UNIVERSITI UTARA MALAYSIA

FINAL EXAMINATION
SEMESTER ONE 2007/2008 SESSION

CODE/COURSE : BLE1022/COMMUNICATION II
DATE : 25 NOVEMBER 2007 (SUNDAY)
TIME : 2.30 - 5.00 P.M (2 1/2 HOURS)
VENUE : DMS, KYM, IKIP, NEGERI.

INSTRUCTIONS:
1. This question booklet consists of FOUR (4) sections in FOURTEEN (14) printed pages excluding the cover page.
2. Answer ALL questions.
3. All answers must be written in the question booklet.
4. Use PEN to write your answers.

FOR OFFICIAL USE ONLY

| SECTION ONE | /12 |
| SECTION TWO | /13 |
| SECTION THREE | /45 |
| SECTION FOUR | /10 |
| TOTAL | / 80 |

Examiner: ________________________________

MATRIC NO. : ________________________________

( in words ) ( in numbers )

IDENTIFICATION NO:

NAME OF INSTRUCTOR : ________________________________

GROUP : [ ] DESK NUMBER : [ ]

DO NOT OPEN THIS BOOKLET UNTIL YOU ARE INSTRUCTED TO DO SO

CONFIDENTIAL
SECTION ONE (12 MARKS)

You are advised to spend about 20 minutes on this section.

Read the conversation below. Fill in the blanks with appropriate polite expressions using the words in parentheses.

**Situation**: Ahmad is calling the Budget Rent-A-Car in Pulau Langkawi to enquire about hiring a car.

**Receptionist**: Good morning, Budget Rent-A-Car,

1. _____________________________? (To offer) - help

**Ahmad**: Good morning. 2. _____________________________

2. _____________________________? (To request) - car to rent

**Receptionist**: Certainly. 3. ____________________________? (To enquire) - type of car desired

**Ahmad**: 4. _____________________________

4. _____________________________? (To request) - small car

**Receptionist**: Well...will Kelisa be all right?

**Ahmad**: Sure, 5. _____________________________?

5. _____________________________? (To request) - automatic one

**Receptionist**: Of course, our company has a number of automatic Kelisa.

**Ahmad**: 6. _____________________________?

6. _____________________________? (To enquire) - place to pick up the car

**Receptionist**: 7. _____________________________ (To suggest) - picking it up at the jetty

**Ahmad**: Oh no, I am arriving by plane. 8. _____________________________

8. _____________________________? (To suggest) - airport

**Receptionist**: Well then, I will send the car to the airport. 9. _____________________________
Ahmad: I need the car for two days from 25th August to 26th August.

Receptionist: You can leave the car at the same place.

Ahmad: Oh before I forget, how many days - car is needed?

Receptionist: Our normal rate is RM60.00 per day for Kelisa. Is that ok?

Ahmad: Yes...that's ok.

Receptionist: By the way, at what time are you picking up the car, sir?

Ahmad: Well...is 11.00 a.m all right with you?

Receptionist: It's fine by me. (To offer) - help

Ahmad: No, I think that's about all. Thank you and good bye.

Receptionist: Bye and thank you for calling us.
SECTION TWO (13 MARKS)

You are advised to spend 20 minutes on this section.

Complete the conversation below by using appropriate phrases or sentences based on the cues given in parentheses.

**Situation:** Four college mates are discussing how to spend a public holiday.

Zakaria : (1) ________________________________

__________________________ (To suggest) - day out

(1 mark)

I could do with some fresh air.

Dass : (2) ________________________________

__________________________ (To suggest) - going outside Sintok

(1 mark)

Zakaria : Like where? Don’t forget we’ve got our drama practice.

Dass : I know, but we can do that later. (3) ________________________________

__________________________ (To suggest) - Gunung Jerai - climbing up - mountain

(1 mark)

Balan : (4) ________________________________

__________________________ (To disagree) - give a suitable reason

(2 marks)
Dass : (5) Well... we don't have to climb up the mountain then, but

__________________________ (To suggest) - use road - walk up

(1 mark)

Balan : (6) ______________________________

__________________________ (To disagree) - give another suggestion

(2 marks)

Zakaria : Balan is right. (7) ______________________________

__________________________ (To suggest) - picnic

(1 mark)

Dass : (8) ______________________________

__________________________ (To agree) - give a suitable reason

(2 marks)

Dass : Have you got anything to say, Kamariah?

Kamariah : (9) ______________________________

__________________________ (To give opinion)

(2 marks)

Dass : Thank you, Kamariah. I think the matter is settled now. We shall all go on a picnic.

