



PENINSULA
COLLEGE
GEORGETOWN

FINAL SEMESTER EXAMINATION

Programme	:	DIPLOMA IN E-BUSINESS TECHNOLOGY DIPLOMA IN LOGISTICS MANAGEMENT
Course	:	BUSINESS COMMUNICATION
Course Code	:	DEB1313 / DLEN3023
Duration	:	3 HOURS

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
Total	/ 100

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

[100 marks]

1. a) Fill in the blanks using **ONE** of the words given.

qualifications	cash cow	per capita
reference	economical	dismiss
headhunter	deficit	downsized
break even	surplus	freelance

1. Publishing a new book can be costly. We'd have to sell 2000 copies of the book to _____.
2. There's increasing demand for cars that are more _____ on fuel.
3. He was approached by a _____ who was looking for a chief executive for a start-up company.
4. When a country import more services than it exports, there will be trade _____.
5. Employees are worried their organisations will be _____ and that they will be replaced by temporary workers, or made redundant by technology.
6. Her former boss gave him an excellent _____.
7. France and Germany invest far more _____ in public transport than Britain.
8. The studios discovered that movie rentals were an even bigger _____ than movie tickets.

(16 marks)

b) Make **ONE** sentence using each of the following words. Your sentence must be more than **EIGHT (8)** words.

1. recession
2. skyrocket
3. outsource

(9 marks)

Total: [25 marks]

2. You work in a company, Wave 20. Imagine an incident with an employee and write a report. Your report should answer the following questions:

- Where and when did the incident happen?
- Who is the employee? What is his / her job?
- What was he / she doing? What are the injuries?
- What caused the incident? Was the employee following health and safety rules?
- What has happened as a result?

Total: [25 marks]

3. a) List **FOUR (4)** email functions that you can use in business communication. State **ONE** situation that is appropriate to use for **EACH** function.

(12 marks)

b) Suggest **THREE (3)** email etiquette that one should remember in business communication. Give **TWO (2)** reasons why they could be a problem if they are not followed.

(13 marks)

Total: [25 marks]

4. a) Imagine you have a Japanese friend, Tsuki Hikari, who is joining a German company in two months as an employee. She has only been employed in Japan and has never travelled outside of Japan. You understand that there are many cultural differences between the two countries – Japan and Germany.

As a kind gesture, write an email to your friend to suggest **FIVE (5)** cultural differences in the workplace that she should be aware of and suggest **ONE** way to cope with **EACH** of them.

Total: [25 marks]

- END OF QUESTIONS -