

SECTION A

(40 marks)

INSTRUCTIONS:

This section consists of TWENTY (20) objective questions. Answer ALL questions in the answer booklet.

CLO1
C3

1. Which of the following is not true about giving feedback?
 - A. It is a delicate process which is aimed at changing behavior
 - B. It should always consider the sensitivity of a person's feelings
 - C. It is always meant to criticize one's performance
 - D. It should be delivered in a respectful manner

CLO1
C3

2. The following situation is an example of a feedback.

"Aiza, this is the kind of work I am looking for. Anyway, you need to redo the last part. It's still not according to the specifications I wanted. Come and see me on Monday. I need to go through this again before we send it out for approval".

- A. constructive
- B. constructive negative
- C. destructive
- D. none of the above

CLO1

3. There are _____ types of negotiation styles.

- A. 1
- B. 2
- C. 3
- D. 4

CLO1
C3

4. A negotiation is

- A. a method by which people settle differences through arguments
- B. a process by which a compromise is reached through written documents
- C. a process that incorporates the principle of fairness, mutual understanding and maintaining a relationship in reaching a successful outcome
- D. a method that resolves differences between two parties

SULIT



EXAMINATION AND EVALUATION DIVISION
DEPARTMENT OF POLYTECHNIC EDUCATION
(MINISTRY OF HIGHER EDUCATION)

GENERAL STUDIES DEPARTMENT

FINAL EXAMINATION

DECEMBER 2012 SESSION

AE102: ENGLISH AT THE WORKPLACE

DATE : 24 APRIL 2013 (WEDNESDAY)

DURATION : 2 HOURS (2.30 – 4.30)PM

This paper consists of **TEN(10)** pages.
 Section A: Objective (20 questions – answer all)
 Section B: Structured (4 Questions – answer all)
 Section C: Essay (1 question – answer all)
 Supported document included : None

**DO NOT OPEN THIS QUESTION PAPER UNTIL INSTRUCTED BY
THE CHIEF INVIGILATOR**

(The CLO stated is only for reference)

SULIT

CLO2
C3

10. When writing a description of a process, you should...

- A. prepare it for the low level technical readers.
- B. use a substantial amount of related jargons.
- C. avoid using headers as they are confusing.
- D. construct the statements in imperative forms.

Question 11-13 are extracts of reports. Read each paragraph carefully and determine the **likely report** that it is taken from.

Reader friendly format should be a criterion for consideration. In **Health Care**, the articles are set up with headings and subheadings. There are some graphics. Although headings, subheadings, charts and graphs are used throughout **Journal of Health Professional**, its articles are not easy to comprehend because of the constant use of technical terms.

11. From which report is the above paragraph taken?

- A. Progress Report
- B. Laboratory Report
- C. Problem Analysis Report
- D. Equipment Evaluation Report

Our group has completed phase 1 till phase 4 of the project. However, we encountered a number of problems. The drafting phase could not be completed according to schedule as group members had to meet assignment deadlines. We also faced problems finding a suitable material for the project. Our first choice of recycled plastic bottles found to be unsuitable. When we changed to the use of recycled cans, we could not collect enough of them.

12. From which report is the above paragraph taken?

- A. Progress Report
- B. Laboratory Report
- C. Problem Analysis Report
- D. Equipment Evaluation Report

CLO2
C3

5. Which of the following is considered competitive negotiation style?

- A. Win-Win
- B. Win-Lose
- C. Lose-lose
- D. Win-lose-win

CLO3
C3

6. Negotiations can be used in the following situations except:

- A. International affairs
- B. Industrial disputes
- C. Settling a debt
- D. Upgrading a students' final grade from a B to an A

Question 7-8**Read the sentences below carefully and determine its type.**CLO3
C3

7. You should not touch the hot metal with your bare hand.

- A. Warning
- B. Caution
- C. Note
- D. Danger

CLO3
C3

8. When pouring the hot liquid onto the tray, do it slowly.

- A. Warning
- B. Caution
- C. Note
- D. Danger

CLO2
C39. Which **ONE** of the following is not a description of a process?

- A. Explaining how a machine works.
- B. Telling a friend how to operate a machine.
- C. Describing what happened during a field test.
- D. Recording steps in developing a new product.

CLO 4
C3CLO 4
C3

CLO5
C316. Listed below are types of visual aids that can be used in your presentation **EXCEPT**

- A. Graphs and charts
- B. Videos
- C. Objects
- D. Speech outlines

CLO5
C317. These are all examples of Special Occasion Speeches **EXCEPT**

- A. Training
- B. Toasts
- C. Tributes/Eulogies
- D. Recognition Presentation

CLO5
C318. Listed below are types of speeches that can be considered as Public Speaking **EXCEPT**

- i. Job Interviews
- ii. Informative Speeches
- iii. Persuasive Speeches
- iv. Demonstrative Speeches
- v. Special Occasion Speeches

- A. i
- B. ii & iii
- C. iii, iv & v
- D. All of the above

CLO5
C3

19. Which of the following are elements of Public Speaking that one should consider?

- i. Identify the topic
- ii. Identify the audience
- iii. Limit the scope of the speech
- iv. The speech must consist of new information

- A. i
- B. ii & iii
- C. ii, iii & iv
- D. All of the above

The production department of Pentic Sdn Bhd has been in operation for a decade. There are five production machines, three of which are already 10 years old. Lately, many audio system parts have been rejected due to faulty production. This has caused a slow-down in meeting production deadlines and an increase in cost.

