



**PEPERIKSAAN AKHIR / FINAL EXAMINATION
SEMESTER II – SESI 2020/2021**

KOD KURSUS : ELS2232
COURSE CODE

NAMA KURSUS :
COURSE NAME : ENGLISH COMMUNICATIVE SKILLS III

TAHUN/PROGRAM : 2 & 3 / KTD ALL
YEAR/PROGRAMME : 2 & 3 / KTD ALL

TEMPOH : 3 JAM
DURATION : 3 HOURS

TARIKH : APRIL 2021
DATE

**ARAHAN
INSTRUCTION**

1. JAWAB SEMUA SOALAN DALAM BAHAGIAN A, B, C & D.
ANSWER ALL QUESTIONS IN PART A, B, C & D.
2. JAWAB SEMUA SOALAN DI DALAM BUKU SOALAN.
ANSWER ALL QUESTIONS IN THE QUESTION BOOKLET.
3. CALON DIKEHENDAKI MEMATUHI SEMUA ARAHAN PEPERIKSAAN.
CANDIDATES ARE REQUIRED TO FOLLOW ALL EXAMINATION INSTRUCTIONS.

NO. K/P I/C NO.	
TAHUN/PROGRAM YEAR/PROGRAMME	
NAMA PENSYARAH LECTURER'S NAME	

KERTAS PEPERIKSAAN INI MENGANDUNGI 11 MUKA SURAT BERCETAK TERMASUK MUKA HADAPAN
THIS EXAMINATION PAPER CONSISTS OF 11 PAGES INCLUDING THE FRONT PAGE

PART A: JOB ADVERTISEMENT (30 MARKS)**ADVERTISEMENT 1**

Study the advertisement below and answer the questions that follow.



Financial Services Consultant (Nationwide)
CIMB Group
Kuala Lumpur
Posted on 7-Jan-21

Company Overview

At CIMB Group we believe foresight is the key to unlocking potential. As we extend into universal banking to cover all areas of financial services, we look for individuals with a thirst for challenge, a sound educational background and outstanding capabilities. Well-rounded, multi-disciplined persons with high intelligence, energy and integrity are welcome to be part of this forward thinking and fast moving organisation. Our accelerated expansion in recent years has transformed us into a universal bank with a global network. If you aspire to be part of a highly regarded organisation, where prospects are boundless, CIMB is the perfect partner to realise your dreams. CIMB is a fast growing universal bank, offering you a wide range of career opportunities.

Job Description

- To promote and professionally sell a wide range of Bancassurance life insurance products to the Bank's existing and potential customers.
- To provide professional advice and on appropriate financial products based on customer need.
- To ensure customer satisfaction and provide excellent after sales service.
- To plan and implement sales activities related to Bancassurance products.
- To act promptly on all leads and follow up activities.
- To acquire good knowledge of Bancassurance products in the market.
- To achieve individual sales target and contribute towards the achievement of the branch target.

Job Requirements

- Candidate must possess a minimum qualification of SPM with 5 passes inclusive of Bahasa Malaysia/Diploma/Degree Holder in Marketing/Business Study or its equivalent.
- Minimum 2 years of working experience in the branch environment.
- Result oriented, passionate with marketing and willing to adopt to new things.
- Ability to work independently with minimum supervision.
- Ability to deliver high quality customer service to external and internal customers.
- Possess good interpersonal skills and able to actively interact with all levels of customers.
- Candidate with full insurance license will have added advantage.
- Fresh graduates in any discipline are strongly encourage to apply as intensive training will be provided.

Additional Information

- **Career Level**
Entry Level
- **Qualification**
Primary/Secondary School/O Level, Diploma, Advanced/Higher/Graduate Diploma, Bachelor's Degree, Post Graduate Diploma, Professional Degree
- **Job Type**
Full-Time
- **Job Specializations**
Accounting/Finance, Banking/Financial
- **Company Size**
More than 5000 Employees
- **Average Processing Time**
26 days
- **Industry**
Banking / Financial Services
- **Benefits & Others**
Medical, regular working hours and communication allowance.

To join our team, please submit your application online via Jobstreet.com.

PART A: JOB ADVERTISEMENTS

Answer ALL questions in the space provided.

1. According to the advertisement, what is the position offered?

(1 mark)

2. How can a candidate submit his application?

(1 mark)

3. What are the academic requirements stated in the advertisement?

(1 mark)

4. Does the position require any working experience?

(1 mark)

5. In your own opinion, explain why English proficiency is needed by the employer.

(2 marks)

6. State **TWO (2)** positive characteristics that could give an applicant an edge over others. Provide your reason.

(2 marks)

7. What are the fringe benefits offered by the company?

(2 marks)

Write (T) if the statement is TRUE or (F) if the statement is FALSE.

1. CIMB Group is looking for candidates who are honest and trustworthy.
2. Candidates with good interpersonal skills are more likely to be accepted.
3. Applicants for the position offered must have expert accounting knowledge.
4. Candidates must be passionate with marketing and willing to adopt to new things.
5. Candidates selected for the position offered will undergo an intensive training.

(5 marks)

ADVERTISEMENT 2

Study the advertisement below and answer the questions that follow.



