



**UTM**  
**UNIVERSITI TEKNOLOGI MALAYSIA**

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FINAL EXAMINATION SEMESTER I  
2013/2014 SESSION

<b>COURSE CODE</b>	<b>:</b>	<b>UHB 3022 / ULAB 3122</b>
<b>COURSE</b>	<b>:</b>	<b>ENGLISH FOR WORKPLACE COMMUNICATION</b>
<b>PROGRAMME</b>	<b>:</b>	<b>ALL PROGRAMMES</b>
<b>DURATION</b>	<b>:</b>	<b>1 HOUR 30 MINUTES</b>
<b>DATE</b>	<b>:</b>	<b>JANUARY 2014</b>
<b>MARKS</b>	<b>:</b>	<b>30</b>

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**INSTRUCTION TO CANDIDATES:**

There are three (3) parts in this paper:

- Part I : 5 marks
- Part II : 10 marks
- Part III : 15 marks

Answer ALL questions in the answer booklet provided.

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**THIS EXAMINATION PAPER CONSISTS OF 4 PRINTED PAGES (INCLUDING THIS PAGE).**

**PART I (5 marks)**

**Instruction:** Read the situation and complete the task.

**Situation**

The Staff Development Unit of Aztec Sdn. Bhd. Is organizing a two-day team building programme for all management staff members on the second week of March 2014.

**Task**

As secretary of the department, write memo informing your management staff members about the programme. Include all relevant details of the programme.

**Note:** Marks will be deducted for direct lifting of sentences from the given situation.

**PART II (10 marks)**

**Instruction:** Read the situation and complete the task.

**Situation**

As the secretary of the Staff Development Unit, you have been assigned to organize a two-day training programme for all management staff. You came across the following advertisement:

**Master Design Management Training Programme**

Our company, MyTeam Sdn. Bhd. is dedicated in providing the most practical and informative course to produce world-class managers and leaders. We pride ourselves in applying real world management practices with business management theories.

**Task**

Write a letter to MyTeam Sdn. Bhd. asking them to send you details of their training programme. You should enquire about course content profiles of trainers, and other details pertaining to fees, payment methods and discounts. Your letter must be written using the full block format.

**Note:** Marks will be deducted for direct lifting of sentences from the given situation.

### **PART III (15 marks)**

**Instruction:** Read the situation and complete the task

#### **Situation**

Cytex Computers Sdn. Bhd. has been providing your company with maintenance service of computers and printers for the last two years. Recently, you have received complaints from your staff about the maintenance personnel not turning up promptly and not providing quality services. This has resulted in work delay. You have already called twice in an effort to resolve the matter over the phone. However, no action has been taken to date.

#### **Task**

Write a letter of complaint to the company. Your letter should state your reasons for writing, what you want to complain about, and what you would like Cytex Computers Sdn. Bhd. to do.

Your letter must be written using the full block format.

**Note:** Marks will be deducted for direct lifting of sentences from the given situation.