CLO 4
C3

13. From which report is the above paragraph taken?

- A. Progress Report
- B. Laboratory Report
- C. Problem Analysis Report
- D. Equipment Evaluation Report

CLO 4
C314. *The final presentation to the Company Director has been scheduled on 4 May 2013.*

The above statement is referring to

- A. Purpose
- B. Conclusion
- C. Task completed
- D. Task remaining

CLO 4
C3

15. Among the features of a good technical report are:

- i. clear graphics
- ii. Concise paragraphs
- iii. Bulleting and listing
- iv. Headings and subheadings

- A. i, ii & iv
- B. i, ii & iii
- C. i, iii & iv
- D. All of the above

Describe what you see

To express concern

State your desire

To ask for opinion

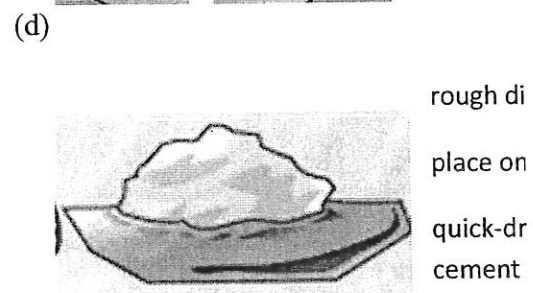
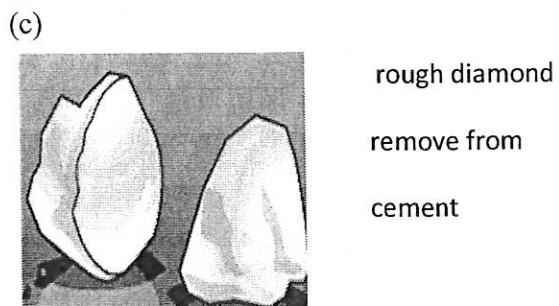
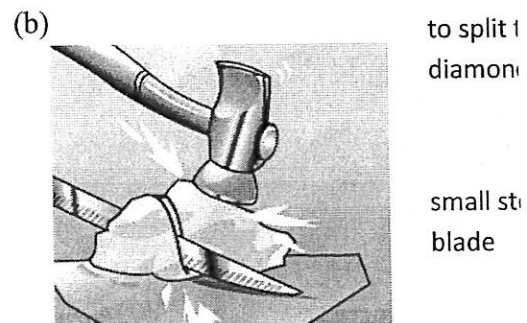
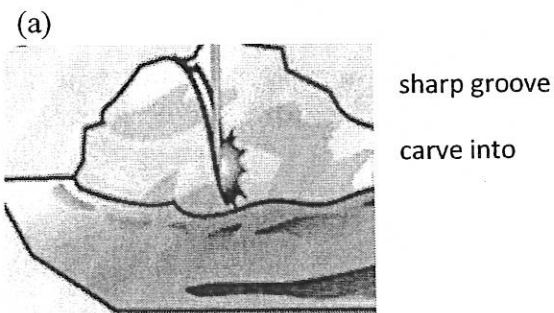
Question 2

(10 marks)

The pictures below show the process of cutting a rough diamond. The pictures are not in the correct sequence.

Study the pictures and carry out the following:

- Rearrange the pictures according to the correct sequence.
- Write a statement for each picture to show the process. You should use the words provided.



CLO2
C3

CLO5
C3

20. Having a good understanding of our audience helps us to prepare and deliver our speech effectively. All these listed must factor in audience analysis.

- i. Age/Gender/Culture
- ii. Knowledge/Experience
- iii. Opinions/Attitudes/Beliefs
- iv. Hobbies/Interests

- A. i
- B. i & ii
- C. i, ii & iii
- D. All of the above

SECTION B

(40 marks)

INSTRUCTION:

This section contains FOUR (4) questions. Answer ALL questions. Write your answer in the answer booklet.

Question 1

(10 marks)

Read the situation below and write **CONSTRUCTIVE FEEDBACK** for each step. You need only to write the four steps in your answer booklet.

Your group is preparing a problem analysis report. One of the group members, Ismail is always absent from the meeting involving the discussion pertaining to the report. You are worried that he will affect the whole group's performance. As the group leader, give constructive feedback to Ismail.

Use the format below

CLO1
C3

#Supporting detail 1 _____ (1 marks)

#Supporting detail 2 _____ (1 marks)

Conclusion _____ (1 marks)

SECTION C (20 marks)

Your manager has received complaints concerning housing problems faced by the workers at their flats. He has asked you to investigate the matter and submit a written report. Describe in detail two main problems that you have found at the staff quarters:

- Irregular garbage collection causes an increase in flies and cockroaches leading to unhealthy living conditions
- Frequent breakdowns of the lift force workers to climb up the stairs

Write your problem analysis report using a memorandum format and focus on how the housing problems have affected the workers of your company.

END OF PAPER

CLO 4
C3

SEQUENCE	STATEMENT

Question 3 (10 marks)

When writing a set of instructions, you must first begin with an introduction to explain to the readers what they are about to do. As for the instruction itself, there are seven aspects that you need to consider. List down the aspects which you must consider when writing instructions.

CLO3
C3

Question 4 (10 marks)

Write the speech outline for **ONE** of the following topics:

CLO5
C3

- How to reduce the number of fatal road accidents in Malaysia?
- Violent video games should be banned in Malaysia.
- All polytechnic students are required to wear student uniforms when they attend classes.

Your speech outline must have a thesis statement, 2 main ideas, 4 supporting details and a conclusion. Each main idea must have 2 supporting details. Use the format below for the outline.

Thesis statement _____ (1 marks)

Main idea 1 _____ (1 marks)

#Supporting detail 1 _____ (1 marks)

#Supporting detail 2 _____ (1 marks)

Main idea 2 _____ (1 marks)