Total score for Section Two: __________/13 marks
SECTION THREE (45 MARKS)

You are advised to spend about 45 minutes on Parts A, B and C, 30 minutes on Part D and 15 minutes on Part E.

PART A (7 MARKS)

Read the newspaper article below and answer all the questions.

Sekolah Menengah Teknik Tawau is not a name that figures prominently on the list of well-known schools.

When the Education Ministry announced during the recent unveiling of its 2006-2010 blueprint that 300 excellent schools around the nation would be selected as cluster schools, the names bandied around were the ones traditionally known as providers of quality education like Sekolah Menengah Kebangsaan Victoria (VI), Kolej Melayu Kuala Kangsar, Sekolah Menengah Kebangsaan Saint John and Kolej Tunku Kurshiah.

However, the unassuming rural school in Tawau, Sabah, has quietly earned the admiration of the ministry with its progress, especially in information and communications technology, and the dedication of its principal and teachers.

It was for these reasons that SM Teknik Tawau was named a cluster school. And with that distinction, it now has greater independence, flexibility and autonomy to do what's best for its students.

The government hopes the autonomy given to these cluster schools like SM Teknik Tawau to decide on matters like human resources, assets, funds, student intake and the freedom to develop areas of specialization, will lead to the national school becoming, once again, a school of choice for the majority of Malaysians.

Experts agree that the setting up of such schools is the most important aspect of the blueprint. Indeed, it is one measure that has not been given the cynical brush-off.

Many are resolute that these elite schools will serve as a showcase for other public schools and spur them to similar levels of excellence. Parents, who have been in a tizzy over the choice of school for their children, are hopeful.
Inez Lee, who had wanted to register her four-year-old daughter in a Kuala Lumpur private school, says she may change her mind if cluster schools prove their worth.

If the concept works and brings national schools back to previous standards, non-Malays are likely to consider sending their children there.

She says, "Cluster schools will work to attract parents at the margins like me. They are those who are not really set on their children learning Mandarin but more concerned about the quality of education, teachers and facilities."

Schools that have been identified to join this premier league have laid out their strategies to "re-engineer" them to reach loftier heights.

SM Teknik Tawau principal, Mary Yap, has, in the past, made many changes to enhance the use of ICT in her school and is now looking at improving other areas. Emphasis will be on co-curricular activities, among other things. For instance, she will join other teachers and students for aerobics every Tuesday morning. After aerobics, students will participate in clubs or other sporting activities. To accommodate aerobics and co-curricular activities during the first two periods, the school day on Tuesday will be extended from 12.30 p.m to 3.00 p.m.

Yap will also create linkages with schools and other institutions of learning overseas, and work towards ISO international quality certification.

"By empowering school heads, the ministry is training and grooming us to be better leaders. At our end, we should be more pro-active. We should not wait for instructions or be dependent on the ministry for everything, even funding for our projects."

Yap's enthusiasm and leadership abilities are traits the ministry wants to cultivate in all school heads. Giving them more independence to chart the direction of their own school is one way of honing leadership skills. And they will be given all the support.

Education Minister Datuk Seri Hishammudin Hussein has made this promise: "Short of giving them 14-carat gold-plated taps, I am willing to give them anything they want."

The creation of cluster schools can also help effectively market cluster schools in the international arena.

Muhamad Khailani Abdul Jalil, VI principal, says the "VI brand" can be marketed internationally through its linkages with schools abroad. "We have
links with the Anglo-Chinese School (Independent), Singapore, to enhance co-curricular achievement and with Jo Chiwon Daedong School, South Korea, for ICT."

Other school heads are particularly keen to select their own teachers and students. "If I get to choose who to hire, I will want to hire the top teachers to teach my students," says a principal who has applied for cluster school status (such applications are open to all schools). "I will also want to be able to select the good students instead of taking those chosen by the state education department. There will be more control over the subjects offered."

Former headmaster, Datuk N. Siva Subramaniam, says cluster schools should not take in too many students: "Parents will inevitably be lining up in droves to register their children in cluster schools. The schools should be mindful of the number they admit. This problem will, however, only be for the short term. It will cease with the creation of more such schools."

Siva, who is also National Union of Teaching Profession adviser, lauds the move. "With more autonomy, school heads will be able to hone their leadership skills. They will be able to make decisions, introduce new textbooks and even decide on their own student assessment system."

Yap is confident the move will help national schools regain their lost luster. "These are exciting times. Setting up cluster schools is the way forward. We are going the way of developed countries like Britain and Singapore."

She adds, "I will go around helping other principals. I hope SM Teknik Tawau will serve as a benchmark and showcase for other schools."

