

SECTION A (40 marks)**INSTRUCTIONS:**

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

CLO 1
C3

1. "Khairul, you need to report to your supervisor every week on your task completed".
Which step is this in giving constructive feedback?

- A. State your desire
B. To ask for opinion
C. To express concern
D. Describe what you see

CLO 1
C3

2. "I am afraid that you will not have sufficient time to complete your final project."
The above constructive feedback is

- A. State your desire
B. To ask for opinion
C. To express concern
D. Describe what you see

CLO 1
C3

3. When both parties are very firm with their decision in a negotiation deal between two companies, it is a _____ situation.

- A. Win-win
B. Win-lose
C. Lose-lose
D. None of the above.

CLO 1
C3

4. Which of the following is not one of the steps in the negotiation process?

- A. Training
B. Bargaining
C. Making proposals
D. Establishing positions

SULIT

POLITEKNIK
Jabatan Pengajian Politeknik

BAHAGIAN PEPERIKSAAN DAN PENILAIAN
JABATAN PENGAJIAN POLITEKNIK
KEMENTERIAN PENDIDIKAN MALAYSIA

JABATAN PENGAJIAN AM

PEPERIKSAAN AKHIR

SESI JUN 2013

AE102: ENGLISH AT WORKPLACE

TARIKH : 24 OKTOBER 2013

TEMPOH : 2 JAM (2.30 PM - 4.30 PM)

Kertas ini mengandungi DUA BELAS (12) halaman bercetak.

Bahagian A: Objektif (20 soalan)

Bahagian B: Struktur (4 soalan)

Bahagian C: Esei (1 soalan)

Dokumen sokongan yang disertakan : Tiada

JANGAN BUKA KERTAS SOALAN INI SEHINGGA DIARAHKAN

(CLO yang tertera hanya sebagai rujukan)

SULIT

CLO2
C3

10. When describing a process, you should place _____ at the beginning of the sentence.
- object
 - subject
 - complement
 - verb

CLO4
C3

11. From which report is the extract below taken?

The current work is progressing as expected. The overall project is three days behind the estimated work schedule but no further delays should occur. The final stage of the project will require an overall inspection of the dam. The chief engineer expects to make the final checks by May 12.

- A Progress Report
- An Incident Report
- A Problem Analysis Report
- An Equipment Evaluation Report

CLO4
C3

12. The paragraph below is the _____ of a report.

The management of Pantas Sdn. Bhd. is facing a crisis. In recent months several workers have left the company. The shortage of experienced workers has affected the performance of the company. A study was conducted to determine the reasons for workers leaving the company and to make necessary recommendations in order to overcome the problem.

- scope
- recommendations
- method of investigation
- background information

CLO1
C3

5. "This type of situation is also known as **competitive** negotiation style". Which type of negotiation style is this?
- Win-Win
 - Win-Lose
 - Lose-Lose
 - None of the above

CLO1
C3

6. All of these statements shows process of negotiation except
- "It's a deal".
 - "I'll take that as a challenge".
 - "Let's go over the agenda before we do anything else".
 - "I'll make sure the agreement is prepared by next week".

CLO3
C3

7. Which one of the following is an instruction?
- Pour the liquid into the container.
 - The liquid is separated into three parts.
 - It is vital that the liquid is heated regularly.
 - What is the composition of the liquid?

CLO3
C3

8. Which one of the following is an instruction?
- Place the metal on an even surface.
 - The metal is covered with a thin layer of lacquer.
 - Nobody would like to buy the metal.
 - Where can the solid metal be bought?

CLO2
C3

9. Which ONE of the following is a description of a process?
- The table is made of strong metal.
 - The sofa is adored by the younger generation.
 - The table lamp is polished with a special wax.
 - The mug is sold to the visitors of the museum.

CLO 5
C3

18. In Public Speaking, transitional signals are used

- i. to enable audience to follow the speech.
- ii. to provide audience a preview of what is coming in the speech.
- iii. to demonstrate the speaker's proficiency in the language.
- iv. to prepare the audience for something that is going to be said.

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

CLO 5
C3

19. Which is the best thesis statement?

- A. *"Ladies & Gentlemen, today I should discuss 3 impacts of Water Pollution and how they affect our life."*
- B. *"Ladies & Gentlemen, Water Pollution affect our daily life. and we must work hard to stop it"*
- C. *"Ladies & Gentlemen, Water Pollution is a threat to our life and we must help to stop it".*
- D. *"Ladies & Gentlemen, Water Pollution does affect our daily life. and we must work hard to stop it"*

CLO 5
C3

20. What is a rhetorical question?

- A. is a question that you ask and expect a long answer.
- B. is a question that you ask and demand an answer.
- C. is a question that you ask and expect the audience to respond using body language.
- D. is a question that you ask without expecting or wanting an answer.