Legal Assistant
Shopee Mobile Malaysia Sdn Bhd
Kuala Lumpur
Posted on 7-Jan-21

Company Overview

Shopee is the leading e-commerce platform in Southeast Asia and Taiwan. It is a platform tailored for the region, providing customers with an easy, secure and fast online shopping experience through strong payment and logistical support. Shopee aims to continually enhance its platform and become the region's e-commerce destination of choice via ongoing product optimisation and localised user-centered strategies. The Shopee team is rapidly expanding across the region and we are constantly on the lookout for talents who have the passion and drive to become part of a fast-moving and dynamic team.

Job Highlights

- Collaborative Work Environment
- Great Learning Opportunities

Job Description

- To manage, file, keep record of contracts and legal documents
- To provide full legal secretarial and administrative support to the legal team i.e. running office errands, scheduling meeting etc.
- To liaise with other departments and external parties where necessary
- Other related tasks assigned from time to time

Requirements

- Any degree in related field.
- At least 2 years of working experience in administration or secretarial field
- Highly ethical, discreet and able to maintain confidentiality
- Meticulous, organized and committed to delivering high quality work
- Able to manage large amount of paperwork, multitask and work in a dynamic and fast paced environment
- Proactive team player with effective interpersonal skills and a positive attitude
- Excellent verbal and written communication skills

Additional Information

- **Career Level**
Junior Executive
- **Qualification**
Diploma, Advanced/Higher/Graduate Diploma, Bachelor's Degree, Post Graduate Diploma, Professional Degree
- **Years of Experience**
2 years
- **Job Type**
Full-Time
- **Job Specializations**
Services
- **Company Size**
501 - 1000 Employees
- **Average Processing Time**
14 days
- **Industry**
Retail / Merchandise
- **Benefits & Others**
Dental, Medical, Sports (e.g. Gym), Regular hours, Mondays - Fridays, Casual (e.g. T-shirts)

To join our team, please submit your application online via Jobstreet.com.

QUESTION 2

Analyse both **Advertisement 1** and **Advertisement 2**. Then, decide which position is more suitable for you. State your reasons in the table below.

I choose _____ in advertisement _____.	(2 marks)
My reasons are:	
1. _____ _____ _____	(2 marks)
2. _____ _____ _____	(2 marks)
3. _____ _____ _____	(2 marks)
4. _____ _____ _____	(2 marks)
5. _____ _____ _____	(2 marks)
6. I have skills in: _____ _____ _____	(3 marks)

PART B: GRAMMAR (30 MARKS)**QUESTION 1**

Complete the text below with the correct form of verbs in the brackets.

Hi! I **1) _____ (be)** Susan and I've decided to start this blog to document my Life in Lockdown. We've been in lockdown now for a week in the UK. That means we have to stay at home almost all of the time. We're allowed out once a day to exercise and we can **2) _____ (go)** to the supermarket to buy essentials. You **3) _____ (have)** to try and **4) _____ (stay)** two metres away from other people when you go out. I'm starting to get used to the situation now but it still **5) _____ (feel)** like a dream sometimes. It's pretty surreal when I look outside and there's no one around.

My mum **6) _____ (be)** a nurse, so she is classed as a key worker and is still going to work every day. The company where my dad **7) _____ (work)** has had to close its stores and furlough all of their employees – that **8) _____ (mean)** my dad is still employed but he is not allowed to go to work until his company say he can return.

I **9) _____ (go)** to school before and I **10) _____ (be)** studying for exams, so my life has **11) _____ (change)** quite a lot. I **12) _____ (find)** the situation a bit overwhelming at first. The hardest part has been social distancing. I really miss seeing my friends in person but we **13) _____ (chat)** every day online. I also **14) _____ (have)** to study a lot by myself now and I **15) _____ (find)** that really challenging.

My little brother sometimes **16) _____ (distract)** me when I'm trying to study because he always **17) _____ (want)** to play. However, one of the positives of the lockdown has been spending more time with my family. I try to stick to a routine each day that also **18) _____ (include)** time for exercise, some online socialising and something fun or creative like playing a board game with my family. This **19) _____ (be)** helping me make the best of it! I'd love to know what you are doing to stay positive during the lockdown. Let me **20) _____ (know)** in the comments!

(20 marks)

QUESTION 2

Fill in the blanks with the correct form of the verbs.

1. He always _____ (does / do) his homework at night.
2. Bill Clinton _____ (was / were) the president of the US.
3. She _____ (was / were) much prettier in her younger days.
4. Volunteers _____ (does / do) a lot of work around the town.
5. Mr. Bradley _____ (has / have) lived in this town for thirty years.
6. Many people in the world _____ (does / do) not have enough food to eat.
7. One of these students _____ (has / have) obviously cheated on the exam.
8. Khairi and his brother _____ (is / are) traveling across the country next year.
9. Everybody on this team _____ (try / tries) really hard to please the new coach.
10. Neither Luis nor his parents _____ (is / are) the least bit interested in keeping in touch with her.

(10 marks)

PART C: LETTER WRITING (20 MARKS)

Write a cover letter to apply for the post that you have chosen in PART A. Your cover letter must include the contents of your resume.

PART D: RESUME WRITING (20 MARKS)

You are a graduating student and expected to be in the working sector soon. Write a resume to be sent to your prospective employers. You may include these points in your resume:

- a) Your personal details
- b) Career Objective
- c) Academic qualifications
- d) Co-curricular activities
- e) Working experience and any other relevant and useful information in your resume.

END OF QUESTION