Adapted from New Sunday Times, February 11, 2007

1. What did the Education Ministry announce during the recent unveiling of its 2006-2010 blueprint?

______________________________________________________________

______________________________________________________________ (1 mark)
2. Give **TWO (2)** reasons why Sekolah Menengah Teknik Tawau was named as a cluster school.
   
a) _______________________________________________________________________
   
b) _______________________________________________________________________
   (2 marks)

3. Now that SM Teknik Tawau is named a cluster school, what will its emphasis be on? State **ONE** example.
   
   _______________________________________________________________________
   
   _______________________________________________________________________
   
   _______________________________________________________________________
   (2 marks)

4. According to Datuk N. Siva Subramaniam, how would parents react to the creation of cluster schools?
   
   _______________________________________________________________________
   
   _______________________________________________________________________
   (1 mark)

5. Provide the most suitable title/heading for the article.
   
   _______________________________________________________________________
   
   (1 mark)

   (________  /7 marks)
PART B (5 MARKS)

Match the words from the text printed in bold letters on the left with the corresponding meanings on the right. An example has been done for you.

Eg. blueprint line 4 _________d________ a. state of confusion

1. autonomy line 15 ______________ b. improve
2. resolute line 24 ______________ c. develop
3. tizzy line 26 ______________ d. plan
4. cultivate line 54 ______________ e. determined
5. hone line 79 ______________ f. freedom

(_________/5 marks)

PART C (5 MARKS)

The following pronouns have been underlined in the passage. Identify what they refer to in the passage.

1. it line 14 ______________
2. She line 33 ______________
3. we line 50 ______________
4. They line 80 ______________
5. I line 85 ______________

(_________/5 marks)
PART D (20 MARKS)

Read the newspaper article again. Summarise in about 120 words the characteristics of cluster schools as determined by the Education Ministry.

Write your summary here.

____________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________

(No.of words: ____________)

(__________/20 marks)
PART E (8 MARKS)

Read the newspaper article below and answer all the questions that follow.

229 down with food poisoning

**IPOH:** A total of 229 students from Parit were rushed to hospital here for suspected food poisoning after eating beef and *telur sambal* at their school canteen.

The students, all boarders at SM Agama Sultan Azlan Shah in Bota, some 40km from here, complained of abdominal pains and diarrhea a few hours after dinner on Thursday.

Perak Health Department director, Datuk Dr Ahmad Razin Ahmad Mahir, said one student started having diarrhea at about 2 a.m. yesterday.

"After that, the rest complained of similar problems. They also had fever and were vomiting constantly," he said, adding that the students, aged between 13 and 17, were sent to the hospital for treatment at about 8 a.m.

Of the group, 10 girls were admitted to the Changkat Melintang hospital in Parit while a boy was sent to the Batu Gajah hospital for treatment.

The rest received outpatient treatment from two hospitals.

State Health Science, Technology and Environment Committee chairman, Datuk Tan Chin Meng, said that the school kitchen would be closed for 14 days for investigation and cleaning up.

"We have to know why this is still happening, especially when school canteens are constantly evaluated and checked to see if they comply with the Health Ministry’s hygiene guidelines," he said.

He added that the canteen operator would face a compound and further action if the food served at the school is found to be tainted.

1. According to the article, who were the victims of food poisoning?

________________________________________________________________________

(1 mark)

2. Name TWO (2) parties responsible for this problem.
   a. _______________________________________________________________________

   (1 mark)

   b. _______________________________________________________________________

   (1 mark)

3. State your opinions why food poisoning among school children is becoming a serious problem nowadays.
   a. _______________________________________________________________________

   (2 marks)

   b. _______________________________________________________________________

   (2 marks)

4. Suggest TWO (2) ways how the authorized party (i.e. the Health Department) can help overcome this problem.
   a. _______________________________________________________________________

   _______________________________________________________________________

   (4 marks)

   b. _______________________________________________________________________

   _______________________________________________________________________

   (4 marks)

   _______________________________________________________________________

   (4 marks)

Total score for Section Three: ________ /45 marks
SECTION FOUR (10 MARKS)

You are advised to spend about 20 minutes on this section.

Prepare a text for a presentation based on the graph below. Your text must contain a minimum of 5 complete sentences. An example has been done for you.

Good morning ladies and gentlemen,

Today I would like to talk about the number of guests who visited our hotel last year, from January to December.

0. (January to February)
Eg. In January, the number of guests was 400. Then it decreased slightly to 390 in February.

1. (February to April)
2. (April to July)

3. (July to August)

4. (August to October)

5. (October to December)

Total score for Section Four: _________/10 marks

END OF QUESTION PAPER