CLO 4
C313. The statement *"This report aims to present information on the awareness of the public concerning the existence and benefits of 3G facilities."* is most likely stating the _____ of a report.

- A. finding
- B. purpose
- C. conclusion
- D. preview list

CLO 4
C3

14. The conclusion section of a report should present

- A. a persuasive plea.
- B. facts you have uncovered.
- C. suggestions or actions which should be taken.
- D. ideas or beliefs you develop based on your findings.

CLO 4
C3

15. The company has employed you as a supervisor of company publications. What type of reports would you frequently write?

- A. Research Reports
- B. Progress Reports
- C. Problem Analysis Reports
- D. Equipment Evaluation Reports

CLO 5
C3

16. Public speaking can be a powerful tool to use for purposes such as motivation, influence, persuasion, informing, translation, or simply entertaining.

Which of the following is not a purpose of Public speaking

- A. motivation
- B. influence
- C. persuade
- D. sales

CLO 5
C3

17. Which of the following is an example of a "Persuasive " speech.

- A. How to prevent H1N1.
- B. Smoking and its effects on everyone around
- C. How to log in into maybank2u website.
- D. The dangers of facebook

Question 2

(10 marks)

a) Explain the following terms:

- Note
- Warning
- Danger
- Caution

b) Select THREE (3) terms and write an example for each one.

Question 3

(10 marks)

The pictures below show the process of making a glass coffee table. 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.

(a)

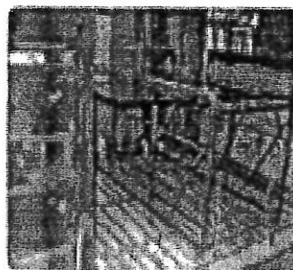


use of
heat

glass

bend

(b)



high temperature
room

cut glass

place

SECTION B (40 marks)

INSTRUCTIONS

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 an equipment evaluation report. One of the group members, Johan 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 Johan .

Use the format below

Describe what you see

To express concern

State your desire

To ask for opinion

#Supporting detail 2

_____ (1 mark)

Main idea 2

_____ (1 mark)

#Supporting detail 1

_____ (1 mark)

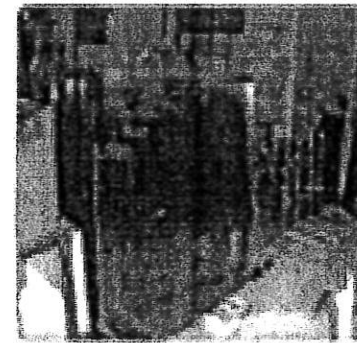
#Supporting detail 2

_____ (1 mark)

Conclusion

_____ (1 mark)

(c)



cut
desired
measurement
a piece of glass

(d)



pack
finished glass
table

| SEQUENCE | STATEMENT |
|----------|-----------|
| | |
| | |
| | |
| | |

Question 4

(10 marks)

Write the speech outline for **ONE** of the following topics: (10 marks) (CLO5)

- a. Dating via Internet
- b. Blood donation
- c. Teenage pregnancy

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 mark)

Main idea 1

_____ (1 mark)

#Supporting detail 1

_____ (1 mark)

| | | | |
|--|------------|----------|---|
| Writing the research report | 2-6.4.13 | 3-6.4.13 | completed the introduction, literature review, methodology, results and discussion sections conclusions and recommendations – not yet done |
| Planning for presentation and developing visual aids | 7-10.4.13 | | |
| Rehearsing the presentation | 11-12.4.13 | | |

(20 marks)

END OF PAPER**SECTION C (20 marks)****INSTRUCTION:**

This section contains ONE (1) question. Write your answer in the answer booklet.

Your lecturer, Pn Anis, has given an assignment to carry out a mini research project on 18 March 2013. Her instructions are to form a group of five members to conduct a mini research on a problem that students are facing, write the research paper and then present the findings in class on 15 April 2013. She wants a progress report to be handed in to her on 8 April. Write your progress report using a memorandum format and assume that today is 6 April 2013.

Below is an action plan chart which you have prepared and written notes to help your group members write the progress report.

| Activities | Scheduled date | Date executed | Notes |
|---------------------------|-----------------|---------------|--|
| Identifying problem | 19 .03.13 | 19.3.13 | Saiful, Rudi, Meng and Raju selected parking problem discussed purpose and objective of study assign reading task |
| Reading relevant articles | 20 -23.3.13 | 20-24.3.13 | more time needed to find articles on parking problems |
| Writing questionnaire | 24.3.13-26.3.13 | 25-26.3.13 | met at Meng's house discussed 8 questions typed and photostated |
| Conducting survey | 27.3.13-31.3.13 | 27-31.3.13 | each member gave 20 students to answer questionnaire Rudi and Raju could not collect back all their questionnaires |
| Analyzing data | 1.4.13 | 2.4.13 | Maths quiz on 1.4.13 analyzed answers in 80 questionnaires |