ARAHAN AM

1. Kertas soalan ini mengandungi lima (5) soalan dalam dua (2) muka surat yang bercetak.

2. Anda dikenakai menjawab EMPAT (4) soalan sahaja.


4. Semua jawapan mesti menggunakan 'Format' atau 'Layout' yang lengkap seperimana yang ditetapkan untuk kursus ini.

1. Your company, which deals in electronic equipments, is impressed by the product below, which was advertised in the New Straits Times on 20 March 1988. Write to the company, which you have not done business before, to ask for more information.

INTRODUCING THE ALL NEW INTELLIGENT WORKHORSE

24-PIN OKI MICROLINE 393

High Speed Quality 450 CPS
Fast Print Quality 300 CPS
Letter Quality 120 CPS

ENHANCED Features

FRONT CONTROL PANEL
You can select a variety of print functions, with just a touch of a finger

2. A customer has sent the letter below to your company. As the Sales Manager, write a reply confirming that the order will be honoured and executed according to instructions given.

Dear Sirs

Order No. 654-A6

Thank you for your letter of 16 January sending us patterns of cotton prints. We are satisfied with both quality and prices and are glad to order the following items:

<table>
<thead>
<tr>
<th>Quantity</th>
<th>Pattern No.</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>100 metres</td>
<td>42</td>
<td>US$2.00 per metre</td>
</tr>
<tr>
<td>200 metres</td>
<td>49</td>
<td>US$1.50 per metre</td>
</tr>
<tr>
<td>150 metres</td>
<td>53</td>
<td>US$1.30 per metre</td>
</tr>
</tbody>
</table>

If pattern no. 42 is not available for immediate shipment, please supply no. 43 instead.

This order is placed on the understanding that it will be supplied from stock at the prices quoted and be despatched by 31 March, at the latest.

We will arrange for payment by banker's cheque as soon as we receive your confirmation and invoice.

We hope to place further orders with you.

Yours sincerely
3. You are the Purchasing Manager of a leading trading company in Kuala Lumpur. You have been informed that the carriages of several electric typewriters supplied by a British supplier are different from the ones ordered. Write to inform the supplier about the mistake and request for immediate replacement as you have firm orders to meet.

4. You notice that a number of staff of your department store are not punctual to work lately. As the Manager, write a memorandum to the senior supervisor asking her to tell her staff to come to work on time. State the action that will be taken against those who fail to comply.

5. Write to the advertiser below to apply for one of the positions advertised.

An established Malaysian Company based in Petaling Jaya invites applications from suitably qualified Malaysians for the following positions:-

**MANAGEMENT TRAINEES**

- Applicants are expected to possess a diploma/degree in Business Management, Economics or Public Administration.

- Knowledge in computing and electronic equipment will be a definite advantage.

- Applicants should possess initiative, good communication skill and be prepared to work shifts duty.

**ACCOUNTANT**

- Applicants should possess a degree/diploma in accounting.

- Knowledge in audit and costing will be a definite advantage.

- Applicants should possess good communication skill and able to work independently.

Graduating students may also apply. Applications with complete resume together with recent passport size photograph (N.R.) and telephone contact number should be sent to:-

The General Manager
P.O. Box 399
46740 Petaling Jaya

to reach us not later than 20 May 1988.

The Company offers competitive terms and interesting career prospects. Rumputras are encouraged to apply. Only shortlisted applicants will be notified.