Council. Using the information in the chart, **write a memorandum to your Managing Director.**

Include the following points in your memorandum:

- (a) A brief description of the acquisition of gold, silver and bronze medals by countries from Europe, North America, Asia and Australia.

**[10 marks]**

- (b) A comparison between countries with a high number of gold medals and those with a low number of gold medals.

**[10 marks]**

MEDAL TALLY 29 August 2004			
Country	Gold	Silver	Bronze
United States	35	39	29
China	32	17	14
Russia	27	27	38
Australia	17	16	16
Japan	16	9	12
Germany	14	16	18
France	11	9	13
Italy	10	11	11
South Korea	9	12	9
Great Britain	9	9	12

Source: [http://news.bbc.co.uk/sport2/hi/olympics\\_2004](http://news.bbc.co.uk/sport2/hi/olympics_2004)

**[Total : 20 marks]**

**QUESTION 3**

Use the following telephone conversation to help Devi **write a memo** to her Manager.

Devi	Hello Norlia. We need to talk about reducing the sales force. I have to let the manager know what is going on.
Norlia	Oh Hi, Devi. Let me brief you about what has happened. The sales department has had two meetings on the subject and I am glad to say that not many employees will lose their jobs.
Devi	Do you have the minutes of the meetings?
Norlia	Yes. Give your manager the word document I e-mailed you. It has the minutes and all the job specifications of the sales force. Ask your manager if this information is sufficient for him to make a decision, and if he needs more details on our sales and marketing department.
Devi	Anything else?
Norlia	Not at the moment.
Devi	Thanks a great deal. I will write the memo immediately. Bye!
Norlia	Bye.

**[20 marks]****QUESTION 4**

You are the Business Development Executive for the *Agritani Malaysia*. You have been asked to **deliver a speech** on Malaysian imports from Australia. With reference to the table below, write your speech following a chronological order. In your speech, use comparative terms such as *more than*, *less than*, *in comparison to* and *on the other hand*.

Year Fruit	1998	1999	2000	2001	2002
<b>Apples</b>	5675 tons	5890 tons	6784 tons	7684 tons	9870 tons
<b>Bananas</b>	7898 tons	7985 tons	8056 tons	8143 tons	8454 tons
<b>Grapes</b>	7874 tons	7976 tons	7015 tons	6782 tons	5765 tons

Source: <http://www.microsoft.com/office>

**[20 marks]**

**QUESTION 5**

Your company wishes to make reservations for a function called 'Family Day.' In response to the following advertisement, write a letter of enquiry to the hotel.

In your letter inquire about the following:

- (a) Package deal—80 employees
- (b) Breakfast
- (c) Place for games or 'telematch'
- (d) Booking and payment.



The advertisement for Holiday Inn SELECT features a photograph of the hotel building on the left. The logo 'Holiday Inn SELECT' is prominently displayed in the center, with the tagline 'Dealer's Choice of Hotels in Nashville!' below it. The text provides directions to Exit 215B off I-40, near Manheim's Nashville Auto Auction. It lists several features of the hotel, including a special discounted rate for auto auction attendees, complimentary airport shuttle, two lounges, a full-service restaurant, an indoor pool, and a manager's reception. A list of amenities for all guestrooms is provided, such as in-room coffee makers, ironing boards, hair dryers, phones, and TVs. The ad also mentions Priority Club points and rewards, and provides a toll-free number (888-211-9874) and a local number (1-877-386-5004) for reservations. A photograph of a hotel room with a bed and desk is shown in the bottom right corner.

**Exit 215B off I-40, minutes from Manheim's Nashville Auto Auction**

**Full Service Hotel Featuring:**

- Special discounted Nashville Auto Auction rate
- Complimentary airport shuttle every 20 minutes, 2 1/2 minutes from the airport
- 2 Lounges: Terrace BAR open afternoons 2-6 & Ivories featuring live entertainment nightly 6-2
- Jackson's Veranda, full-service restaurant featuring omlette station and breakfast buffet, pasta bar and lunch buffet, and dinner menu
- Indoor pool, outdoor sundeck, sauna, jacuzzi
- Manager's Reception featuring complimentary cocktails and appetizers every Tuesday and Wednesday from 5:30 - 6:30

**Priority Club points & rewards - call toll-free 888-211-9874 to join**  
Call Tara or Marjorie at the auction for a reservation  
1-877-386-5004

**These features in ALL guestrooms:**

- ✓ In-room coffee makers
- ✓ Full-size ironing board/iron
- ✓ In-room hair dryers
- ✓ 2 phones w/ data ports
- ✓ 27-inch remote control TV with STARZ premium movie channels
- ✓ VIP Executive Level available

Source: <http://www.naa.bizsitenetworks.com/>  
[20 marks]

THE QUESTION PAPER ENDS HERE