



**PENINSULA**  
**C O L L E G E**  
GEORGETOWN

## FINAL SEMESTER EXAMINATION

Programme	:	<b>CERTIFICATE IN BUSINESS STUDIES</b>
Course	:	<b>BUSINESS COMMUNICATION</b>
Course Code	:	<b>CBS1113</b>
Duration	:	<b>3 Hours</b>

### INSTRUCTIONS TO CANDIDATES:

1. Please read the instructions given in the question paper **CAREFULLY**.
2. This question paper consists of **FOUR (4)** questions
3. Answer **ALL** questions in the question paper.
4. Answers to the questions are to be written into the examination booklet.
5. Electronic dictionaries, lecture notes, files or any unauthorised materials except writing equipment are strictly prohibited.

This question paper must be submitted along with all used and/or unused rough papers and/ or graph papers (if any). Candidates are **NOT ALLOWED** to take any examination paper(s) used or unused out of the examination hall.

### WARNING:

The Examination Board of Peninsula College Georgetown regards cheating as a very serious offence and will not hesitate to mete out the appropriate punitive actions according to the severity of the offence committed, and in the accordance with the clauses stipulated in the Students' Handbook, up to and including expulsion from Peninsula College Georgetown.

*(This booklet contains 3 printed pages including this page)*

**DO NOT OPEN THIS BOOKLET UNTIL YOU ARE ALLOWED TO DO SO**

For examiner's use only

QUESTION NO.	MARKS
1	/ 25
2	/ 25
3	/ 25
4	/ 25
<b>Total</b>	<b>/ 100</b>

Answer **ALL** questions on the separate sheet provided.

**[100 marks]**

1. a) List **FOUR (4)** types of communication. (8 marks)  
b) List **FOUR (4)** types of business letters. (8 marks)  
c) Define **THREE (3)** purposes of business letters. (9 marks)  
Total: [25 marks]

2. a) List **FIVE (5)** safe topics in small talk. (5 marks)  
b) List **FIVE (5)** objectives of meeting. (10 marks)  
c) List **FIVE (5)** DOs in the telephone etiquette. (10 marks)  
Total: [25 marks]

3. a) State **TWO (2)** suitable" telephone phrases for each of the following purposes.  
i. Finding out who is on the telephone. (4 marks)  
ii. Asking for someone. (4 marks)  
iii. Saying that someone is not available. (4 marks)  
iv. Asking the other person to repeat what was said. (4 marks)

- b) Read the dialogue below and answer the following questions.

*Telephone: (Ring... ring... ring...) Hello, this is Brighton, I am afraid I am not in at the moment. Please leave a message after the beep ... (beep).*

*Amir: Hello Brighton, this is Amir. It is noon now and I am calling to see if you would like to meet up on Friday to discuss further on the event. Could you call me back? You can reach me at 04 – 545 6134 until 5pm today. I will talk to you later. Bye.*

Does the passage above contain all the information needed to allow the call recipient to respond to the call? List down the following information.

- i. Name of the caller. (1 mark)  
ii. Time and reason of the call. (4 mark)  
iii. Request from the caller. (2 mark)  
iv. Contact number of the caller. (1 mark)  
v. Ending of the call. (1 mark)  
Total: [25 marks]

4. a) Write a memo for the following scenarios. Decide who the memo should be sent to and what the subject of the message is. Add your own information to the body of the memo.

You are a Training and Development Executive. You want to inform all the staff in the company about an upcoming English Workshop. You need to inform them of the following:

- what the training is for;
- who the presenter is, including a brief statement about his/her background;
- where the training will be held, including the date and time;
- how much is the training fee per person and the payment method; and
- whether or not lunch and/or any refreshments will be served.

(25 marks)

**- END OF QUESTIONS -**