
UNIVERSITI SAINS MALAYSIA

Peperiksaan Kursus Semasa Cuti Panjang
Sidang Akademik 2003/2004

April 2004

JUE 401 – Bahasa Inggeris IV

Masa : 1 jam

INSTRUCTIONS:

Before you begin this paper, note that the booklet contains **FOUR** printed pages.

Answer ALL questions in this booklet.

Please check that your index number is written correctly. Failure to do this will result in your paper being **not graded**.

Reminder to Chief Invigilator

Please collect all test booklets.
Return them to Bahagian Peperiksaan USM.

Index No.:

Seat No:

I/C No.:

Regional Centre:

...2/-

SECTION A – LISTENING

1. Three ways of listening are total tune out, partial listening and total listening. Explain each of them.

(i) Total tune out

(ii) Partial listening

(iii) Total listening

2. Interference is anything happening simultaneously within and outside the speaker or listener, making listening difficult. List five examples of interference from outside.

(i) _____

(ii) _____

(iii) _____

(iv) _____

(v) _____

3. To enhance your speaking and listening skills, you need to study the nonverbal body language communication. List five examples of such nonverbal body language.

- (i) _____
- (ii) _____
- (iii) _____
- (iv) _____
- (v) _____

SECTION B – SPEAKING

1. At some lectures, public speeches, seminars and professional courses, the listeners do not actively respond to the speaker's messages. Why does this happen?

2. (a) What is the aim of consultative conversation?

(b) What is the difference between upward communication and horizontal communication of consultative conversation?

3. Why are secretaries and telephone operators encouraged to smile when replying to customers?

(100 marks)

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